Focus on Volunteering

Christmas Celebration
at Exeter Cathedral

Keep Warm in Winter

DOWN AT THE ALICE + CELEBRATE & ENGAGE + CHRISTMAS QUIZ + MUCH MORE INSIDE
Rising electricity prices? Change your heating

60 years of experience... Stay warm and pay less

All electric heating is 100% efficient, but not all systems are 100% effective! We now have heatapp, a control system that works with our ELKATHERM® heaters allowing you to set your heating easily on any smart device, room by room, at times you choose, from anywhere in the world. You decide when you use your heat = NO wasted EE. Take back control with ELKATHERM®

Our unbeatable products
Heating represents the vast majority of a household’s energy usage. WHICH says “turning your heating down by just 1°C in winter could save about 10% of your heating bill”. imagine if you could stay warm & keep complete temperature control in every room of your home from an easy-to-use colour display on your smart device. Just a few taps whilst you’re out of the house could save you hundreds of pounds every year! Heatapp is also available retrofit. We also provide a choice of several other different control options.

Why replace your old heating?
Elkatherm® heaters operate at a lower kW than the night storage they replace. They heat up a room quickly and effectively due to their robust manufacture and unique design, which encorporates a huge surface area. We also fit heat keepers for FREE. Once a room is warm, the heater turns off. No wasted energy. Unlike gas, oil or LPG, Elkatherm® heaters give you exact temperature and time control in each room. Economical & simple to install; they will change the way you live at home.

Our excellent service
We know customer service is paramount so we look after you from survey to the installation & any aftercare you may need. We remove your old wet or dry heating system, deal with your energy provider and give independent advice on obtaining the best tariffs. Our own experienced engineers & electricians install our heaters with precision, no mess & no fuss.

Your free information pack
Why not contact us today for your free information pack or to request a free, no obligation survey with one of our professional & experienced technicians? Contact us online or call us now on the number below.

Contact us on:
01823 230239
www.southwestheatingsolutions.co.uk

Tried and tested.

Unbeatable
We are one of the only companies in Europe to have independent UK laboratory test results for our radiators.

So we know that heating a typical living room with one of our 2kW ELKATHERM® heaters to 21°C (70°F) on a cold winter’s day costs just

7p PER HOUR*

South West Heating Solutions’ radiators are not supplied by anyone else in the UK.

*Calculated from independent ESRA energy usage tests, in a normally insulated home at 12.5p per unit electricity tariff. Ambient temperature 6°C during day (16 hours) and 1°C at night (8 hours)

South West
Heating Solutions

Address:
Southwest Heating Solutions, Freepost
RTJ-AZ5R-HECJ. Tolwaddon Energy Park,
Camborne, TR1 4 OHX
Contents List Winter 2013

Celebrate & Engage .......... 06
On Thursday 30th October, Age UK Devon held an Open Day...

Change to Energy Tariffs ..... 07
What’s happening?

Friends & Members Scheme.......... 08

Focus on Volunteering ....... 10
Age UK Devon depends on volunteers to help run our services for older people.

Information & Advice Volunteers .......... 11
Do you have skills and time?

Christmas Celebration at Exeter Cathedral......... 12
details of the Christmas festivities at Exeter Cathedral

University of the Third Age ............... 14
Jennifer Gegg, Janet Vosper, Harry Vosper, Tina Wilson and Ricky Lowes

Making Winter Warmer ..... 16
Things that you can do to make winter more comfortable.

Spread the Warmth............ 17
Staying warm can be a worry for many older people.

Down at the Alice............... 18
This issue, we spotlight Age Concern Teignmouth and Shaldon.

Christmas Quiz ............... 22
Just for fun!
Meet the team…

Editor
Sarah Gunn
Tel: 0845 296 7810
Email: s.gunn@ageukdevon.co.uk

Age UK Devon
Unit 1, Manaton Court
Matford Business Park
Exeter
EX2 8PF
Tel: 0845 296 7810
Fax: 01392 829 594
Web: www.ageukdevon.co.uk

Designer
Mukesh Randev
Email: mukesh@lancepublishing.co.uk

Advertising
Chelsey Henesey
Tel: 01536 526679
Email: laurence@lancepublishing.co.uk
Jo Marchant
Tel: 01536 526674
Email: jo@lancepublishing.co.uk

Publisher
Lance Publishing Ltd
1st Floor Tailby House
Bath Road
Kettering
NN16 8NL
Tel: 01536 512624
Fax: 01536 515481
Email: mike@lancepublishing.co.uk
Web: www.lancepublishing.co.uk

Printer
Lance Print Ltd
Tel: (01480) 492183

Foreword from the Chief Exec.

The theme of this issue is keeping warm and well in winter. It is a difficult time of year for many of us, and we hope that some of the advice we have included will be helpful in making the coldest season more comfortable. Read more about the support available on page 16.

From benefits checks and new boilers, to knitting and fundraising, we are very busy with the Spread the Warmth campaign. If you are holding a warming event, or would like support to hold one, we would love to hear from you.

At the time of writing, the planning of our Christmas Celebration is in full swing! The invitations are being sent out, tickets are being printed, posters distributed, and performers are rehearsing. You can read more about the event, which happens on 12th December, on page 12. We are all very excited, and hope that you will be joining us on the day! We would like to wish all of our readers a very happy Christmas and a healthy New Year, from all at Age UK Devon!

Colin Fletcher
Chief Executive,
Age UK Devon
Age UK Devon staff, volunteers, members and local older people came together to talk about and celebrate the work of Age UK Devon. Information and advice was available, especially on winter issues, and South West Water came along to advise older people on ways to cut their water bills. Volunteers from ethical I.T. company Cosmic brought a selection of computer notebooks and other equipment and were inundated with visitors to their stall. The R.N.I.B. demonstrated a range of specialist equipment to help people with visual impairments access I.T. and brought along a guide dog, Jet, who was very popular with everyone! Dave and Anne Howe, who are leading volunteers at Seaton’s Number One drop in centre, talked about the events held at the centre and the work and fundraising achieved. A client of Age UK Devon’s enabling service, Stan, explained how the service has helped him and how he depends upon his fantastic enabler, Helen. Alongside the serious business of the AGM, entertainment was provided by the Jigsaw Quartet, from The Kingsmen Barbership Harmony Chorus. Members of the Body Moves exercise class staged a ‘Flashmob’ – launching into a co-ordinated dance, to the surprise of those around them! Downstairs, there was an opportunity to participate in activities such as Nordic Walking and ping pong. After all of this, we were ready to sit down together for a lunch of soup and rolls!
Changes to Energy Tariffs

What’s happening?

Government regulator Ofgem intends to roll out a series of reforms known as the Retail Market Review (RMR) that simplify the energy market place for consumers. From December 2013, the number of tariffs that energy suppliers can offer will be reduced to 4 per payment type.

It will be the energy suppliers that communicate this change, so it’s important that you don’t ignore any letters from your supplier. If these communications are ignored then when your current tariff comes to an end, you will be switched on to the standard variable tariff. This means the most expensive of the 4 tariffs and the worst deal for you.

What should I do?

Under these changes, you will have to actively renew your tariff when it is due to expire. For many of us this will be a confusing process. There will be a choice of 4 payment methods:

• pre-payment
• standard credit (quarterly bills)
• direct debit (monthly bills)
• online

It is likely that tariffs that are either direct debit or online will be better value, so it is worth looking at these options if possible.

All tariffs will have a standing charge and a unit rate. However, suppliers can choose the level of standing charge (they could go for zero) and how that affects the unit rate. This makes comparison tricky, and we suggest using comparison websites to sift through the options that are presented.

4 tips to ensure you get the best deal:

1. Read correspondence: Make sure you carefully read all correspondence from your energy supplier, and take action so you are not ‘stranded on standard’.

2. Shop around: Use an accredited comparison site or find help locally; the Government have funded training of volunteers to help people with tariffs, through Citizen’s Advice Bureaus, or call Age UK Devon’s Information & Advice service, we may be able to help you.

3. Insulate: The cheapest energy is the stuff you don’t use, so make sure you have all the insulation you can possibly get. Speak to your energy supplier about what you may be entitled to.

4. Read our tips: Finally, make sure you are doing all you can to stay warm without it costing a fortune by following our tips in our free booklet Winter Wrapped Up.

Call us on 0845 296 7810
Friends & Members Scheme

By becoming a member of Age UK Devon you will help support vital services. As an independent local charity we need to raise all of the money we can to maintain and develop services for local older people in Devon.

This year (2013/14) we will be using your membership fee to provide computer lessons to older people in Devon. Every penny we receive through our Friends and Members Scheme will be spent on helping older people engage with new technology.

Be a Friend
- Your subscription is used to fund our services and make a difference in Devon communities.
- You receive our quarterly magazine delivered to you by post (or opt to receive it electronically).

Be a Member
- Members’ views will influence our strategic planning and delivery of services.
- You will be eligible to be voted on to our Board of Trustees.
- You will be invited to our Annual General Meeting and can vote.
- You will receive our Annual Report and other information.
- Your subscription is used to fund our services and make a difference in Devon communities.
- You receive our quarterly magazine delivered to you by post (or opt to receive it electronically).
- Volunteers receive free Membership for the duration of their time volunteering with us.

Businesses and other organisations can also support Age UK Devon – Please call us for more information

Please fill in the form below to join us and make a difference in 2013/2014!

Name: ________________________________
Address: ________________________________
Postcode: ________________________________
Telephone: ________________________________
Email: ________________________________
(If you are happy for us to contact you by email)
Signature: ________________________________
Date: ________________________________

Please tick which membership you are applying

☐ Friend of Age UK Devon £12.00
☐ Member of Age UK Devon £15.00

Membership runs from 1st April each year, you will be charged a proportion if you apply at another time of year.

☐ Volunteer Member (FREE)
☐ Please send me information on Business/ Organisation Membership

☐ I enclose a cheque for £12.00 (Friend)
☐ I enclose a cheque for £15.00 (Member)
☐ Or...
☐ I would like to pay by credit/debit card or direct debit, please contact me
☐ I would like to make an additional donation of £ ____________________

Gift Aid
Under the Gift Aid scheme, for every £1 you donate we receive an extra 25p from HMRC, making your donation go even further. This turns a £10 donation into £12.50 and it doesn’t cost you any more.

If you would like your donation to make an even greater difference, please complete and return this form to Age UK Devon; your support is much appreciated.

☐ I want Age UK Devon to treat all donations I have made for the four years prior to this year and all donations I make from the date of this declaration until I notify you otherwise, as Gift Aid donations.

☐ I confirm I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for the current tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities and Community Amateur Sports Clubs (CASCs) that I donate to will reclaim on my gifts for the current tax year.

☐ I understand that other taxes such as VAT and Council Tax do not qualify.

☐ I understand Age UK Devon will reclaim 25p of tax on every £1 that I have given.

Please notify Age UK Devon if you:
Want to cancel this declaration
Change your name or home address
No longer pay sufficient tax on your income and/or capital gains.

Please return to: Age UK Devon, Freepost (SWB30091), Exeter, EX1 1ZY
Age UK Devon will use the information you provide to form its membership database and will NOT pass your details to any third party.

Registered Charity No: 1019018 Data Protection Act 1998
HOME MEALS SERVICE throughout the Westcountry

FREE HOME DELIVERY on all orders over £30!

MINI MEALS from £2.30!

MADE IN BRITAIN

Enjoy your Christmas spread delivered straight to your door this year, thanks to the Christmas range from home meals service Oakhouse Foods.

- Over 300 delicious meals, ready in minutes
- Regular, reliable deliveries throughout the year
- Slow cooked for added flavour & fast frozen to lock in all the goodness.

For your FREE brochure call 0845 257 1132
www.oakhouseoffoods.co.uk

The Recycling Shop
Helping raise money for Charity by Recycling Household goods

The Recycling Shop makes sure all your unwanted items do not go to waste.

If you have any unwanted usable items you no longer need and would like to help raise money for your chosen charity then please call us on 01297 539089

A percentage of all funds raised from recycling is donated to charity.

FREE COLLECTION SERVICE
FREE HOUSE CLEARANCES SERVICE AVAILABLE

The Regent Hall, Castle Hill, Axminster, EX13 8NZ
W: www.tradedonate.com E: info@tradedonate.com

Tel: 01297 639 988

CARS FOR CANCER.CO.UK

Cars for Cancer is the problem free solution to your unwanted vehicle or scrap. Have a car, van, motorcycle or any other vehicle you no longer require then please call Cars for Cancer on 01404 831264. Whether your vehicle is a non runner, MOT failure or scrap or if you just don’t need it anymore, then we can help you. Cars for Cancer will collect your vehicle problem free at no cost to yourself, it will then be recycled or resold to raise money for Cancer Research or treatment.

For more information please visit carsforcancer.co.uk

The Clearest “Easy to Read” Digital Calendar Day Clock

THURSDAY
10:45 a.m.
26 SEPTEMBER 2013

Self Standing or Wall Hanging

8” Display looks great almost anywhere.

Visit our website: www.dayclox.com

Age-UK 10% Discount Coupon Code: 13935 for Online purchases only.

Customers Report:
Fantastic, a product that does what is says on the tin.

This clock has made a big difference to my friend, for whom it was ordered. she was becoming very confused as to the day and this was upsetting her greatly. Now she always knows what day it is and she feels much better.

Dayclox Limited - Tel: 01745 334020
Unit C1, Pinfold Workshop, Flordon Darwen, RH3L, Denbighshire. LL13 2YR

F & D Mobile Foot Care Service

Do You Suffer Discomfort From:
- Overgrown toe nails?
- Thickened or bulky nails?
- Corns?
- Callus?
- Cracked heels?
- Verrucas?
- Fungal Infections?
- Ingrowing toe nails?

If so then contact F & D Mobile Foot Care Service for treatment of your feet in the comfort of your own home. Evening and weekend visits available.

Frances Brice S.A.C Dip.FHP MPS Pract
Darren Brice MCFHP MAFHP
Qualified foot health practitioners

Telephone: 07751928611

www.fdfootcare.co.uk | fdbrice@fdfootcare.co.uk
Focus on Volunteering

Age UK Devon depends on volunteers to help run our services for older people. From coffee mornings to benefit advice, and from office admin to going shopping with a person with visual impairment – volunteers are absolutely vital in supporting our work.

Harry Roberts joined Age UK Devon three years ago after being inspired by a presentation at his local District Council. An Age UK Devon employee spoke passionately about the difference that volunteers could make, and how Age UK Devon needed more volunteers. Harry felt that he would be suited to the role. Harry has worked as part of the Information and Advice Service, which has meant visiting older people in their own homes, to help with the complicated forms required for benefit application.

Many people are deterred from claiming their entitlement, due to the length and complexity of these forms. The Department of Work and Pensions estimate that over £5 billion of money is unclaimed by people who are entitled, every year. Age UK Devon’s Information and Advice team work hard to help put some of this money into the pockets of Devon people, so that life is a little more comfortable. In turn, local services and business benefit from the extra money being spent in the county.

Volunteers within the service receive training on how to complete the forms, and signpost to other services if necessary. Our clients appreciate someone taking time to help them at a time in their life when things may have got difficult, due to illness or other problems. We asked Harry what he enjoyed most about volunteering as part of this service, he said ‘Meeting new people, and being invited into their homes. Most of all, being successful in obtaining extra money for them!’
Information & Advice Volunteers
Do you have skills and time to offer?

We have a range of volunteering opportunities which will support the delivery of our Information & Advice Service across Devon:

**Office Receptionist**
This office based role involves answering incoming telephone calls and transferring the callers to the appropriate member of staff. Other tasks may include photocopying, filing, laminating, shredding, word processing, data entry, preparing mail merge letters, ordering replacement leaflets and literature, replenishing leaflet displays and researching suitable meeting/outreach venues.

**Signposting Advisor**
This telephone based role involves giving clients information about other providers of services appropriate to their needs, using Age UK Devon’s signposting information.

**Benefit Advisor**
This role involves completing benefit entitlement checks and completing benefit forms through face-to-face or telephone appointments with older people and their carers or family.

**I&A Outreach Advisor**
This role involves attending outreach clinics giving information in the form of leaflets, guides and factsheets. Outreach volunteers can be trained as a ‘Benefit Advisor’ and therefore conduct Benefit Checks and assist with form filling.

Telephone or email us to request a full volunteering pack. Potential volunteers will be invited to attend an interview. Volunteering positions will be offered subject to the satisfactory return of 2 references and an enhanced Disclosure & Barring Service check (if the role requires). An induction/training day will take place on 7th November.

Further Info
For more information call: 0845 296 7810
www.ageukdevon.co.uk
Email: infoandadvice@ageukdevon.co.uk
A Christmas Celebration at Exeter Cathedral

We are excited to confirm performances by Mezzo Soprano opera singer Alison Kettlewell, the Salvation Army band, The Kingsmen Barbership Harmony Chorus and the choir of Redhills Community Primary School.

With the Christmas Market on Cathedral Green and late night shopping after the event, it is sure to be a fantastic start to the festive period! We are delighted to be working with Plymouth University, who are committed to making positive contributions to the community and hope to further develop their relationship with older people in the county.

We have also received generous support from local companies and organisations. We would like to thank South West Water, Trading Standards, Devon County Council Safeguarding Adults, Clearwater Financial, Foot Anstey Solicitors, and Oakhouse Foods for contributing. We were also fortunate to have our promotional printing done free of charge by Maslands Ltd and Ken White Signs, and Taste offered sustaining lunches for our performers during rehearsals. Due to the support of all of these organisations, we have been able to offer free tickets to older people and their families!

It is sure to be a fantastic afternoon, if you haven’t already reserved your ticket, give us a call or visit our website. If you are quick you may be in time to join us!
Alison has sung operatic roles throughout the UK and Europe and in concerts at all the major UK venues from the Royal Albert Hall to the Royal Concert Hall Glasgow with orchestras including the Royal Philharmonic, English Chamber Orchestra, Northern Sinfonia and London Mozart Players.

The South Western Divisional Fellowship Band was inaugurated in 2009 and has had Norman Cassells as Bandmaster since its inception. The band members are all from the South West and the band has performed at many cathedrals and churches in the area and has played a concert at the Eden Project in Cornwall.

The chorus has over 50 singers from all parts of the South Devon area and performs regularly throughout the year in many locations. The Kingsmen rehearse at the Evangelical Church, Fore Street, Kingsbridge, TQ7 1PG each Wednesday from 7.30pm and always welcome guests and new members.

Visit their website for further information: www.kingsmen.org.uk or contact Roy Hann on 01548 856528.

Do you need help to get more out of life?

Since 2007 changes have been happening in the way that social care is delivered to people who need help. The aim has been to transform the lives of people who rely on social care, so that they have more choice and control over how they live their lives.

This is called ‘Personalisation’, and means that people who need help can choose the help they need, rather than being told what help they will receive.

Some people assume that older people do not want choice and control, but would prefer just to be ‘looked after’. Age UK Devon is keen to challenge this assumption. We believe that older people want to have a say in the services they receive, although some people may need support to do this.

At Age UK Devon we are developing a number of solutions to support people to receive services that will be safe alternatives to traditional models of care. We intend to help people to:

• Live where they have chosen
• Have people around who help
• Be enabled to be a part of their community
• Be able to take part in activities that are interesting and fulfilling
• Feel safe and know where to find help

The first project will be a Personal Assistant Service (PA). PAs work directly with a person who has a disability, illness or particular needs. Their role is flexible, delivering support to enable the person to have real choice about the way they live their life. What they do, when and how they work will be determined by the person. PAs focus on the person and what they want and not on the difficulties or disabilities that they might have.

The relationship between the PA and the person they work with is therefore as important as any of the skills the PA might have. For this reason it will be necessary to ensure that the PA and person are well matched and that both are realistic about the role, tasks and commitments.

How will the service work? This will be a chargeable service. People who would like a PA will pay for their time, and could receive help to pay from Devon County Council if they meet eligibility criteria. Age UK Devon will hold a list of Personal Assistants and when someone contacts us in need of a PA we will match their needs with the skills of a PA on our list. If we do not have someone appropriate available, we will advertise and recruit a PA with the skills or interests required.

Age UK Devon will undertake all necessary checks and take up references, so that the service is safe and runs smoothly. We will also offer training.

If you are interested in either becoming a Personal Assistant or you would like the support that a PA could offer please get in touch by calling us at Age UK Devon 0845 2967810 or email info@ageukdevon.co.uk.

Age UK produces a booklet which explains how Personalisation works, you can download this on the www.ageuk.org website, or call us for a copy.
University of the Third Age
Jennifer Gegg, Janet Vosper, Harry Vosper, Tina Wilson and Ricky Lowes

Partnership is one of the cornerstones upon which Plymouth University’s enterprise mission is founded; education, and a commitment to life-long learning, another.

So it’s fitting that a project that brings them both together, and provides people of all ages with the opportunity to broaden their horizons and share their life experiences, should be among the winners of 2013.

Built upon the proactive hard work of University of the Third Age members Jennifer Gegg, Janet and Harry Vosper and Tina Wilson, with Tracy Wilson in External Relations, a genuinely ground-breaking collaboration has developed, and one that is now recognised as an official Academic Partnership.

U3A members participate in life-long learning activities with the University, attending seminars and lecture series, with some presentations arranged specifically for them, delivered by academics across the institution, and even the Vice-Chancellor and the Chair of the Board of Governors.

In return, U3A supports international students with language skills, receive and feedback on research presentations from postgraduate students as a ‘non-specialist audience’, support career mentoring, sit on employability panels such as the FLUX competition, participate in research activities, and help with audience development activities.

U3A also proactively disseminates engagement opportunities to its 800+ strong membership, has a dedicated Plymouth University co-ordinator as part of its formal governance structure, and has recently established four subject coordinators to maximise engagement for arts, health, languages and science/technology, working alongside designated faculty contacts.

“This is a truly great partnership, and one that is really quite ground-breaking,” said Jennifer. “We’re leading the way in Plymouth in terms of bringing together U3A members and university students for mutually beneficial learning experiences. And as a group, we’ve really gelled, and openly shared our time and knowledge.”

Having been introduced to U3A, Ricky Lowes, Lecturer in English Language in the Plymouth Business School’s International Office, was quick to recognise the potential that the collaboration could have to the student experience in her area.

Working with the team, she championed a Languages Café, where international students and U3A members meet on a weekly basis to network and practice their language skills.

Ricky said: “Our students benefit from the chance to practise their communication skills in English with U3A members, who listen to them patiently, and provide them with feedback and encouragement. And for the U3A members, they enjoy the contact with young people, learning about other cultures and it makes them feel valued.”

With evidence that students engaging in U3A activities are now seeing the benefits in their exam scores, it’s clear that the partnership is delivering results where it counts. And it’s led to other branches of U3A looking at the model to see if it can be replicated across the country and HE sector.

“Partnerships like these are so important to universities because it further integrates them into society and makes them both relevant and accessible to a whole range of stakeholders – including those who might not have so much contact with higher education,” added Ricky.
Home Support Service

Help with routine household tasks

We offer a reliable, high-quality service tailored to your needs at a time that’s convenient for you.

• Competitive prices
• Household tasks (i.e. cleaning, laundry, ironing)
• Shopping

For more information, call us on 0845 296 7810 or visit www.ageukdevon.co.uk
Making Winter Warmer

There are some small, and some larger, things that you can do to make winter more comfortable.

Make your home warmer

Being more energy efficient can make a huge difference to how warm you feel, and to your bills too! The recommended temperature for your living room is 70°F/21°C and 64°F/18°C for other parts of the home. The free Age UK ‘Winter Wrapped Up’ guide offers lots of tips for keeping warm, and a handy room thermometer, call us for your copy.

This year, a new scheme for boiler replacement and insulation was introduced, this work is now down through the main energy companies. If you are receiving Pension Credit or other income related benefits, you may qualify for a free boiler and/or insulation. The criteria are complex, so a quick way to check if you qualify is to call the Energy Saving Advice Service and answer a few basic questions on 0300 123 1234.

Cut your bills

With energy prices rising, it has never been more important to look for the best deals and make sure you aren’t paying more than you need to. Call the Home Heat Helpline on 0800 33 66 99 for advice on cheaper schemes and the Priority Service offered by energy companies.

Increase your income

A little more money coming in can make bills easier to cope with. There are several benefits that are specific to winter.

The Winter Fuel Allowance is paid to households in which there is at least one person who was born before 5th January 1952. You should receive between £100 and £300 depending on your circumstances. Most payments are made automatically between November and December. You should get your money by Christmas.

Cold Weather payments are paid automatically to entitled people (who receive Pension Credit and some other income related benefits), in periods of extremely cold weather.

The Warmer Homes Discount is a discount of £135 which is applied to your energy bill for the winter of 2013/14. You qualify for this payment if you receive the guaranteed part of Pension Credit and are over 75, or if you are under 65 and receive the guaranteed part of Pension Credit but not the savings part. There are other circumstances in which you may qualify, but these vary between energy companies, call your energy supplier for more information, or get in touch with us.

Age UK Devon has received a grant from energy supplier E.on, which means we can offer benefits and energy efficiency advice to older people in Devon. Have
Spread the Warmth

As winter draws in, the days are getting colder and reports of rising energy prices hit the headlines. Staying warm can be a worry for many older people. Each winter, Age UK launches its Spread the Warmth campaign, to raise awareness of the dangers of cold, and provide practical help to older people who struggle to pay bills and keep warm and well. The Spread the Warmth campaign has several different parts, aimed at fundraising and offering support.

In the autumn an army of knitters created little hats to sit on top of smoothie bottles, as part of the Big Knit. This year, the efforts of knitters in Devon resulted in a cheque for over £5,000 for Age UK Devon. This money is spent on providing information on increasing income, saving money and staying healthy.

Age UK will participate in ITV’s Text Santa fundraising campaign again this year, culminating in the star studded live show on Friday 20th December.

Donations can be made via text or online. The money received by Age UK will be distributed locally to spend on keeping older people warmer. This year 20th December is Hattitude Day, when people are invited to wear a hat to community groups, school or work and make a donation of £1. In the new year another day of fundraising is held – Bobble Day is on 7th February and is all about raising money in fun ways, perhaps holding a warming lunch or wearing a wacky Christmas jumper.

At Number One in Seaton, Age UK volunteers organised a ‘Mittens and Muffins’ afternoon in November, hosting a free tea party for local older people with a very welcome gift of hand knitted mittens for each guest! Afterwards, volunteers distributed some of the spare pairs to local care homes, to warm up their residents. Selling the popular mittens (which are available in fashionable fingerless versions, to allow texting whilst staying toasty!) has provided extra funding to replenish wool for the Seaton Knit and Natter group.

Please get in touch if you would like to get involved with any fundraising events!

all your benefits checked, and discuss any questions about help available to make winter warmer, either on the telephone or at an appointment at our office. A check can be done in a few moments, if you have the details of your income and any savings or investments available. We may also need to ask about the circumstances of anyone you share your home with. All information is treated confidentially. Our advisors are waiting to hear from you – please call us if you or someone you know would benefit from this service.
Age UK Devon is very happy to announce that we will be working more closely with several Age Concerns in Devon in the future. Age Concern Teignmouth and Shaldon, Age Concern Kingsbridge and Age Concern Budleigh Salterton have joined forces with us to become ‘Friends’ of Age UK. Working together means older people in the area will get the best possible support and local services.

This issue, we spotlight Age Concern Teignmouth and Shaldon, who run many activities and events from their community centre.

Down at The Alice

The Alice Cross Community Centre in Teignmouth is a lively, vibrant place for people in later years to come and eat lunch, have coffee with friends, take part in exercise classes and learn new skills. We have something for everyone, from beginners’ computer classes to tai chi, eastern dancing, and Monday sing-a-longs. We are open to all and aim to provide a friendly and supportive place for people to make new friends.

Christmas started early at The Alice Cross Community Centre this year. Our pantomime ‘The Mermaid’s Tale’, written and performed by a number of our regular attendees on 13th November, was swiftly followed by our Christmas Craft Fayre on 17th November, when a host of Christmas goodies and a feast of roasted chestnuts were available to remind our patrons of times gone by. Our first party of the season took place on 23rd November with music to bring back memories, from the Beatles and ABBA eras. Many of our groups, as well as local societies who use our facilities each month also have Christmas treats in mind for their members!

To lead us properly into the Christmas festivities, we have a programme of carols and Christmas songs from our local Hazeldown Primary School and Yuletide sketches from Teignmouth Community School Drama Group. Our five star kitchen later comes into its own when our chef and team of volunteers prepare a turkey Christmas lunch with all the trimmings, accompanied by our own Christmas Pudding, mince pies, wine, crackers and balloons, for Teignmouth’s Ramblers and Walkers on 11th December, and then our Christmas Party and lunch for our regulars, when our Trustees serve at table, on 18th December.

Finally, on Christmas Day, with the help of a number of good friends from the district and a welcome grant from Age UK, we host another bumper Christmas Lunch for older people and families in the town who would otherwise be alone over the festive season, or unable to afford a Christmas meal of their own. We will bus them to and from home with singing all the way, with one of our District Councillors, volunteering for the day, at the wheel of a community mini-bus. Christmas this year at The Alice will undoubtedly be cause for good hearted celebration amongst older folks in the town, from whatever background they come!

Activities run daily Monday to Friday mornings, with some afternoon classes such as we hold additional events to raise funds such as Craft Fayres, Saturday party nights, pantomimes and tabletop sales. If you would like to take part in an activity or volunteer at the centre, you can find out more information on our website: www.thealicecross.co.uk, call us on 01626778039 or email info@thealicecross.co.uk.

Down at The Alice
Fifty Plus Relocation – Home to Home Relocation for the Over 50s - Move Manager

WHAT WE CAN DO FOR YOU
- Organise and plan your move with you
- Source removal companies, solicitors & other professionals
- Arrange de-clutter of your possessions
- Advise & assist in the presentation & sale of your present home - Home Staging
- Put in your diary the wrap, pack and removal dates
- Liaise with your estate agent
- Arrange furniture to your new floor plan with you
- Organise change of utility & technology with Fifty Plus Relocation cards
- Advise on essential requirements week before Move In day
- Arrange pet care & transport requirements
- Organise carpenter to hang pictures & do curtain headers
- Oversee the unpack, unwrap & put away on Move In day
- Organise internet connection, advise on technology

Helping you every step of the way
Assisting older people and their families with the daunting process of downsizing and moving to a new home
Tel: 07849 457401 or 01278 653406
www.fiftyplusrelocation.com

Redmount
IN BUCKFASTLEIGH

We are registered as a nursing and residential home with the Care Quality Commission.

- Home from Home Atmosphere
- A variety of home cooked nutritious meals
- Specialists in palliative nursing care
- Day Care and short term stays available
- Newly redecorated and refurbished
- Full training provided to care and nursing staff

Please contact our Home Manager to discuss your requirements or to request a brochure on
01364 642 403
www.yourhealthgroup.co.uk

21 Old Totnes Road, Buckfastleigh Devon TQ11 0BY

Lots to do...
- Day trips in our own minibus
- Regular activities by our Coordinator
- Visiting entertainment
- Sun terrace
Age UK & E.ON

If you’re eligible, you could get free home improvements to help keep your home warm for less, saving money on your energy bills and giving you extra cash in your pocket.

Free energy saving home improvements

You could get free energy saving home improvements if you own your home or rent privately from a landlord and receive Pension Credit or a combination of other benefits.

It is all part of a new government scheme called ECO that was set up to help people on lower incomes keep their homes warm for less. You could qualify for:

- A free, new A-rated gas boiler, if yours is broken or over eight years old and not working properly
- Free cavity wall insulation
- Free loft insulation

If you qualify, we’ll arrange a home visit and let you know what you can get for free and if there’s anything to pay towards any extras such as new pipe work, radiators or additional safety work. In most cases, you won’t have to pay anything and it’s up to you if you still want to go ahead.

Save hundreds of £ a year

Did you know that your boiler uses around 55 per cent of your household energy? The Energy Saving Trust says an A rated boiler could save you several hundred £ a year, that’s a big help when money is tight and needs to be stretched further than ever.

Cavity wall insulation could save money by keeping heat inside your home, whilst loft insulation can stop heat escaping through the roof.

Could I qualify for help?

To qualify, you don’t have to be an E.ON customer or switch to E.ON. If you, or someone in your household, get Pension Credit or other Tax Credits and you live in your own home or rent from a private landlord, you may qualify. It is quick and easy to check, call Angela at Age UK Devon on 0845 296 7810.

What’s next?

If you’re eligible, an E.ON Energy Advisor will arrange a home visit at a convenient time to you. During the home visit we will ask to see a copy of your benefits, proof of ownership if you’re a home owner, or rental agreement.

How long will the work take?

If there is anything we can do to help, our installer will let you know when the work can be done and book a time that’s good for you.

If you’re having a new boiler fitted, it will take around a day. Cavity wall and loft insulation will take around half a day, depending on your home. Our qualified installers will do the work and leave your home nice and tidy when they’re done.

3 simple steps to free home energy saving improvements

1. Call Angela to give some details about your circumstances
2. An Energy Advisor will visit you at home to see what we can do for you
3. We’ll arrange a convenient time with you to make the improvements

Out to Lunch

Would you like to brush up your cooking skills, make delicious meals and make new friends, all in the beautiful surroundings of Dartington Hall? As we get older it isn’t always easy to meet new people, or to stay enthusiastic about cooking meals from scratch, especially if you are cooking for one.

Age UK Devon is starting a new group for older men who would like to participate in a lunch club with a difference. The group will be called Out to Lunch. You’ll be making your own meal, in a convivial atmosphere, with professional guidance but at your own speed. The meal will then be shared, along with lively conversation.

Afterwards, you can take home some of the cooked food, and practice your new skills in your own kitchen!
You could be in the Algarve, relaxing in the sun...

Situated on the top floor of a three storey block the apartment has its own residents’ swimming pool. It has the advantage of being away from the bustle of the town centre but within walking distance (10 minutes to the marina and another 5 to the town centre).

It has a twin bedroom, open plan kitchen and lounge. The kitchen has a 4-ring hob, oven, microwave, toaster and washing machine. There is a family sized bathroom. The lounge has a sofa (which converts into two more single beds) and a table to seat four. A TV, DVD and CD player are also available. Both the lounge and bedroom have patio doors which open onto the balcony offering views over the swimming pool and across Lagos. There is ample car parking space in front of the building.

www.lagosalgarve.co.uk

PRICES:
Nov to Mar £190
Apr, May, Oct £255
June & Sep £320
July & Aug £395

To book accommodation please contact Judith Hall on 01536 711884
Apartments can also be booked very competitively at judith.hall6@btinternet.com
1. Branches of which shrub are sent from Somerset to decorate the Monarch’s Christmas table?
2. On which side of a church do the trees grow?
3. a) A gift of what is sent to Britain each Christmas from Norway? b) and where do we put it?
4. Can you work out these anagrams of things we don’t like at Christmas? a) GAVEHORN b) RUBSLESS STUPORS c) STEININDIGO
5. Who killed Cock Robin and how?
6. What started in Pudding Lane?
7. Do you know the first line? a) Please put a penny in the old man’s hat…. b) At the Christmas party hop c) But the fire is so delightful d) Stood a lowly cattle shed
8. Where did the turkey originate? a) Brest, in France b) the butcher’s c) Turkey d) Mexico e) Christmas Island.
9. A man gets caught in a shower of rain. He has no hat, no umbrella and there is no shelter yet not a hair on his head gets wet. How come…?
10. My first is in Cider but not in Beer My second is in Whisky and also in Sherry My third is in Lager but not in Lime My fourth is in Lime but not in Lager My fifth is in Spirit and also in Port My sixth isn’t in Ginger but is in Ale My seventh is in Gin but not in Tonic My eighth is in Dubonnet and Martini My last is in Beer but not in Brandy What am I?

We are looking forward to Christmas but do you know what...’mases these are?

11) February 2nd 12) September 29th

The Answers

1. The Glastonbury Thorn 2. The outside of London 3(a) Christmas is coming and the geese are getting fat (b) ‘Twas the Night Before Christmas (c) The Christmas Tree (d) In Trafalgar Square, London 4. The General Election (a) Brest, in France (b) Turkey (c) Mexico (d) Christmas Island. 5. “I” said the Sparrow, “with my bow and arrow” 6. The Great Fire of London 7(a) Christmas is coming and the geese are getting fat (b) Rocking around the Christmas tree (c) The weather outside is frightful (d) Once in Royal David’s city 8. Mexico. 9. He is Bald 10. Champagne.


We are looking forward to Christmas but do you know what...’mases these are?
DO YOU HAVE A WILL? WHAT ABOUT A POWER OF ATTORNEY?

Wills are cheap and simple to prepare, when you consider all the things that could go wrong by not having one. If you die without a Will you die Intestate and your estate will pass according to the Intestacy Rules, possibly benefitting people who you would not have wanted to inherit. In addition, if you’re cohabiting but unmarried, have step children or if your friends and carers are the people you would want to benefit after you pass away, then you NEED a WILL. Under the Intestacy Rules these people would not benefit.

Do you have a Power of Attorney? If you lose the mental capacity to make decisions, your relatives are not automatically entitled to deal with your affairs unless you have appointed them as an Attorney under a Lasting Power of Attorney.

For more information about Wills or Lasting Powers of Attorney, contact Lucy Atwill or Victoria Fordham at Curtis Whiteford Crocker Solicitors on 01752 204444 or lucy@curtissolicitors.co.uk.

Our offices are conveniently located in the centre of Plymouth, but if you are not able to attend at the office, don’t worry, we offer HOME VISITS! Most importantly, we will store your Will for free.
Get inspired with life-long learning at Plymouth College of Art

We offer part time and full time opportunities for mature study, with short courses as well as full degrees available. Did you know that there’s no upper age limit for a student loan to cover all your fees?

Join us for a tour of the College or call our friendly admissions team

+44(0)1752 203434
admissions@pca.ac.uk

@PlymouthArt
PlymouthCollegeofArt
plymouthart.ac.uk