



# Magazine

Spring / Summer 2020



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**Driving Miss Daisy  
with Age UK York  
and Berwick Kaler**

## Finance Special

**Money and Benefits advice  
Stay safe online  
Lasting Power of Attorneys and Wills**

# In this issue

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# Welcome

Welcome to the Spring / Summer issue of the Age UK York magazine. There's a special goodbye from Sally Hutchinson, our Chief Officer, who is retiring after 22 years. We also pay tribute to Derek Bottomley, our Chair of Trustees, who has stood down after many years valuable service.

There's a focus on finance in this issue with a look at what the Benefits team at Age UK York does. They have helped many older people in York with claims for benefits. We also look at safeguarding, Power of Attorney and scam prevention.

We hope you enjoy reading this magazine. If you would like to know more about the services we offer, then you can visit our website or you can contact us on 01904 627995.

## Age UK York

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[@AgeUKYork](https://twitter.com/AgeUKYork)



[Facebook.com/AgeUKYork](https://www.facebook.com/AgeUKYork)

# What have we been doing recently?



***Dragon Boat racing - we won a race!***



***Thanks to the Rotary Club of York for their donation.***



***Fundraising at St.Crux.***



***Two of our services awarded "Good" by CQC.***



***We had our AGM in October.***



***Working with Minster FM on our upcycle challenge.***





**35% of people say they will leave a gift in their will to charity.**

**Will you leave a gift in your will to make a difference to the older people of York?**

# Sally says Goodbye

**Sally Hutchinson is retiring after 22 years as Chief Officer of Age UK York. In her final article for the magazine, she reflects on the last few months.**

Dear All,

I have been chased and chased to produce a couple of paragraphs for this edition of the magazine.

Perhaps my lethargy has been because this is my last article and I have been putting it off as once it is written – that will be it ! No more ramblings from me. Your next article will be from Jennifer Allott who is to be the new Chief Executive Officer of Age UK York, a York person with lots of experience of both the voluntary and statutory sectors.

I think I am ready to retire now – there were a few tasks that I really wanted to complete before 31st March :

Ensure our contract with the City of York Council is extended ✓

Ensure our funding from the CCG is safe - Almost ✓

Ensure our relationship with Yorkshire Ambulance continues ✓

There are still a few jobs that I am completing – grant applications, risk assessments, health and safety audits and sorting out an up to date leaflet encouraging people to leave us legacies in their wills.

From the above you can tell that money is always an issue – it is the issue I must consider most AFTER the service users whom we serve across the city.

With service users and volunteers in mind :

A funny thing and an amazing gesture of kindness:

The funny thing : Over the last three years I have been helping out on our Bridge the Gap service – as a care worker – when they are short staffed. I enjoy this work enormously, and although it is certainly not in my job description, I do endeavour to step up when needed.

I visited a lady one night to assist her to bed and give her the evening medication. It was a cold night. I was wearing my snazzy Age UK York fleece – and also a raincoat. I hung up my raincoat in the kitchen and proceeded with the tasks. The service user had significant memory problems with little notices all over the house to remind her of things and instruct her to do things. We had an entertaining time looking for things that were not there, and thinking about things we did not need to think about, laughing and reminiscing. At the end of a confusing visit – for me – she seemed fine – I left – locked her in and went to get into the car ..... NO KEYS –

So I had to go back into the house – encounter the lady who was surprised to see me again – and recovered my coat from the hook in the kitchen – and my keys were in the pocket !!

I turned to the lady and she said to me “don’t worry dear – I have the occasional senior moment” !!

I love this job – I laughed all the way home and am smiling now remembering the moment !

The amazing gesture of kindness: Tony Calvert, a volunteer with our clubs, who has driven for both us and the Red Cross and supported our clubs for over 20 years, has GIVEN US A BUS!!

Tony is retiring too – and he loves our clubs and people so much he wanted to give us a bus to replace our old blue bus which was struggling with second gear and breaking the sound barrier on most outings.

We have the bus – we have named it the CALVERT CRUISER – and this is written all across the side. We have also acquired a special number plate TC 02 AGE – perfect for





***Tony Calvert and Sally Hutchinson with the new Age UK York minibus***

us - and for Tony.

I am sad to be retiring. I intend to stay amongst older people's politics and continue to fight for the rights of our older people – of whom I am now one !

I shall miss my colleagues, staff and volunteers, the service users, the way my office is actually at a 45 degree angle and I have to hold onto my desk to keep typing straight, coming to work through a shop, being challenged by the Trustees, fighting for every penny we get, the Harlequins singers at the clubs, creating problems and solving problems, making things better for people and sharing the most amazing working life of 22 years with the kindest and cleverest people on the planet.

THANKYOU FOR HAVING ME

With my very best wishes

Sally

# An afternoon out at the theatre

**Maria Pickard, our Day Clubs Deputy Manager, writes about a Day Clubs trip to the theatre.**

Earlier on last year, former York pantomime dame Berwick Kaler launched his foundation legacy to bring communities and the theatre together. The scheme is being funded by the Berwick Kaler Foundation, which was set up to honour the legacy of the theatre's legendary pantomime dame of 40 years, by raising funds for community and youth projects. As part of York Theatre Royal's 275th anniversary celebrations, 275 older adults from the York community were invited to a production of *Driving Miss Daisy*.



***Cast members Paula Wilcox, Maurey Richards and Cory English joined Berwick and an Age UK York mini-bus outside the theatre to get the scheme on the road.***

The Thursday Afternoon Tea Club were some of those lucky enough to see the production for free. For many of the group, this was the first opportunity they had to attend a theatre production in a number of years. "Seated near the front row, we were treated like royalty and in touching distance of the actors".

It was a thoroughly enjoyable outing which we hope to repeat again in the future.



# We're "two" good !

Age UK York provide two services that are subject to regulation and inspection by the Care Quality Commission (CQC). Their role is to ensure that we are providing a service to our clients that is caring, safe, effective, responsive and well led. Both services have been rigorously inspected this year and we are pleased to say that both were 'Good' in all areas. A massive well done to In Safe Hands (our carer respite service) and to Bridge the Gap (our care agency).



***"I am very happy with the team I have supporting me. Because of the service, I am able to stay at home; I feel that the staff genuinely care about me and my wellbeing."***  
**Client, Bridge the Gap service**

***"The carer is an angel, Sheila\* loves them. The carer is calm and patient, gentle and sweet. They have developed a very close relationship with us all."***

**Family member of client, In Safe Hands Service**

**\* Name has been changed**



Our In Safe Hands service provides either volunteers or paid staff to give carers a break from looking after older people.

Bridge the Gap is our care agency providing personal care services for people.

Both services are paid for services.

**Contact 01904 634061 to find out about our In Safe Hands service**

**Contact 01904 866070 for our Bridge the Gap service**

# Helping pensioners



The benefits team at Age UK York helps people **of pension age** claim a range of benefits. They can also offer advice on **paying for care**. They have many years of experience in this area and are able to help with the applications, including completing claim forms. They are able to do home visits or you can make an appointment to see them. **Many benefits go unclaimed** so it's worth giving them a ring to see if you are entitled to anything.

## If in doubt, check it out

**In 2019**

**We've helped 343 older people in York claim over £1.3 million.**



**Over 890 enquiries to the team**



**£1.3 million claimed for older people in York**

# s with their money

## Attendance Allowance

Non means tested  
Available if you have had  
personal care problems for at  
least 6 months

## Pension Credit

Means tested  
Extra money for low income  
pensioners to increase their  
weekly income.

We are also able to help people over pension age with other benefits and allowances including:

Disability Living Allowance , Carer's Allowance , Council Tax Support, Housing Benefit and Personal Independence Payments.

**Over £3.5 billion of pension credit is unclaimed**

**40% of pensioner households don't claim what they are entitled to**

**2 million pensioners live in poverty in the UK**

**Contact 01904 634061**

**Mon - Fri 9.30am - 3.30pm**



# AGM Report October 2019

Every year, Age UK York holds its AGM in the Priory Street Centre in York. It's an opportunity for staff, volunteers, trustees and the friends of Age UK York to meet up, discuss the last year and look ahead to the new year.

This year, we were entertained by a group called Singing for the Brain who gave us some wonderful renditions of songs from the shows and other classic hits. There was some enthusiastic joining in from the audience.

We then had a talk from Sharon Houlden who is the Director of Health, Housing, and Adults Social Care at City of York Council. Age UK York works very closely with York Council and we play a large part in influencing local policy and facilities for older people.

Following the talk, we received a report from our Chairman, Derek Bottomley. Derek has now stepped down as Chairman after many years' valuable service. He highlighted the many issues facing the care and provision of services for older people in York with the constraints on social care funding and how Age UK York has adapted to meet the challenges.

Sally Hutchinson, our outgoing Chief Executive Officer, gave her last speech to the AGM. She discussed the many changes that have taken place over the years and the valuable contribution that Age UK York makes to the local community. It's now a large organisation with over 120 employees and a nearly £1.5 million budget.

Our treasurer, Gareth Wigdahl, reported that we had a healthy balance, due in part to some generous legacies. However, we do face budgetary pressure as our costs are increasing.

Finally, the Sheriff of York, Jo Trythall, presented our volunteers with awards for their service. Age UK York depends on its volunteers to deliver many of its services and we are immensely grateful for all they do. Thank you to all of you for the hard work and dedication you provide.

## Long Term Volunteer Awards

Age UK York has over 400 volunteers working across York supporting older people. We give awards for 5 years, 10 years and 20 years service, as well as other awards for even longer service. Thanks to all of our volunteers for their contribution.



Receiving their awards for volunteering are: Top (Left to Right). Paul Addison (5 years), Elaine Beatson (5 years), Anita Reeves (5 years), Michael Preece (20 years), Andrea Cawood (5 years), Stephen Marshall (5 years), Annette Pirie (10 years)

## Would you like to be a volunteer?

Befriending Carer Respite Reception Shops  
Drivers Trustees Admin Day clubs

**Age UK York relies on its volunteers to deliver its services. We have many opportunities for volunteering and you can make a difference to the older people of York.**

**01904 627995 or visit [www.ageukyork.org.uk](http://www.ageukyork.org.uk)**

# Managing money in Age UK York

***Jan Hunter, our Finance Manager, discusses the role of the Finance and Administration Team, which provides a vital role in ensuring Age UK York can deliver its services.***

Where to begin ? It is safe to say that no two days are the same in the Finance Office. We can be dealing with anything from Management accounts to the lack of toilet rolls within Walmgate Office!

Our daily work involves the smooth running of the finance and the administration of the organisation. We can be counting pennies, invoicing for thousands of pounds, actioning e-mails, dealing with telephone calls and getting rid of anyone trying to sell us energy or telephones!

We keep an eye on the money coming in and going out, making weekly payments to staff, volunteers and suppliers. The one monthly task which takes a lot of our time is the preparation, processing and paying of salaries. Age UK York employs 120 mainly part time staff, several of whom work for more than one service, which means that the process is complicated and time consuming. Staff are aware when we are doing the salary run and try not to disturb us.

All staff recruitment comes through our office, including for a new Chief Executive Officer. This is a time consuming process as it includes asking for references, DBS checks and setting up interviews.

Our office door is always open and we never know what or who is going to come through it. We often come to work with a list of tasks we hope to complete that day , but more often than not we go home with a longer list !!!

## How you can help Age UK York

**Remember Age UK York in your will**

**Make a donation online via our website**

**Use our shops**

**Make sure you Gift Aid your donation - it's worth an extra 20% to us.**



# 2019 Facts and Figures

**5 shops**

**4 minibuses**

**400 volunteers**

**120 staff**

**8 day clubs**



Over 2000 individual people using our specialist services



Nearly 9000 hours of befriending support provided to 110 older people.



Over 430 day club sessions with nearly 6500 attendances.

Over 3500 hours of respite care given



Over 3000 phone calls to our Information and Advice team

**Money and Benefits Advice**

**Carer Respite**

**Shopping support**

**Information and Advice**

**Bridge the Gap Care Agency**

**Nail Cutting**

**Home from Hospital Support**

**Befriending**

**Feather Duster Cleaners**

**Keep Your Pet**

# How to avoid being scammed online -

Age UK York work very closely with North Yorkshire Police to ensure that older people are aware of scams and are able to spot the more common ones.

Unfortunately we get a lot of phone calls from older people who have been scammed.



North Yorkshire Police have highlighted some of the more common scams and given some tips on how to stay safe.

## Dating fraud

Dating or romance fraud is when you think you've met your perfect partner online, but they aren't who they say they are. Once they've gained your trust, they ask for money for a variety of emotive reasons.

## Phishing

Phishing is a method used by fraudsters to access valuable personal details to commit fraud crime. Emails look genuine but can contain links that take you to fake sites where they can get your personal details.

## Advanced Fee Fraud

A fraudster sends you an email, letter or a fax. They say they have access to a substantial amount of money and explain where it has come from. They want to move the money out of the country, and give you a reason why they can't transfer it themselves.

They ask you for details of your bank account so that they can transfer your reward. They will use this information to try and empty your account.

## Malware

Malware refers to a range of files that can infect your computer. It comes in a range of forms including spyware, key loggers and ransomware.

# - advice from North Yorkshire Police

**Don't click on links in emails if you are not sure about the source.**

**Don't give out personal details when responding to emails or phone calls.**

**Don't respond to emails asking you to help with getting access to large amounts of money.**

**Do check the spellings of emails from companies. Phishing emails can often contain spelling mistakes or unusual language.**

**Do ensure your anti-virus is up to date and ensure that your computer system is also up to date and is running security updates.**

**Do read the Big Book of Little Scams for further information. You can get this online**

**Do contact Age UK York or North Yorks Police for more advice.**

**Do report fraud to Action Fraud on 0300 123 2040 and also contact your bank if you think you have been defrauded.**

**Do always ring a company using a number that you know. Fake emails can contain false phone numbers. Sometimes callers may not hang up, so it can be worth either trying another line or waiting for a while if someone has rung up asking for your personal details before making another call.**

**ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
actionfraud.police.uk





# Safeguarding at Age UK York

***Helen, one of our Trustees, explains how she's one of a team making sure that all older people in York stay safe***

We all have a responsibility to ensure adults and children can live a safe, comfortable life. Safeguarding means protecting a vulnerable adult's (or child's) right to live in safety, free from abuse (physical, sexual, verbal, emotional, financial) and neglect. Age UK York has a safeguarding team; the Chief Officer, 3 senior managers and myself. I am a trustee and a retired doctor.

The 4 members of staff take safeguarding referrals daily and the team meet monthly to discuss each client who has a safeguarding concern. Decisions may be made to seek advice from Social Services or CQC ( if the client has care from a CQC registered service) and to talk with members of family or friends. We discuss what else Age UK York can offer to support and monitor the older person concerned and, indeed, to help those that are caring / have Power of Attorney.

Sadly, safeguarding referrals are increasing and becoming more complex. Age UK York has an experienced and well trained team to deal with these to protect our vulnerable clients.

Safeguarding issues come in many forms - not just the obvious physical abuse but sometime also from misuse and / or withholding of finances by the person who has Power of Attorney. As a result, shopping for food can be affected or keeping the home warm and clean. Paying for further care can be restricted to avoid “dipping into the inheritance”. But it might be an honest confusion or forgetfulness about where money has gone.

Anyone concerned for themselves or someone they know can report (phone, write, email or come in person) their concern and the safeguarding team will investigate further. We also get referrals via our other services eg Day clubs or a volunteer befriender and all referrals are taken seriously and handled sensitively.

# Thank you, Derek, for all your hard work

***Rosemary Suttill, our new Chair of Trustees, pays tribute to Derek Bottomley who has stood down as the Chair after 7 years service.***

Goodbye to our Chair, Derek Bottomley.

Charities are like businesses in some ways. They have a Board of Directors, or Governors, or Trustees, who are in charge and have to make sure that everything goes on O.K. Age UK York is no different. Most of the work of Age UK York is done by Sally Hutchinson, the Chief Executive Officer, and her team of staff and volunteers. But the Trustee Board takes responsibility for anything that goes wrong. Very little goes wrong and for this we thank in particular our Chair of the Board, Derek Bottomley.



Derek stood down at the AGM and we're happy to say 'thank you' to him here. He's worked hard and been generous with his time to guide us over the past years and given us the firm direction that's needed for this extremely complex and vital service that Age UK York provides for the older people of York.

Happily, Derek will stay on the Trustee Board, with a new Chair. Each of the Age UK York Trustees has a special area of responsibility. Derek will use his business management experience to help us behave like a business while we will always, first of all, act like a charity.

So it's not really 'goodbye' Derek. And it's rather more than just 'thank you'. We'd have been stuck without you.

# Do you need help with writing a Will or havin



- 25% of adults aged over 55 don't have a will.
- Some people think it's complicated to make one, it's time consuming or it's expensive.
- Many people haven't got a Lasting Power of Attorney.

At Age UK York, we are able to offer a straightforward, personal Will Writing service, dedicated to your individual needs, and can also prepare Lasting Powers of Attorney.

Many people assume that a spouse can make decisions about your healthcare and your financial affairs if you become incapacitated. This is not always true.

An LPA covers decisions about your financial affairs, or your health and care. It comes into effect if you lose mental capacity, or if you no longer want to make decisions for yourself. You would set up an LPA if you want to make sure you're covered in the future.

**If you would like to make a will or a Lasting Power of Attorney, then please contact us on 01904 627995 to make an appointment.**

## What is a Lasting Power of Attorney?

### Health and Welfare LPA

This covers health and care decisions and can only be used once you have lost mental capacity. An attorney can generally make decisions about things such as:

- where you should live
- your medical care
- what you should eat
- who you should have contact with
- what kind of social activities you should take part in.

You can also give special permission for your attorney to make decisions about life-saving treatment.

### Financial Decisions LPA

An LPA for financial decisions can be used while you still have mental capacity or you can state that you only want it to come into force if you lose capacity.

An LPA for financial decisions can cover things such as:

- buying and selling property
- paying the mortgage
- investing money
- paying bills
- arranging repairs to property.

You can restrict the types of decisions your attorney can make, or let them make all decisions on your behalf. If you're setting up an LPA for financial decisions, your attorney must keep accounts and make sure their money is kept separate from yours. You can ask for regular details of how much is spent and how much money you have. These details can be sent to your solicitor or a family member if you lose mental capacity. This offers an extra layer of protection.



# Age UK Events 2020

## Why not come along to one of our social events?

We have a number of events in Strensall, Copmanthorpe and Acomb where you can pop in for a chat and a drink. **They all start at 2pm.**

### **The Ship Inn, Strensall :**

Tues 3rd March, Tues 7th April (and every first Tuesday of the month)

### **Acomb Methodist Church**

Wed 11th March ,Wed 8th April, (and every 2nd Wed of the month)

### **Little Acorn's Coffee Shop, Copmanthorpe**

Tues 17th March, Tues 21st April (and every third Tuesday of the month)

## Bridlington Holidays 2020



### **The Expanse Hotel, Bridlington**

Mon 29th June - Friday 3rd July

Mon 14th Sept - Fri 18th Sept

**£345 per person including half board and transport from York**

**Please ring 01904 627995 or visit our website for more details.**

# Useful phone numbers

Action Fraud Helpline	0300 123 2040
Age UK York Information Line	01904 634061
Age UK Main line	01904 627995
Citizens Advice York	0344 411 1444
City of York Council	01904 551550
Crimestoppers	0800 555 111
Healthwatch York	01904 621133
Mailing Preference Service	0207 291 3310
NHS Direct	111
Older Citizens Advocacy York (OCAAY)	01904 676200
Report a Crime	101
Shelter (Housing)	0808 800 444
Shelter (Emergency)	0800 1644 6060
Telephone Preference Service	0345 070 0707
York Alzheimer's Society	01904 929444
York Carer's Society	01904 715490
York Hospital	01904 631313
York Mind	01904 643364
York Older People's Assembly	01904 202293
Yorkshire Water	0800 138 7878
(Check the identity of a caller)	

# Do you need a Will or a Lasting Power of Attorney?



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**Contact 01904 627995 for more details or visit our website [www.ageukyork.org.uk](http://www.ageukyork.org.uk)**