

The Age UK Worcester & Malvern Hills newsletter.

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Find our the impact we have had over the last year

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Our retail operation is expanding in partnership with Age UK H&L

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Get prepared for winter with our Home Energy Checks

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Our Board of Trustees provide an update on the charity going forward

Latest News

What have we been up to across the summer period

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A warm welcome to our summer newsletter!

Dear reader,

Welcome to our summer 2023 newsletter; available in both a printed and electronic format.

Inside you will find a message from our Board of Trustees, our latest news from across the summer, positive stories from our clients and all the ways in which you might like to get involved with our charity.

This edition also includes our annual Impact Report, which details how each of our services have provided crucial support to those who need it most, across South Worcestershire, this past year.

We hope that enjoy reading this newsletter.

Clare Thomas CEO



The Board of Trustees

This month we offer a snapshot of some key activities noting that the last few months have been a very busy time for the staff team in the organisation.

The Trustees have been supporting the CEO and team in the development of the organisation business plan for the next couple of years. Business Plans help keep us focused on what we do and how we do it, giving us an important framework for our activities in a busy world. One of the good things about developing such organisational plans is that it gives opportunities for trustees and staff teams to work together to share ideas about the work we do and the work we want to do. This was evidenced in a staff away day in June 2023 that gave us scope for a lively exchange of ideas between staff and trustees and stimulated new ideas for the future. It also provided opportunity for staff to get to know other staff team they might not generally have chance to chat to in the busy working week.

The team were thoroughly tested in their work in a recent Charity Quality Standard (CQS) assessment. This is a process in which external reviewers delve into every aspect of practice in our organisation to determine whether our work meets the high standard expected within the sector. It is very pleasing to all of us to note how positively our work was reported following this process. This is down to our skilled workforce, our volunteers and the leadership of the CEO (Clare Thomas) and the management team. For the work done by all members of staff supporting older people in our community -Thank You and WELL DONE ALL!

Linked to this, we would like to express our particular gratitude to those members of the staff team who have given long service (range of 10 -20 years) to Age UK WMH. This is a most impressive achievement and is further indication of the motivation and dedication in our team to support the older population in our midst.



We have been increasing our collaborative working with Age UK Hereford and Localities. Our CEO, Clare Thomas has been working closely with Sue Mosley (CEO Age UK H&L) to identify areas of shared working that will enable both organisations to offer enhanced services to older people in this larger geographical location. This collaboration has already seen some key teams working together successfully. This includes the retail team with 3 new shops opening as a joint venture in Leominster, Hereford and Rosson-Wye. The foot care teams have been sharing expertise across both sites and the Information and Advice teams have integrated service provision across both organisations.

Both Boards of Trustee's signed a Memorandum of Understanding (MoU) as a means of demonstrating shared support to joint activities. Since then we have also had some joint Board meetings to ensure the mutual benefit of such collaborative efforts is ongoing and we are looking forward to strengthening this collaboration further.

The Board of Trustees

Digital Feature

Digital Inclusion story

A local author who spent 18 months under Age UK Worcester & Malvern Hills' Digital Inclusion service, learning new skills and developing existing ones, tells of her experience of the service.

Age UK Worcester & Malvern Hills are proud to share a wonderful success story and testimony from Eve Robertson. A local author who had been struggling to get to grips with the ever-changing world of technology.

Our Digital Champions supported Eve for around 18 months; helping her gain confidence, understanding and independence with using technology. The handson support provided by our Digital Champions helped her learn new skills and master existing ones, contributing to Eve being able to finish writing and then publishing her book - The Final Clue.

Eve Robertson said.

"As a local author, who has published the Final Clue on Amazon recently, I am writing to say how helpful I have found the assistance given by Age UK Worcester & Malvern Hills; providing their encouragement and support in instructing me on IT skills, which I have not found easy to keep abreast with".

"I have attended lessons on a regular basis, over 18 months, and I find in this ever-changing world of technology, that their assistance has been invaluable".

"As a regular recipient of instruction from the Digital Champions, I have always found their tuition enormously helpful; aiding me in computer usage. As such, it has always been hard for me to master replying to emails and getting used to the layout of the screen".

"During COVID, I retrieved an old manuscript of mine called the Final Clue, a work of historical fiction based between 1935 to 47. It portrays a glimpse of pre-war motor racing, farm and village life and the war years".

"Through my tuition, I was then able to use skills I was taught to bring it together. Age UK Worcester & Malvern Hills offer a wonderful range of services and I give the team my grateful thanks. What I say to others that may have never used technology or steer clear from it, have a go, and learn a new skill. Age UK Worcester & Malvern Hills are here to support you throughout".



The Final Clue

So, what is the book all about? Here is what Eve has said about the book:

"It's a first edition about a young boy who grows up on a farm in a Leicestershire village pre second world war, who becomes drawn into a field of motorsport at Donnington, and the glamorous races of the Grand Prix's of that era with its flamboyant drivers who came from Europe and beyond".

"A myth arose that after the final GP of 38, one car failed to return to mainland Europe. Read how the story unravels during the second world war and how the grandfather's Jewish connections influences their lives".

"Can the Final Clue provide the answer? I hope you will enjoy it".

The Final Clue is available for purchase on Amazon. Scan or click the QR code to buy.



Get digital support...



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Updates from us



Closure of Handyman Services

The Trustee Board of Age UK Worcester & Malvern Hills is required to monitor all the services we provide to ensure that we are using charitable resources wisely. From time to time this involves a need to consider how services are delivered and whether our way of working supports the optimal number of people in the most cost-effective way.

A recent review indicated that the Handyman service is running at a significant and sustained loss that is unsustainable to the organisation. There are also many other providers of a handyman service in our local communities including Age UK Herefordshire and Worcestershire.

Consequently, the Board has made the very difficult decision to stop the Handyman service with effect from the 31st of July 2023. All work currently in progress will be completed/honoured but no further bookings will be accepted.

All our existing service users are being informed about this change and support will continue in the provision of information and referral to other agencies who offer a similar service in the area.

We fully recognise that any decision to stop or change services that support older people is difficult but It is the responsibility of the Trustees to ensure all the charity's financial resources are used in the best and most effective way for the benefit of all the clients we serve.

While making these difficult decisions, we are mindful not only of business best practice as it applies to the Charity, but also the holistic needs of all our clients. We keep these under constant review.

The Trustees of Age UK Worcester & Malvern Hills

Connect Club Changes

We are pleased to announce that we have launched two new Connect Clubs

As you may know, we currently run a Connect Club in Malvern Link, that runs once a month. This club will now run every other week (Tuesdays) from Storer Court in Barnards Green, Malvern, with a transport provision*.

Our second new club will run from Chelmsford Court in Ronkswood, Worcester, also running every other week (Tuesdays).

Our Connect Club at Chantry House, St John's will continue to run every other week (Wednesdays) with no changes.

*Transport is provided at an extra cost.



CAMBUS Changes

Our CAMBUS will now also be an Energy Roadshow Bus.

Keep an eye out as Karel and the team will be travelling across the Malvern Hills District, providing a safe and friendly space for people to enjoy a cup of tea or coffee, whilst signing up for our free home energy checks.

More on this later...

More updates...



Day Trips

We took day trips to 3 locations this summer. Including Barry Island, Abergavenny Market and Wells Cathedral.

Our attendees enjoyed themselves exploring the Welsh seafront and playing classic arcade machines, taking in the sights of Wells' Anglican cathedral grounds and topping it all off with a spot of market shopping.

Why not join us on our next round of trips?





Dementia Activities

We are continuing to provide our daily activities at our Dementia Meeting Centres across Worcester & Malvern Hills. Including puzzles and games, themed parties, gardening, baking, spots of mini golf and much more...

For a daily charge, our Dementia Meeting Centres provide respite for carers and help those living with dementia to meet others alike and adapt to the changes it brings.



Welcome Charity Shops to Facebook

Welcome the first round of our charity shops to facebook. Follow their pages to keep in the know of the day-to-day going ons at each location. More locations are to follow soon...

Dines Green www.facebook.com/ageukwmh.dinesgreen

Leominster (with Age UK HL) www.facebook.com/ageuk.leominster

Malvern Link www.facebook.com/ageukwmh.malvernlink

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Our impact throughout 2022/2023

2669

8361

People given information and advice across South Worcestershire

Went on to receive long term, ongoing support from us



by our expert advice line





Total benefit amount awarded to our clients. With a total of £153,807 back paid

1088



Clients supported with at home services, which includes Handyperson jobs, plus our Gardening and Homeworking services

51

People living with dementia supported at our Dementia Meeting Centres and specialist community support service

238

Clients receiving essential basic foot care from us, at home or through one of our foot care clinics

608

Clients took part in our social clubs, activities and day trips

12.7%*

Increase in clients supported across South Worcestershire

9.6%*

Increase in clients receiving long term support from us

13.6%*

Increase in total benefit amount awarded to our clients.

116%*

Increase in back dated benefit pay awarded to our clients

*Compared to data collected from the 2021 / 2022 period

August 2023





Lonely or bereaved older people befriended with regular calls/visits and encouraged with social activities

117



Sessions delivered to clients on a 1-1, face-toface basis, for computer, tablet and smartphone tuition

75+



Locations visited by our CAMBUS (Coffee & Memory Bus) across Worcestershire



People reached through Information & Advice Community Outreach

117%*

Increase in clients supported in their home with day-today household chores, gardening tasks and DIY jobs 26.6%*

Increase in clients attending our social activities, our day trips and taking part in our Creative Friends project

*Compared to data collected from the 2021 / 2022 period

Registered volunteers making a difference by giving back their free time to support us and our clients



10

231

Charity shops and an online eBay store. Further shops set to open soon; providing funding for our crucial services and activities



New people visited our website, viewing over 81,328 pages

36,224

878 Client, volunteer or donation enguiries received by online forms





£301,575

Worth of Household Support Fund vouchers handed out across Worcestershire, with an additional £63,000 worth of Asda gift cards handed out across Worcester, to ease the cost of living.





43,327 Twitter reach







Volunteer for us

As a Retail Assistant volunteer, you will help us raise funds by assisting with the daily running of our charity shops.

Tasks include, but not limited to:

- Assist with the serving of customers
- Help process stock (sorting, pricing, ironing etc...)
- Operate the till and handling cash
- Liaise with the Shop Managers / Assistant Managers

Benefits of volunteering with us

- Learn new skills and develop existing ones
- Develop your confidence and gain experience of the workplace
- Reimbursement of reasonable travel costs incurred
- Ongoing support and training where relevant
- Meet new people and build relationships
- Become part of our wider volunteer network, where you will be invited to group events and meet others alike

Donate to us

Did you know that over 60% of our funding comes directly from our charity shops? Making your item donations crucial.

Donate your way

In-store: pop into any of our 10 charity shops and make yourself aware to one of the staff members, who will gladly assist you.

Online: we offer a free home collection service for larger items or bulk donations. Simply enter your details and what your donating and we will be in touch to arrange a collection.

To find out more about our shops, volunteering and donating, scan or click the QR code.



Retail expansion

We are pleased to share that we are opening multiple new stores across the area and beyond.

We are closely working with Age UK Hereford & Localities on many of our services, and now we are partnering together to open our first round of joint venture charity shops.

These shops will primarily be located in Herefordshire, however, they will be jointly operated by both Age UKs.

This does not change how we operate; funds raised still go directly towards helping older people across our areas. Providing vital support services and activities to enable older people to love later life.

So where are our new shops?

Leominster

22 West Street, Leominster, Herefordshire, HR6 8ES

Open: 9:00am - 4:00pm (Mon - Sat)

Ross-on-Wye

17 Gloucester Road, Ross-on-Wye, Herefordshire, HR9 5BU

Open: 9:00am - 5:00pm (Mon - Sat) 10:00am - 4:00pm (Sun)

Hereford & Worcester

We will be opening a store in the heart of Hereford and a furniture store in the heart of Worcester over the coming months. Please keep your eyes peeled on our website and socials for more details.





Help us raise more

If you're a UK taxpayer your donations are worth 25% more. It's free and easy to sign up today.

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Winter Feature

Winter: be prepared now

Save energy and pay less this winter! We are offering FREE Home Energy Checks to help get you and your home prepared this winter.

It can be nice to dig out a favourite winter coat or settle in on a chilly evening in front of the telly. But the winter weather, shorter days and longer nights can leave us feeling a bit out of sorts and lead to worries about energy bills and our health; especially as we get older.

Lower temperatures increase the risk of flu and other illnesses; which can lead to increases in blood pressure and breathing problems. Therefore, it is important to do as much as possible to ensure that your home is ready for the winter months ahead. That is why Age UK Worcester & Malvern Hills is offering a FREE Home Energy Check where you will be given:

- FREE home visit from one of our 'Home Energy Check' experts.
- FREE information and advice.
- FREE installation of small energy-saving devices (If required).
- FREE signposting to other Age UK Worcester & Malvern Hills, partners, and community services. You may be eligible for financial support if you are having difficulty paying your heating bills.

As mentioned earlier, our CAMBUS has undergone some changes. We will be running Energy Roadshows across the Malvern Hills District, where Karel and the team will be available to discuss how we can help you save energy this winter; providing all of the above.

Whats more... at each Energy Roadshow, the first 5 to sign up for a Home Energy Check, will receive a winter warming gift bag.

Keep an eye on the <u>Activities & Events</u> section of our website for our next Energy Roadshow...

Need a little extra cash?

You could be eligible for our Household Support Fund, as we are still distributing payments to households to help ease the cost of living.

The fund, that was granted by the Government, is there to help pensioners during this very difficult economic period. We are currently working with Worcestershire County Council to distribute these payments to those who are eligible.

Am I eligible?

You may be eligible if:

- You are a pensioner NOT in receipt of Pension Credit.
- You have a disability or a long-term health condition (including those requiring the use of medical equipment which requires increases energy use), of any age, and carers of any age.

You may be eligible for more than 1 payment if you fit the criteria. Payments are per household, not per individual.

We have simple questions to find out if you are eligible. Please contact us to find out if you are eligible.

To find out more information about our Household Support Fund, scan or click the QR code.



Get in touch with us...

If you need help or support, or know somebody who would benefit from our support, please get in touch with us:







UK Shared Prosperity Fund

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We are here for you

What do we do to help support older people?



<u>Information & Advice</u>

Our expert advisors can advise you on a range of topics. Including, but not limited to, money & benefits, health & wellbeing, social care and signposting to legal and debt management services.



Money & Benefits

We check your benefit eligibility, as well as help with filling out the relevant forms (including Blue Badges & Bus Passes).

Household Support Fund



We are distributing payments to eligible pensioners NOT in receipt of Pension Credit. PLUS the scheme will be extended to include people with disabilities or a long-term health condition (including those requiring the use of medical equipment which requires increases energy use), of any age, and carers of any age.



<u>At Home Services</u>

We provide <u>Homeworking</u> and <u>Gardening</u> to help lighten your load at home. The carry out general household chores and garden maintenance to help you at home.



Foot Care Clinics & Home Visiting

We run regular foot care clinics and our qualified professional associates can visit clients at home. Our service will provide basic level care, including nail clipping and filing.

Befriending & Bereavement Support

We are tackling loneliness by providing telephone befriending and in-home visiting for older people who live alone, have no family living locally or feel socially isolated. We also offer bereavement support to those who are experiencing loss, as an extension to our befriending service.

Dementia / Memory Loss Meeting Centres



Meet with others at one of our five centres. We welcome anyone who has a suspected or confirmed diagnosis for dementia, their family, and carers. Join us for games, quizzes, day trips, general support, and more.

Being Well Service

The Being Well service supports people across Malvern Hills to take control of the issues affecting their mental health and wellbeing. We take a person-centred approach to help people identify the issues affecting their mental wellbeing and guality of life, and support them to find a way forward.

Tablet Loan Scheme & Digital Inclusion

Are you interested in exploring what the internet has to offer, but do not have the technology or confidence to do so? We can provide you with a tablet computer and an internet connection, along with 1-1 tailored support sessions from our expert Digital Champions.

CAMBUS & Energy Roadshow Bus

Travelling across Malvern Hills, providing safe and friendly spaces to enjoy a hot drink, whilst building community connections. At the same time allowing visitors to sign up for our free home energy checks.

Home Energy Checks

We will asses the built environment of your home, asses the impact the cold may have on you and your wellbeing, provide you with practical advice in regard to keeping your home energy efficient and install energy saving equipment and other devices to help keep you warm.

Wheelchair Hire

We can provide short term, wheelchair rental, designed to help and encourage extended independent living for older people. We can also provide a range of walkers and frames, of various shapes and sizes, if a wheelchair is not what you are looking for.

Social Activities

Meet with others from the community, share an interest and enjoy a hot drink and a slice of cake; our three connect clubs run regularly throughout the month at Chantry House (Worcester), Chelmsford Court (Worcester) and Storer Court (Malvern).

Get in touch with us...

If you need help or support, or know somebody who would benefit from our support, please get in touch with us:

01905 724294 | 01684 560666

info@ageukwmh.org

www.ageukwmh.org











Age UK Worcester & Malvern Hills



Worcester Head Office

Bank House, 7 Shaw Street, Worcester, WR1 3QQ.

T: 01905 724294 E: <u>info@ageukwmh.org</u> **Malvern Station Office**

Great Malvern Train Station, Malvern, WR14 3AU.

T: 01684 560666 E: <u>info@ageukwmh.org</u>

Tenbury Wells

Tenbury Wells Library, 24 Teme Street, WR15 8AA.

T: 07494762138 E: <u>info@ageukwmh.org</u>

Age UK Hereford & Localities



Leominster Head Office

Unit 10, Northern Lights Business Park, Clinton Road, Leominster, HR6 0SW.

T: 0333 0066 299 E: <u>contact@ageukhl.org</u>

Ledbury

The Master's House, Ledbury, HR8 1EA.

T: 0333 0066 299 E: <u>contact@ageukhl.org</u> Hereford

HVOSS, 52 Broad Street, Hereford, HR7 9AB.

T: 0333 0066 299 E: <u>contact@ageukhl.org</u> 15

Where can you find our retail locations?

Ambleside Drive Shop 59 Ambleside Drive, Worcester, WR4 9DA.

Dines Green Shop Unit 2, 33 Gresham Road, Worcester, WR2 5QR.

Malvern Link Shop 225 Worcester Road, Malvern, WR14 1SU.

Tenbury Wells Shop 12 Market Square, Tenbury Wells, WR15 8BL. **Cranham Drive Shop** 24 Cranham Drive, Worcester, WR4 9PA.

Great Malvern Shop 29 Worcester Road, Great Malvern, WR14 4QY.

Mealcheapen Street Shop 9a-10 Mealcheapen Street, Worcester, WR1 2DH.

Upper Tything Shop 40c-e Upper Tything, Worcester, WR1 1JZ.

More retail locations coming soon!

Where can you find our joint retail locations?



Leominster Shop 22 West Street, Leominster, HR6 8ES. **Ross-on-Wye Shop** 17 Gloucester Road, Ross-on-Wye, HR9 5BU.



More joint locations coming soon!



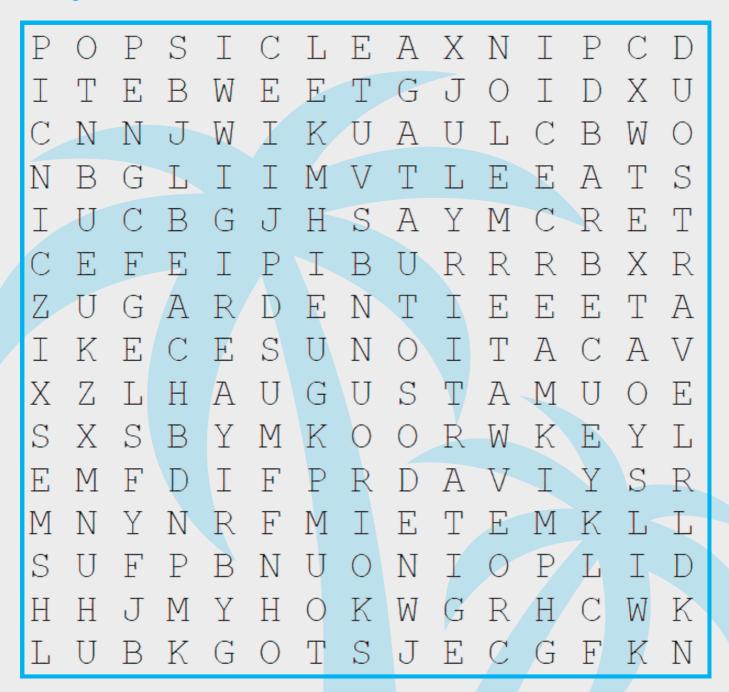




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Summer word search

Find and circle the hidden words. Words can be forward, backward, vertical or diagonal.



Words to find

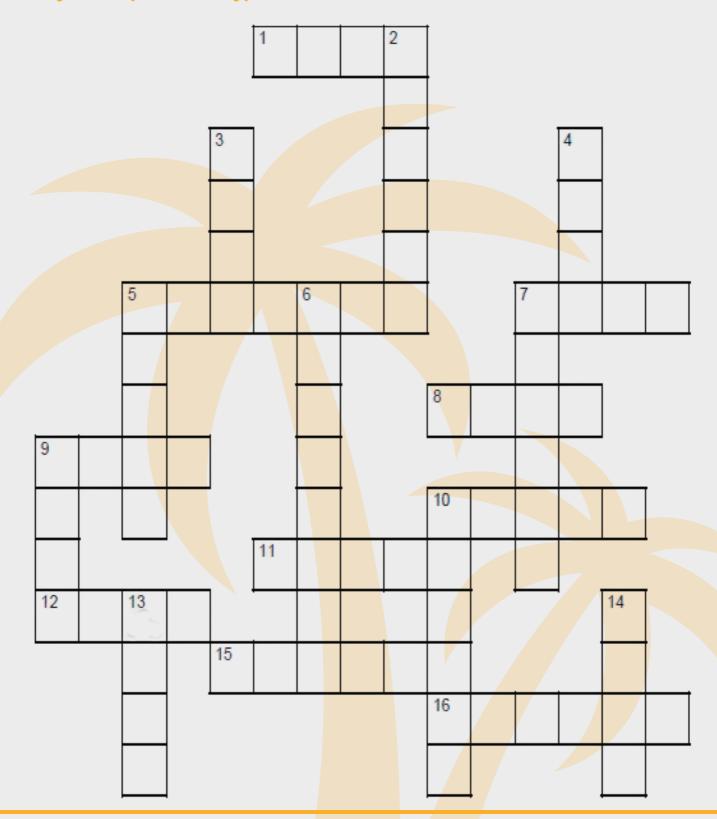
August Beach Hot Dogs Outside Sun Vacation Barbecue Camping Ice Cream Picnic Swimsuit Watermelon

Baseball Garden July Popsicle Travel

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Summer crossword

Can you complete our cryptic summer crossword?



Down

- 2 Plunging into the water 7 Trail walking
- 3 Move through water
- 4 Summar hazard
- 5 House in the woods
- 6 Frozen treat
- 9 A place to swim
- 10 Pants for hot weather
- 13 Toy for a windy day
- 14 Mildly hot

Across

- 1 Grains on the beach
- 5 Living in a tent
- 7 lt warms you up
- 9- Comes with a shovel
- 10 Full of daylight
- 11 A sandy shore
- 12 Area of inland water
- 8 Two wheeled transport 15 Warmest 3 months of year 16 - Top for warm weather

Sudoku

18

Can you complete all 4 Sudoku's? Each row, column and square (9 spaces each) needs to be filled out with the numbers 1-9, without repeating any numbers within the row, column or square.

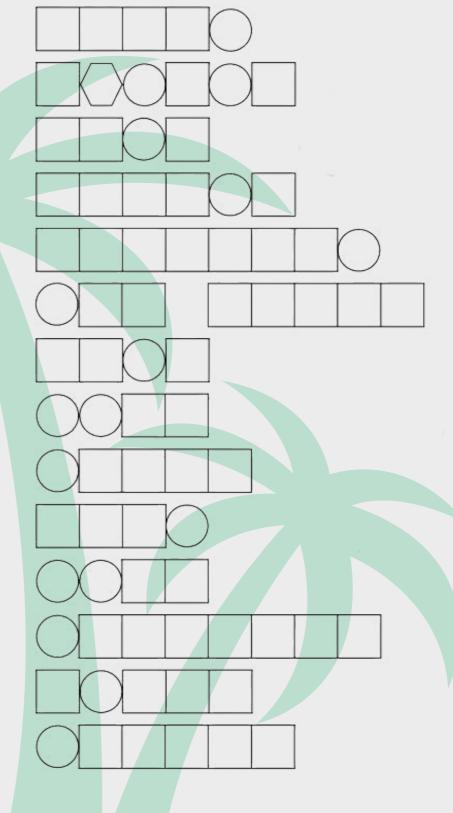
#1									-	#2							
													5	2			
	5			3		1				8							
	2		4			8								6	4		
	1	7					2					3	4				
				9				8		9	8					6	1
			6	5			4			1		6					7
6			2				9		1		5			4			
7					6								2	3		8	
		9		4	3			1				9		8	6	1	
	Difficulty: easy Difficulty: moderat																
						Di	ifficult	y: easy	/					Ľ	Difficul	ty: mo	derate
#3						Dį	ifficult	y: easy		#4				Ľ	Difficul	ty: mo	derate
#3 3		6	2			Di	ifficult	y: easy		#4 6					Difficul	ty: mo	derate
	1	6	2	7		Dį		y: easy 8		-						ty: mo	derate 9
	1	6	2	7	9	Di				-		5		9		ty: mo	
	1		2	7	9 5					-		5	8	9	5		9
3	1			7						-	3	5	8	9	5		9
3			6	7 8	5			8		-	3	5	8	9	5		9
3			6		5	Di	1	8		-	3	5	8	9	5	6	9
3			6		5		1	8		6	3		8	9 4 6	5	6	9 8

Difficulty: hard

Difficulty: hard

What did the ocean say to the beach?

BICNA HTRSOS ALPI INIIBK NMIWGISM **CIE MERAC** TEIK EUJN NUYSN AETH MAWR CIVOANTA LEXAR NDGVII



19

Activity

Summer word scramble

as clues to figure out the joke at the bottom.

Unscramble each of the following words. Then use the shapes around the letters

Sudoku #1

9	7	8	1	2	5	6	3	4
4	5	6	8	3	9	1	7	2
1	2	3	4	6	7	8	5	9
5	1	7	3	8	4	9	2	6
3	6	4	7	9	2	5	1	8
8	9	2	6	5	1	3	4	7
6	3	1	2	7	8	4	9	5
7	4	5	9	1	6	2	8	3
2	8	9	5	4	3	7	6	1

Sudoku #3

3	4	6	2	5	8	7	1	9
5	1	9	4	7	3	6	2	8
7	2	8	1	6	9	3	5	4
2	9	1	6	4	5	8	3	7
4	8	7	3	9	2	5	6	1
6	5	3	7	8	1	9	4	2
9	6	2	5	1	7	4	8	3
1	7	5	8	3	4	2	9	6
8	3	4	9	2	6	1	7	5

Crossword



Sudoku #2

6	9	7	4	5	2	1	3	8
8	4	5	3	1	9	2	7	6
3	1	2	7	8	6	4	5	9
5	7	3	6	4	1	8	9	2
9	8	4	2	3	7	5	6	1
1	2	6	8	9	5	3	4	7
7	5	8	1	6	4	9	2	3
4	6	1	9	2	3	7	8	5
2	3	9	5	7	8	6	1	4

Sudoku #4

6	9	4	8	2	1	5	3	7
7	8	3	4	6	5	2	1	9
2	1	5	3	7	9	4	6	8
5	7	2	1	8	4	3	9	6
9	3	8	2	5	6	7	4	1
1	4	6	9	3	7	8	2	5
4	2	9	7	1	8	6	5	3
3	5	7	6	9	2	1	8	4
8	6	1	5	4	3	9	7	2

Scramble

CABIN SHORTS PAIL BIKINI SWIMMING ICE CREAM КІТЕ JUNE S U N N Y ΗΕΑΤ WARM VACATION RELAX DIVING What did the ocean say to the beach? NOTHING IT JUST WAVED



Summer 2023

Age UK Worcester & Malvern Hills Bank House, 7 Shaw Street, Worcester, WR1 3QQ.

Registered Charity Number: 1114859 Company Number: 5688674

www.ageukwmh.org





