

60

1963 - 2023
WE ARE CELEBRATING
60 YEARS

CELEBRATING 60 YEARS OF BEING AGE UK SURREY

This is Age UK Surrey's Diamond Anniversary Year!

For 60 years, we have been working in the local community, providing help, support, and services for those aged fifty plus. We are very proud to be celebrating this milestone and this newsletter looks back over our history.

As you know, we are a local charity supporting older people to maintain active lives through encouraging involvement in local activities, providing invaluable information and advice and supporting independence. We are a charity that is dedicated to helping everyone in Surrey make the most of later life.

This anniversary year we have set ourselves a target of raising £60,000. We have planned diamond events throughout the year and have created fundraising toolkits so everyone can get involved in helping us reach our fundraising target! We would encourage everyone to participate through individual challenges, group challenges, collecting tins, sponsorship or attending our select fundraising events throughout the next year.

Monies raised will help us continue to fund and provide our vital services and activities especially during these challenging times. As income from government sources declines, income from donations and legacies becomes even more important. In 2022

donations and legacies accounted for 55% of our income. **Do access our Swinging 60s Themed Fundraising Toolkit on our website or contact us at: fundraising@ageuksurrey.co.uk** The toolkit will give you tips and advice on how to make the most of your fundraising events and remind you that there is 'fun' in fundraising!



People are at the heart of our organisation. We are proud of our dedicated staff and hundreds of volunteers who make such a difference to the lives of the older people we support. We certainly could not provide our assistance to those needing it without the continual help and support of donors, local communities, businesses, fundraisers, and volunteers.

We hope you will join us this year to celebrate 60 years and reach our target of raising £60,000 for older people. All donations are gratefully received.

OUR DIAMOND YEAR

I am very excited to share this newsletter with you, focussing on our 60 years of supporting people across Surrey and our fundraising initiatives. Raising funds is so important for us to enable us to continue to deliver our services and activities.

I have worked, supporting older people for 30 years and I am privileged to have led Age UK Surrey for 13 years. So much has changed in that time, it is sometimes difficult to keep up with the advances in technology, but what I do know is that the fundamental needs of older people have not changed: sharing the company of friends and family, having fun, being able to see the right health professional when you need them, knowing what benefits you might be entitled to so you have sufficient monies to live and pay your bills and how to live comfortably at home.



So to make sure we continue to serve our older population in the best way possible, we have developed a new Strategic Plan for the next three years. Our five key aims are:

- We will put older people at the heart of everything we do.
- We will extend our reach to connect with more older people and professionals.
- We will further develop community support to improve older people's wellbeing.
- We will further develop services to keep people independent at home for as long as possible.
- We will strive for operational excellence and financial sustainability.

If you would like a full copy of the plan, please do contact us. Do share our forthcoming events with friends and neighbours and we very much hope to see you at one of them. If you would like any fundraising ideas get in touch with us - email fundraising@ageuksurrey.org.uk who can send you our 60 Celebrations Pack. Thank you for all your support, we look forward to being of service for many more years to come.

Sue Zirps, CEO

LINED UP FOR YOU

We have so many exciting events and activities lined up for you this year. Take a look below at all the upcoming events. You will find tea parties, quiz nights, dances and much more! We look forward to seeing you there.

Vintage Fundraising Fashion Show

October 7th 2023, Saturday, 6:00pm – 8:30pm, at The Clockhouse, Milford GU8 5EZ

Celebrating fashion through the decades with specially selected items by our Vintage Charity Stores.



Tickets are £6 (available on our website) and include a welcome drink and nibbles. There will be the opportunity to browse and shop for clothes and accessories with a 20% discount. Plus a Raffle Draw, refreshments and much more. We look forward to seeing you there!

Diamond Tea Party in Oxted

October 3rd 2023, Tuesday, 2.00pm, Bluehouse Social Centre, Bluehouse Lane Oxted RH8 0AD

Swinging 60s Afternoon Tea to celebrate International Older People's Day & Silver Sunday.

Diamond Tea Party in Lingfield

October 26th 2023, Thursday, 2.30pm, Lingfield & Dormansland Community Centre, High Street Lingfield RH7 6AB

Swinging 60s Afternoon Tea to celebrate International Older People's Day & Silver Sunday.

Christmas Carol Service 2023

December 8th 2023, Friday, 10.30am at Guildford Cathedral, Stag Hill, Guildford GU2 7UP

Our much anticipated annual carol service. Coffee, tea and mince pies served from 10.30am.

Brooklands Museum Vintage Party

March 2024 - Details to be confirmed.

OUR AWARD WINNING SHOPMOBILITY

Our Shopmobility Service in Guildford is amazing - but don't just take our word for it! They have been awarded **The 2023 Tom Hillier Shopmobility of the Year Award**. The award is named after the founder of the national Shopmobility membership organisation. Customers are able to nominate Shopmobility members, highlighting how visits to a particular service stand out and what sets the service apart from the rest.



ShopMobility UK's awarding committee received numerous nominations this year from the 110 Shopmobility Centres registered with ShopMobility UK, with many lovely comments about the difference Shopmobility services make to people's lives, as well as the staff and volunteer teams who do such great work in communities. The following extracts from

nominations helped ShopMobility UK to select Age UK Surrey's Shopmobility as this year's winner:

"Brilliantly run by a group of really helpful, empathetic staff who make our experience on every visit an extremely positive one."

"I have been with (the service) since 1997 and I have always been treated extremely and totally with the highest respect. The staff over the years have always gone above their duties. The scooters are always in tip top condition and extremely clean."

"I always get service with a smile and we have a laugh and a chat, which little do they realise helps me with my depression. I shall be forever indebted to them."

Shopmobility is located at Bedford Road Car Park in Guildford. It is currently open five days a week, Monday to Friday from 10.00am to 4.30pm, closed on Bank Holidays. All scooters and wheelchairs are sanitised. To find out the latest opening times, cost of hire and to pre-book a scooter please phone: 01483 453993 or email: shopmobility@ageuksurrey.org.uk

OUR HOME HELP HEROES

Our Help at Home services supports people across Surrey to remain independent at home. We have over 400 Home Helps who visit clients on a weekly or bi-weekly basis, usually for a couple of hours but depending on what needs doing. They do those tasks that help keep your home tidy, clean and hygienic, such as laundry and changing the bed, to vacuuming and cleaning the bathroom.

We hand select the Home Helps, not only because they are hard-working, but because they are friendly and enjoy visiting older people, all are security checked.

A Home Help is often the only person our client may see. They provide much comfort not only to the client, but family too. Here is what Rose, one of our Home Helps says about her work: *I love my job, I find it very*

rewarding. Quite often a client will say I am the only person they have seen during the day and that leaves me with a good feeling to know that at least I have made some small positive difference to that person during the day.



If you would like a hand with your housework and cleaning, please do get in touch, we offer a tailored service at good rates.

OUR SUMMER VOLUNTEER PARTY

We were delighted to be able to invite all our wonderful volunteers to our Annual Summer Party, which was held on June 26th at our Clockhouse Community Centre. We all enjoyed a full afternoon tea and beverages from our Chef David. It was a fantastic opportunity for all of us to meet each other, to socialise, chat and to celebrate volunteers receiving Awards.



We are indebted to all our hard-working and dedicated volunteers and each of them deserves an award for their time and commitment to older people across Surrey. However, every year we especially acknowledge the contribution of those volunteers who have supported for long periods or whose contribution during the year as been outstanding. The awards were presented by Sue Zirps our Chief Executive Officer and John Burbridge, Trustee and Chair of the Board of Trustees.

The following is a list of awardees:

Robert, 10+ Year Award, Befriending
 Pauline, 10+ Year Award, Befriending
 Roger, 10+ Year Award, Events & Fundraising
 Zoe, 10+ Year Award, Tech Support

Rosalind, 10+ Year Award, Tech Support
 Valerie, 10+ Year Award, Tech Support
 Sally, 5+ Year Award, leading Hospital Activities
 Marion, 5 Year Award, Administration
 Trevor, 5+ Year Award, Tech Support
 Caren, Esher Charity Shop
 Sam, Lingfield Charity Shop
 Jean, Haslemere Charity Shop
 Rachel, My Life My Story Leader
 Ann, Telephone Befriending
 Penny, Hospital Visits & Befriender
 Sarah, Hospital Visits & Befriending
 Frances, The Clockhouse Community Centre
 Wendy, The Clockhouse Community Centre
 Carol, The Clockhouse Community Centre
 Michele, Administration Wellbeing
 Melissa, Tea and Chat Oxted Leader
 Radhika, Wellbeing Monitoring



Also awarded was Margaret Clarke, for her outstanding contribution made as a Trustee and as an Advisor to Board of Trustees. As well as, John Burbridge, pictured above with Sue Zirps, who received a surprise award for his outstanding contribution made over many years and in various Trustee roles for Age UK Surrey.

MORE MEMORY LANE SESSIONS NOW AVAILABLE

We are delighted to announce that we are now able to offer more sessions of our popular Memory Lane Activity. **Commencing 10th August, Mondays & Thursdays, 11.00am – 12.30pm.**

Memory Lane is open to people with any type of dementia diagnosis or with mild cognitive impairment, these sessions help maintain memory and mental functioning. Trained staff, supported by volunteers deliver the Maintenance Cognitive Stimulation Therapy (MCST) sessions in a fun and supportive

environment at the Clockhouse Community Centre, Milford. **Session fees are just £13 and booking is required.**



BRIEF HISTORY OF OLDER PEOPLE'S SUPPORT

As we look to celebrate 60 years of Age UK Surrey, here is a quick look at how support for the older people came about.

World War II brought hardship to everyone in Britain, and older people were especially vulnerable. Many families had lost their main breadwinner or become separated. There was no welfare state and the 'poor law' provision of the time was woefully inadequate. In 1940 a group of individuals, governmental and voluntary organisations came together to discuss how this situation could be improved. The Old People's Welfare Committee was born. In 1944 it became known as the National Old People's Welfare Committee (NOPWC), taking under its umbrella many local organisations working to improve older people's welfare.

With the advent of the welfare state, government money became available to fund work with older people. The NOPWC co-ordinated and facilitated the work of an increasing number of committees. The Older People's Welfare Association of Surrey was formed post war. As the NOPWC became completely independent of government, many local groups took on the name as Age Concern. In 1963 Age Concern Surrey was established.



Many local groups took on the Age Concern name as time went on, and together they benefited from a unified image and a name reflecting the fact that they were not just committees but active providers of direct services.

Meanwhile, the Help the Aged Refugees Appeal was set up in 1961 by businessman Cecil Jackson-Cole in response to the needs of older refugees in response to the needs of older people following natural disasters and conflict in the former Yugoslavia, former East Pakistan (now Bangladesh) and Rwanda.

The new organisation, renamed Help the Aged, continued to raise money for emergency aid overseas. It also became involved with projects for older people in the UK, establishing day centres and pioneering the building of better housing for older people.



In July 2000, organisations sharing the name Age Concern came together to work in a federation reflecting their independence and autonomy but also their interdependence. Age Concern England, as the national federation member, worked alongside local Age Concerns and provided support and leadership in areas like campaigning and policy.

In 2001, Help the Aged merged with Research into Ageing. The charity continued to build on its research and policy work, and in 2005 it took a new strategic direction, shifting its focus to disadvantaged older people.

On 1 April 2009, Age Concern England and Help the Aged joined together to create a new charity dedicated to improving later life for everyone.

In April 2010, Age UK was formed. Age Concern Surrey chose to become a brand partner of Age UK, whilst remaining an independent local charity. Many Age Concerns remained 'Friends' of Age UK.



THERE IS FUN IN FUNDRAISING



Turn your online shopping into everyday magic for Age UK Surrey with easyfundraising

Your shop, brands donate to us.. It won't cost you any extra!



Scan this QR code and sign up today!



Care Homes Fundraising

We are delighted that some care homes around Surrey helped raise £765 for local services by selling our Christmas cards to residents, family, and friends.



The purpose of the initiative was to help residents stay connected over Christmas, giving them a choice and a different shopping experience. We had a variety of different designed cards on offer, all with different names linked to local Surrey towns. The idea was warmly welcomed by many, and the different selections proved popular. We really appreciate every home's contribution, and we hope more will want to get involved later this year.



Annual Carol Service

We thoroughly enjoyed welcoming everyone back to our annual Christmas Carol Service at the Guildford Cathedral in December. Everyone seemed to enjoy the beautiful poem, reading and the lovely performances by Tormead Prep School Choir and the Guildford Cathedral Singers.



It was nice to see so many joining for the service in support of Age UK Surrey and we are grateful for everyone's involvement. The mince pies on offer were a real treat!

Onslow Lodge Freemasons

Thank you to Onslow Lodge Freemasons of Guildford for generously donating £620 from their Fundraising Ladies Evening and to Dr Lorenzo and Jia Hui Santorelli for hosting us.



THE 10-3 CLUB AT THE CLOCKHOUSE, MILFORD

Members of the 10 to 3 Club enjoy a varied day with options to join in a range of fun and stimulating activities which include gentle chair-based exercise, mental agility and activities to promote wellbeing. Caring staff and volunteers are on hand all day to provide support and care. The day service includes a 2 course hot meal - all for £30/day. **Tuesday to Friday, 10.00am - 3.00pm at the Clockhouse.**

Here is what the husband of one of our 10-3 Club members had to say: *"The Clockhouse has been a life saver for me. The difference it's made to my life and Jill's is phenomenal!"*

Jill met her husband Rob through her sister, and he describes her as "very much a career lady". After they married, she trained as a bookkeeper and they then opened a garden centre business together in 1970.

Jill always had a very active brain but eight years ago her memory started to get bad and she was diagnosed with early on-set dementia. The first few years of her memory deteriorating was difficult until she was given medication to help relieve the symptoms.

Rob is now her full-time carer. Jill can't be left on her own as she would wander. For the last three years she hasn't been able to cook a meal but can still make a cup of tea.

Rob heard about the Clockhouse through a golfing

friend. Jill started attending regularly, two days a week to start with and now 5 days a week.

Rob said *"It's not always easy getting her there but when she goes in and people welcome her, she's very happy and joins in with all the activities. I don't worry about her while she's at the Clockhouse. The staff and volunteers are all good at their job – amazing actually! I keep my phone on and I know they'll ring me if they need to".*



Jill enjoys the painting, singing, dancing, lots of biscuits and the two-course lunch at the Clockhouse although she doesn't remember what she's eaten. When Rob collects her she kisses everyone goodbye. He said *"She's much better in herself when she goes to the Clockhouse. The 10-3 Club is a godsend."*

MUCH MORE AT THE CLOCKHOUSE

We offer a range of activities at the Clockhouse community centre, some run by outside organisations, such as Better Balance and Milford & Brook School of Dance that you pay directly, others that are run at the centre for a small fee or donation and supported by volunteers, such as Art Groups, Tech Support, Knit and Natter, Bridge Club and the Community Choir.

We are lucky to have a highly experienced hairdresser (Karen), and podiatrist (Freja) who provide a community service at the Clockhouse.

Hairdressing prices range from £18-£58 and cover cuts, blow-dries and perms. Foot clinic prices range from £28-£35 and cover nail trimming and filing to Verruca treatment and diabetic foot care.

New for 2023 we have a Hearing Advice Clinic by NHS Audiology trained volunteer, Monthly, Wednesdays, 10.00am – 12.00pm. As well as Ear Wax Removal by an Audiologist on Fridays.

Come and find us down Chapel Lane, Milford, bring friends or on your own, you will be most welcome.

The Clockhouse Community Centre, Chapel Lane, Milford, Surrey, GU8 5EZ
Telephone: 01483 420668 Email: clockhouse@ageuksurrey.org.uk

WAYS TO SUPPORT US

Age UK Surrey is an independent local charity. We work for people over the age of 50 offering a wide range of services to help them make the most of life. We depend on donations and legacies to support our work in Surrey.

You can donate via our website: www.ageuksurrey.enthuse.com/profile or by sending a cheque and completing the form below.

Yes I would like to donate: £10 ☐ £15 ☐ £20 ☐ Other: £ to Age UK Surrey

Title Name

Address

Postcode Tel

Email

Signed Date

Using your personal information: Age UK Surrey would like to keep you informed about our events, campaigns, services and ways you can support us and to send you our newsletter. Please tick the appropriate boxes to let us know how you would like to hear from us:

I would like to be updated by EMAIL ☐

I would like to be updated by POST ☐

If you have any questions on how your data is used and our Privacy Policy please visit our website: www.ageuk.org.uk/surrey/help-page/privacy-policy/ or call us on **01483 503414**

Boost your donation by 25p of Gift Aid for every £1 you donate:

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer.

In order to Gift Aid your donation you must tick the box below:

☐ Yes I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years to Age UK Surrey. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. Please notify us if you: want to cancel this declaration; change your name or home address; or no longer pay sufficient tax on your income and/or capital gains. If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code. *giftaid it*

Leaving a gift in your Will. Age UK Surrey is committed to being there for older people who need us. If you decide to leave a gift in your Will you will be supporting us to make life better for older people in Surrey.

Every single gift is vital and we appreciate any gift you may choose to leave us after taking care of your family and friends. Whatever the value of your gift, it will go a long way to help someone who needs us.

Having a Will and keeping it up-to-date helps ensure that your wishes can be respected and your property and assets benefit people and causes you really care about. We would always recommend that you speak to a qualified professional such as a solicitor, when making or amending your Will. Your solicitor will be able to advise you on the required wording to carry out your wishes. If you wish to leave a gift to Age UK Surrey in your Will, all you need is our charity details below:

Age UK Surrey, The Clockhouse, Chapel Lane, Milford, GU8 5EZ Charity No: 1036450

If you have enjoyed reading News & More and would be happy to receive it by **email** please contact: fundraising@ageuksurrey.org.uk

Would you like to volunteer? Most of our services are supported by volunteers; if you would like to get involved we would love to hear from you. Please email our Volunteer Manager for more information: volunteer@ageuksurrey.org.uk

Please complete and return this form with your cheque made payable to **Age UK Surrey** to the following address: Age UK Surrey, The Clockhouse, Chapel Lane, Milford, GU8 5EZ

