



## PLANNING FOR OUR FUTURE AS WE AGE

We are delighted to be working with Surrey County Council on the **Planning for your Future** campaign. In the UK, people are living on average 12 years in poor health – 14% longer than in 1990. This highlights the importance to plan.

The campaign encourages people to start a conversation with friends and family about planning for the future. A conversation is a positive first step to planning ahead and thinking about what is important to them and their family or friends if things change, and understanding their wishes when it comes to care arrangements.

Our online information hub has a checklist guide to planning for your future, covering everything from healthy living and care and support options to financial planning, Wills and Lasting Power of Attorney.



[www.ageuk.org.uk/surrey/planningforyourfuture](http://www.ageuk.org.uk/surrey/planningforyourfuture)

We are holding free information events throughout the County until March. To book visit our online hub or email:

[planningforyourfuture@ageuksurrey.org.uk](mailto:planningforyourfuture@ageuksurrey.org.uk)

Alternatively please telephone: **01483 446627**

- **Friday 23 February**, 11.00am – 1.00pm. Addlestone Community Centre, Garfield Road, Addlestone, KT15 2NJ. *Limited parking on-site. Addlestone One car park, Garfield Road is a 1-min walk away.*
- **Saturday 24 February**, 11.00am -1.00pm. Jobs Skills Hub, Elmsleigh Shopping Centre, Ground floor, South Street, Staines, TW18 4QB. *Two car parks accessible from South Street and further parking off Thames Street.*
- **Wednesday 28 February**, 11.00am – 1.00pm. Old Woking Community Centre, Sundridge Road, Woking, GU22 9AT. *Parking is available on-site.*
- **Monday 4 March**, 2.00pm – 4.00pm. Leatherhead Community Association, 67 High Street, Leatherhead, KT22 8AH. *Limited parking on-site; Swan Centre car park is a 3-min walk away.*
- **Tuesday 12 March**, 11.00am -1.00pm. Chertsey Hall, Heriot Road, Chertsey, KT16 9DR, *Large public car park opposite venue.*
- **Thursday 14 March**, 10.00am – 12.00 noon. Staines Community Centre, Thames St, Staines, TW18 4EA *Riverside car park TW18 4PH is a 3-min walk away.*
- **Monday 18 March**, 11.00am – 1.00pm. Bourne Hall Community Centre, Spring Street, Ewell, KT17 1UF. *Parking is available on-site.*

## SUE TO RETIRE AFTER 30 YEARS AT AGE UK SURREY

I guess retiring comes with mixed feelings and my decision to retire has certainly done that! I have worked for Age UK Surrey for the past 30 years and I can honestly say that almost every day has been a pleasure with no two days ever the same!

When my daughter was 4 (she now has her own children of 9, 7 and 5) and going to nursery school, I spotted an advert in my local paper for someone to set up a Home Help Service in the Haslemere area. I had previously worked in the travel industry, but I thought this sounded good as a bit of a stop gap, it was 10 hours per week. I started off with a desk and a phone in the middle of a huge office which was actually the Doctor's flat right up in the eaves of Haslemere Hospital! One of the saddest cases I saw was a lady who lived alone in an old farmhouse and slept on straw bales, she had no toilet so used a bucket and slung the contents into the garden!



I have enjoyed many different roles in the organisation, gradually taking on additional responsibilities. I have worked with so many different people over the years which has been a joy (mostly!). I have seen so many changes in staff, many changes in service offerings and huge changes in obtaining funding. Years ago, it was relatively easy to get funding from local authorities and from trust funds and it was far less of an issue than it is currently and has been over the past 10 years. Our organisation has become smaller when funds have been scarce but then grown again when opportunities for new funding and new work have arisen. At times it has been rather like being on a roller coaster but that is the nature of working for a charity!



(L to R: Sue Zirps, Joy Hunter MBE, and John Burbridge, Trustee & Chair of Age UK Surrey, 2019)

Of course, the main reason we are here as Age UK Surrey is to support older people in the County and I was reflecting on the challenges people face in later life and if they have changed. Some people have always been lonely and isolated, but it was not talked about years ago, so it is a good thing that we recognise it and talk about it now and try to help connect people with their local communities. The biggest change I think I have seen is with home care packages which were readily available 30 years ago and much of the service was provided directly by the local authority as opposed to being contracted out to agencies. It was easy for people to get support then whereas now the criteria are such that it is extremely difficult as funding is so tight.



(L to R: John Burbridge, Sue Zirps, Penelope Keith, then Mayor of Waverley Cllr John Robini and Hon Lavinia Sealy DL, President of Age UK Surrey, 2022)

I leave the organisation in a good place and in the capable hands of Diana Bignell who will take over as Interim CEO until someone is appointed to a permanent position. We have a very dedicated and committed team of staff and volunteers who are highly skilled and experienced.



(L to R: Charlotte Lawrence Clockhouse Manager, Sue Zirps and Jeremy Hunt Chancellor of the Exchequer, 2024)

I am sad to be leaving and will really miss everyone but wish the organisation the very best for the future.

*Sue*

**Sue Zirps, CEO**



## EVENT DIARY

We have 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.

### Reminiscing 60s Online Quiz

**March 14th, Thursday, 7pm - 10pm**

Celebrating 60 years of Age UK Surrey from the comfort of your own home with the company of friends and family. Tickets are £6 (available on our website).

### Bridge Tea at the Clockhouse

**March 23rd, Saturday, 1pm, at The Clockhouse, Milford GU8 5EZ.** Organised by Clockhouse volunteers. All proceeds to the Clockhouse.

### Bottle Tombola at Godalming

**June 1st, Saturday, 12pm - 5pm, Godalming Town Show & Carnival at Bury's Field, Godalming.**

Please donate a bottle for our Bottle Tombola. Drop-off points by Wednesday 29 May 2024:

- The Clockhouse Community Centre, Chapel Lane, Milford GU5 8EZ.
- Age UK Surrey Vintage Store, 9-11 Junction Place, Haslemere GU27 1LE.
- Shopmobility Guildford, Level 3, Bedford Road, Guildford GU1 4SA.

**Please donate  
bottles for our  
Bottle Tombola**

### Tea Tent & Bottle/Chocolate Tombola

**June 8th, Saturday, 1pm at Milford Village Fete, Jubilee Field, Milford.** All proceeds to the Clockhouse.

### Dinner Dance

**June 15th, Saturday.** Details to be confirmed.

### International Older People's Day

**October.** Special day to celebrate Older People's Day and Silver Sunday. Details to be confirmed.

## WARM VENUES

The rising cost of living is a big worry for all. You can save on your heating and keep warm by popping into one of the many Warm Welcome venues across Surrey that have been set up by Surrey County Council.

The Warm Welcome venues are spaces across the County, where you can drop in, get warm, have a hot drink and be in the company of other people from the community. It also provides the opportunity for you to get some free information which can help you to make sure you are using your energy most efficiently.



**Age UK Surrey's Clockhouse Community Centre in Milford, Waverley is one of the venues and is open Monday to Friday from 10am to 3pm.** In all the venues you can enjoy a warm welcome and hot drink. At the Clockhouse on Mondays 10am – 1pm we also have drop-ins with one of our Advisors from the Information and Advice team who can help you with money and energy questions and concerns.

For opening times and addresses of the warm welcome venues, across the county please visit: <https://www.surreycc.gov.uk/health-and-welfare/support/welfare-support/everyday-living/warm-welcome-venues/list-of-warm-welcome-in-surrey>

If you do not have access to the website, please call our Information & Advice team on 01483 503414 or Surrey County Council on 0300 200 1008.

## MUCH MORE THAN A DOMESTIC SERVICE

We have often said that our Help at Home Service is much more than just a cleaning service; we are also here to check in, support you and be your friend. However don't just take our word for it - take Ashley's.

"I realised Mum could do with some extra help with housework and have someone there on an extra day of the week. I contacted Age UK Surrey's Help at Home team, and they found a Home Help who came round to meet my mum, and she was lovely. She then came every Wednesday for a few hours to do some housework but was mainly there for companionship which is really what we wanted. She was just great.

Unfortunately, she had to stop visiting for a few months, so the Help at Home office found another Home Help. She also came in to do some housework and chat to mum and they got on like a house on fire. When the first Home Help returned, I decided they both had been so great with mum, and she loved their visits, so I asked them both to continue – one on a Wednesday and one on a Thursday.

Mum had ready cooked meals delivered and the Home Helps heated them up for her and made sure she sat down and ate. They fed back to me whether she had eaten her meal and let me know what she watched on tv. They did her washing and regularly checked in the fridge to make sure there was nothing in there that shouldn't be! They were fantastic, so very helpful and Mum always enjoyed seeing them. It was such a relief for me.

Mum attended an online singing group once a week which a couple of care homes also joined in with too, and mum loved it. As her memory got worse, she

found it difficult to use her laptop. I found out a way to control her laptop from my computer at home so the Home Help made sure the laptop was switched on so I could sign her in and could continue to enjoy the singing group. Without their help it would have been impossible for her to do that. Both Home Helps were such a blessing".

**"I have nothing but the highest praise for the Help at Home service I got from Age UK Surrey"** says Ashley pictured below with his mother. **"It was fantastic and I don't know what I would have done without them to be honest - it was absolutely brilliant!"**



Our Help at Home service is here to make your life easier for you - whether you need someone to keep your home clean and hygienic, do light housework, have a chat, go to the shops or tidy your garden. We provide a personal and tailored service. Our friendly and reliable self employed Home Helps are selected by us and security checked. They visit regularly and provide peace of mind for you and your family. **To find out more about our Help at Home service, for you or a family member: call 01483 503414 or email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)**

## THE DIFFERENCE A LEGACY COULD MAKE

We all hope to leave the world a little better than we found it. By choosing to leave a gift in your Will to Age UK Surrey, you can be certain that your kindness will help some of the most vulnerable older people find comfort, support and friendship in the darkest times.

Legacies are vital to Age UK Surrey, helping us run our services that many older people rely on each year. With an ageing population, we know demand for our support is only going to increase. For some older people, later life will be one of the most difficult times

but with your support, Age UK Surrey is determined to be there. **To find out more call 01483 503414 or email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)**





## THERE IS FUN IN FUNDRAISING

### Vintage Fashion Show Triumph

**Our first charity fashion show at the Clockhouse was a huge success raising £1051.67** - a fantastic evening of fashion, fun and fundraising!

We would like to thank Bourne Wood Manor Care Home, Farnham for the generous food/snack donations everyone could enjoy. A big thank you to staff and volunteers for organising and pulling the event together. Thanks to all our amazing models who volunteered, volunteers supporting before, during and after the event, our photographers, and our Vintage shop staff for sourcing the clothes worn by the models and sold from the rail on the night. Thank you to the Clockhouse for providing the venue and all the local organisations that shared our fliers and posters to help promote the event and to everyone who attended and donated!



### Christmas Carol Service

Our annual Carol Service at Guildford Cathedral on Friday 8th December was a very special occasion. More than 750 people attended, including Mayors across the County. Everyone enjoyed the performances from the **Guildford Cathedral Singers, the Rock Choir, Organist Jeremy Wan and Tormead Prep School choir.**

As always with a big event like this we wouldn't be able to do what we do without the support of our amazing volunteers and sponsors. Our many thanks go to the staff and volunteers from **Surrey Masons, Opus, Barrett Homes and Radfield Home Care.** We are grateful to our sponsors; **Headline Design & Print, Godalming Funeral Service, Radfield Care and to Tesco Guildford and Sainsburys in Godalming** for providing mince pies. A big thank you to everyone at Guildford Cathedral.

### Christmas Gift Giving

A big shout out to the **BP staff, Royal Holloway University Student Volunteering Team, and Enterprise staff** who donated presents for older people this Christmas. Your generously donated presents were distributed in the community by Age UK Surrey staff and Farnham community nursing teams and in Farnham Community Hospital.

**Thank you for thinking of me. I will go into Tesco and treat myself to something nice. It's difficult not having family or anyone at Christmas. Good to know that there are people thinking of you - Patricia**

Royal Holloway Volunteering initially sold Santa hats to students and the money raised was then used to buy gifts. 23 volunteers gave up their time to carefully pack these presents into 75 beautiful gift bags for us. Angel Tree Gift Giving Collection by Enterprise, was supported by Voluntary Support North Surrey.



The gifts all carefully chosen made such a difference to clients who were alone or struggling during the festive season. Together special moments were made.

### Christmas Card Success

**Our Christmas Card Fundraising raised an amazing £992.87.** This included sales from the Clockhouse, Shopmobility and 4 local Care Homes - **Bourne Wood Manor in Farnham, Queen Elizabeth Park in Chertsey, Parklands Manor Care Home and Silverbirch House - Barchester Healthcare.** We appreciate every home's contribution and hope more will want to get involved later this year. Thank you!

## REFLECTING OLDER PEOPLE'S NEEDS

### New Carers Group

Are you a Carer or regularly looking after an older person with dementia? Would you like some time out for a break from your caring responsibilities?

Age UK Surrey has launched a new group to support Carers health and wellbeing by providing a range of free activities, outings, and to meet with other Carers.

**Activities take place at the Clockhouse Community Centre, Chapel Lane, Milford, GU8 5EZ on Wednesdays from 2pm.** Refreshments are provided during the session and free onsite parking is available. Outings (monthly Mondays) using the minibus are arranged to local places of interest.



Our aim for Carers is to provide a welcoming safe space for respite, relaxation, and an opportunity to socialise with others in a similar situation. For further information [visit the website](https://www.ageuksurrey.org.uk), call 01483 420668 or email: [clockhouse@ageuksurrey.org.uk](mailto:clockhouse@ageuksurrey.org.uk)

This is a Surrey County Council and Surrey Heartlands Health and Care grant programme in partnership with the NHS to improve the health and wellbeing of unpaid carers of all ages.

### More Social Groups

Oxted Tea and Chat enjoyed their monthly meetings so much that they asked if they could do it more frequently. And we delivered! Starting in February, Oxted Tea and Chat will meet twice a month.

All over 50's are welcome to attend our social chat groups to catch up with friends, or make new ones while enjoying a hot drink or taking part in an activity. In Lingfield, Oxted, Cranleigh and Farnham. Just turn up; pre-booking is not required.



Cafe Culture is in the following locations:

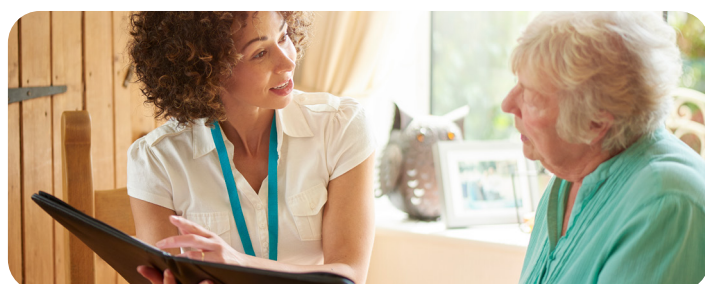
- **CRANLEIGH:** Wed 10.30am - 12:30pm at Cranleigh Arts Centre Tea Room, 1 High Street, Cranleigh, GU6 8AS
- **FARNHAM:** Wed 2:30pm - 4:30pm at The Plough Public House, 74 West Street, Farnham, GU9 7EH

Tea and Chat is in the following locations:

- **LINGFIELD:** last Thursday of every month 2:30pm – 4:00pm at Lingfield Day Centre, High Street, Lingfield, RH7 6AB
- **OXTED:** first and third Tuesday of every month 2:00pm – 3:30pm at Bluehouse Social Centre, Bluehouse Lane, Oxted, RH8 0AD

### Lasting Power of Attorney Service

Have you got a Lasting Power of Attorney? You can't know what life has in store. With Lasting Powers of Attorney, you choose who will manage your health



and financial affairs and follow your wishes, if there is a time you are unable to do so yourself. A fee applies.

Age UK Surrey offers a full Lasting Power of Attorney service, guiding you step by step through a face to face meeting and ensuring all paperwork is submitted correctly to the Office of the Public Guardian.

**For more information or to set up a new Lasting Power of Attorney, please get in touch with Leonie Dove, our LPA Specialist, by calling 07593 139549 or emailing: [LPA@ageuksurrey.org.uk](mailto:LPA@ageuksurrey.org.uk)**



## OTHER SERVICES AND ACTIVITIES ON OFFER

### The 10-3 Club



A special day service for older residents providing a wide range of fun and stimulating activities to promote wellbeing and mental agility, including gentle chair based exercise and games using our new Tovertafel console, an interactive games projector purchased with a generous grant from the Prime Foundation.

Our caring staff and volunteers are on hand all day to provide support and care. The day service including a two-course hot meal prepared by our in-house cook is £40 per day.

**Monday to Friday, 10.00am - 3.00pm at the Clockhouse Community Centre, Milford. 01483 420668 or [clockhouse@ageuksurrey.org.uk](mailto:clockhouse@ageuksurrey.org.uk)**



### Men in Sheds

Our Men in Sheds project is a great place to learn new skills, meet new people and have fun. It is based in the grounds of Merrist Wood College in Worplesdon, Guildford and the main Shed activity is woodworking.

Please get in contact to find out more as we have spaces. We also welcome women. Book ASAP. [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk) or **01483 503414**.

### Shopmobility

We are so pleased to welcome to Shopmobility our new member - Brian Hickey. Brian's background has been in computing/IT for a variety of companies and he has lived in Liverpool and Holland. Wanting to retire gradually Brian initially worked part time with Red Cross loaning out wheelchairs. His 2 dogs and 6 grandchildren also keep him busy. We are so glad he is now part of the amazing Shopmobility team.

With Caroline and Jayne (all pictured below) they make a difference to the lives of people who use the service. As a client said recently, **“Always willing to help, so friendly, your safety and comfort is of the highest order, nothing is too much trouble, they are brilliant every single one of the team.”**

Located at Bedford Road Car Park in Guildford, Shopmobility is open 6 days a week, Mon - Sat from 10.00am to 4.30pm. Closed on Sundays and Bank Holidays. All scooters and wheelchairs are sanitised. All hires must be pre-booked. To find out more **01483 453993** or [shopmobility@ageuksurrey.org.uk](mailto:shopmobility@ageuksurrey.org.uk)



### GO50 Walk Programme

If you've often thought about going for a walk but had no one to go with, then this is just the thing for you! There'll always be someone at the starting point to greet and lead the walk. No need to book, just turn up!

To find walks in your area, please visit the GO50 calendar on our website: [www.ageuk.org.uk/surrey/activities-and-events/go50/](http://www.ageuk.org.uk/surrey/activities-and-events/go50/) If you do not have access to the internet, call **01483 503414**.

# 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: <https://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/](http://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](mailto: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](mailto: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

