

AGE UK WILTSHIRE

News and Views

CEO Message - Providing Support, encouraging Independence

Welcome to the third issue of our external newsletter. Sarah Cardy gives her reflections on the ever-present demand for our services:

'In our journey to support older people in our community, we've seen first-hand the profound impact of our services on the lives of our clients and those who use our services.

I have recently attended a number of community engagement events and I have been struck by the need for information from older people and their families.

I have also been heartened to hear not only the positive feedback about our services but the personal stories behind these. For example, the son of one of our Meals Delivery Service clients told me that as well as our team's fantastic service, it was just reassuring to know that someone saw his mum every day.

I also met one of our knitters who hadn't realised how knitting our hats for the tops of innocent smoothies helps us to provide much-needed services. Every hat knitted raises 25p toward supporting older people.

Over the years, we've witnessed a significant growth in the demand for our services. This is a testament to the exceptional that work we do to encourage independence in later life, but it also highlights the pressing need for continued support and expansion of our programs. The desire of older adults to maintain their independence and continue living fulfilling lives in their own homes has never been stronger.

As we face this growing demand, we will continue to work together to ensure that no older adult in Wiltshire, Swindon and Southampton is left without the support they deserve.

Together, we can build a brighter future for those in our communities, where they are valued, cared for, and empowered to lead fulfilling lives.

Newsletter
Highlights**CEO Message****Age UK Wiltshire Charity Shops****Organisation News and Updates****Partnership Working - Surviving Winter****Service Spotlight - Melksham****Join our team - vacancies****Offline and Excluded: A Campaign around Digital Exclusion**

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News and updates

CHARITY SHOPS



In our last newsletter, we announced our plans to open **charity shops in Marlborough, Salisbury and Devizes**. These are progressing nicely and we really are excited. We've now moved into our Salisbury site and should be opening very soon.

This is an excellent opportunity for Age UK Wiltshire to have more of a town presence. These high street centres will include office space for our I&A advisors, providing the opportunity for residents to have accessible, face to face appointments.

We are also working hard towards the Marlborough and Devizes shops. Although this is a great retail opportunity, the success of our charity shops is not just about selling items - it's about transforming generosity into tangible support for older people in our communities.

We still require good quality donations to get us off our feet. If you have any pre-loved items that you are happy to donate, please drop these off at one of our four local donation drop-off locations. Any donations are gratefully received and will directly impact the services we can provide to older people in our communities.

“Supporting an Older Person, One Donation at a Time”

Organisation News and Updates:

The I&A service are currently promoting and working on the Surviving Winter Grants, which can be a real lifeline for some people struggling with their heating costs.

“I was delighted to receive my payment...I have taken full advantage of this during last week as it was so cold I put my heating up to compensate, so appreciated it. Thank you once again.”

"Thank you for your e-mail, good news, I can now arrange to buy an oven and make a roast dinner at last, thank you all so much for your efforts on my behalf."

The Meals+ Service is still busy but has some capacity for their Salisbury and Bath routes, so if you know anyone who would like to join the service, more information can be found on our website!

"I find your staff very jolly, it makes my day."

The Living Well service ran a successful drop-in on the 16th of October with the PCN and Chippenham Library. It was a great success and our brilliant staff members at Living Well had the opportunity to raise awareness about their work for older people in the local community.

“Everything was looking so gloomy until you came along, you have inspired me. I can’t thank everyone enough for all the help I have been offered over the last couple of weeks.”

Telephone befriending: The wonderful team of Telephone Befrienders are calling 90 people, offering regular chats and companionship by phone. We have a waiting list and are looking forward to welcoming some new befrienders to the team this month.

“[my client] feels really uplifted after our chat, and so do I! Isn't it wonderful that a small thing to us, can make such a difference to someone's life.”

Fitness & Friendship Clubs: The Trowbridge Fitness & Friendship Club attendees recently had a great time showing off their choreography skills! To see the video, click [here](#).

“I think the F&F clubs are brilliant, it the only time I have time away from caring for my husband and it allows me some time to meet new people and do some exercise.”

Southampton Day Centre: In July, clients went to the D-Day Museum in Southsea and The Wheelhouse in Lee-on-the-Solent. They had a teddy bears picnic on a rainy day in Padwell, and had the children visit from Bevois Pre-School. In August, Tai-Chi lessons were given and entertainment provided from Eddie and Gary. Memory Box came and everyone reminisced about all sorts of things from the past. In September, they visited Romsey War Memorial Park where they have a beautiful statue of The War Horse and an old Canon

Clients also enjoyed exercises with Yvonne, more entertainment from Eddie, another trip to the Brickworks Museum and another visit from the Memory Box again.

Charity Quality Standards Audit:

Age UK Wiltshire was recently assessed against the Age UK Charity Quality Standard and we are delighted that the audit went really well, with many areas of best practice highlighted. We await the audit report and will share more information in our next newsletter.

I&A Southampton Audit:

We're delighted that Age UK Southampton's Advice Quality Standard certification has been renewed for three years, following a positive Quality of Advice Assessment in August. The timescale of the audit was a challenge but was necessary so we could maintain the accreditation, which is key to our current I&A delivery and future growth plans – We are thankful to our staff for their contributions.

If you have any questions about our services, please just get in touch.

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Kate Brooks, Operations Manager: kate.brooks@ageukwiltshire.org.uk



Partnership Working

Our thanks:

A **huge** thank you to Westbury Town Council for their funding for our wellbeing service and volunteer recruitment in Westbury.

Thank you **very much** to Salisbury City Council for funding which supports the provision of I&A services and volunteer recruitment in Salisbury.

And finally a **great** thank you to 'Calne Singers', a local choir who visited our Calne Fitness & Friendship club in August and donated £200 to us! We are so grateful for this generosity - we so appreciate you thinking of us.



Surviving Winter

Our Surviving Winter Grant aims to support individuals with the cost of heating.

The Surviving Winter Grant was introduced by Wiltshire Community Foundation 10 years ago and has helped 1000's of vulnerable households in Wiltshire living in fuel poverty. This year they are working with Age UK Wiltshire, Wiltshire Citizens Advice, Swindon Citizens Advice, Wiltshire Centre for Independent Living, and Wiltshire Warm & Safe to help people who are experiencing fuel poverty by providing grants towards fuel or other heating related costs.

You, or a loved one, may be eligible for a Surviving Winter Grant towards your bills if you are on a lower income and concerned about the cost of heating.

Check if you're eligible for a £200 grant towards your bills and apply at: <https://rebrand.ly/wintergrant>.

The scheme will run until March 2024 but may close early if all grants are allocated.

"The Surviving Winter grant will make an awful lot of difference, thank you."



Swindon Falls Prevention

As the weather grows colder, Falls are an increasing risk to older people. On average 348 patients are admitted each month to Great Western Hospitals NHS Foundation Trust with a fall as the primary diagnosis code.

Our Falls Prevention pilot, which forms a key part of the Swindon Falls and Bone Health Strategy, aims to reduce the risk of injurious falls, and the long-term impact of falling in older people.

The service aims to increase independence and mobility for those identified as at high risk of a fall, supporting individuals to remain independent in their homes and empowering them to take charge of their health, wellbeing and independence, offering a wide range of support including home visits, new Fitness & Friendship clubs, transport and volunteer support.

The service will work alongside the GWH discharge hub and Swindon Borough Councils Falls hub.

Service spotlight - Melksham Community Support

Melksham Community Support

- Would you like to go out and socialise if you had some information about what's going on, or someone to go along with?
- Do you feel, with a little support, you could be more active?
- Do you find it difficult to get the things you need from the shops or chemist?
- Would you like information about aids and adaptations for your home?
- Maybe you just need a few things sorting at home to make it a happier place to be?
- Would you like to check you're receiving all the income you're entitled to?

If you said YES to any of these, call 01225 809265



See the poster to the left for information on our Melksham Community Support Service.

The service has been going well with referrals coming from other staff at AUKW and the wider community. Sarah Thomson, our Senior Project Worker has been dropping leaflets to the sheltered housing in the area to encourage referrals from residents for a variety of support. We have already seen the difference our support can make to the residents of Melksham.

One gentleman, with our support and encouragement, has retaken control of his life and is making decisions for himself to improve his situation. Another gentleman now has the confidence to accept much needed specialist support, following the help and encouragement from our Senior Project Worker.



Our Current Vacancies

Step into retail with Age UK Wiltshire!

As well as recruiting for an **Assistant Manager** for our **Salisbury** shop, we have a **Marlborough** shop on the horizon and are recruiting for a **Shop Manager**. These roles are a great opportunity to develop your retail skills, benefit from experienced leadership and make your impact in a new charity shop venture!

Our shops will enable us to continue our dedicated work in improving the lives of older people in Wiltshire. If you would like to be a part of this vital work, we would love to hear from you.

The Shop Manager will be a representative of Age UK on the high street and responsible for ensuring the efficient and compliant day-to-day operation of the shop, including but not limited to; monitoring and driving sales, managing stock and deliveries, motivate and supervise a team of staff and volunteers to provide a high-quality service.

The assistant manager will support the Shop manager in Salisbury to achieve this high standard of retail provision.

For more information and to apply, please visit our website and complete the relevant application form:

<https://rebrand.ly/assistant-manager> / <https://rebrand.ly/shop-manager> or contact our CEO Sarah Cardy on 07951346992.

Shop Manager - Marlborough.

Salary - £25,568

Contract - Permanent

Hours - 37.5 hours
per week. *

Assistant Shop Manager - Salisbury.

Salary - £22,159

Contract - Permanent

Hours - 37.5 hours
per week. *

*We will consider flexibility with these hours, to suit.



Fitness and Friendship Project Worker

We are looking for a Project Worker to join our team delivering fitness and friendship clubs in Swindon and Wiltshire .

Key responsibilities include: Deliver Fitness & Friendship sessions to clubs as required, Promoting Fitness & Friendship sessions within sheltered housing schemes or other group settings to increase awareness of healthy life choices, and supporting a team of volunteer club helpers to deliver the Fitness and Friendship Service throughout Wiltshire.

Salary - £22,159

Contract - Permanent

Hours - 6 hours per week, with
scope to increase these.



For more information and to apply, please find the application form on our website: <https://rebrand.ly/ffpw>

Let's talk about: Digital Inclusion #Offline and Overlooked

Age UK are running an important new campaign and need your voice! The #OfflineandOverlooked campaign from Age UK has revealed that almost 6 million people (5,800,000) aged 65+ are either unable to use the internet safely and successfully or aren't online at all. Although many older people fully embrace the digital world, digital exclusion increases with age.

Caroline Abrahams, Charity Director at Age UK, said:

“At Age UK we think it's time that everyone has the right to access public services offline. a recognition that online methods simply are not working for millions of older people now and never will, and they should be able to choose to access public services in more traditional ways – by phone, letter and face to face, as appropriate.”

We have seen firsthand how the rush towards 'digital by default' is excluding millions of older people from being able to access and use the essential public services they need – including some for which they are the target audience and principal users.

Paper copies of the petition will be available at our Fitness & Friendship Clubs, some community centres and can also be requested by writing to: Freepost, Age UK campaigns.

If you are online and able to sign digitally, this can be found at <https://tinyurl.com/OfflineandOverlooked>
More information on the campaign can be found [here](#).

