



County Durham
ageUK

Newsletter

The 'go to' organisation
supporting people aged 50+ living
in County Durham



An independent local charity working
with communities throughout the County

May 2024

We couldn't do this without you...

A big welcome to all our new volunteers who have joined us in the last few months and a big thankyou to our existing volunteers too!

We're pleased to welcome Sue, Adeline, Su and Maria (find out about Amy too on our retail page). Adeline said 'I like to know I'm helping people ...'

Our volunteers are a very valuable and rich source of help and experience, without whom we couldn't run such a varied and full programme for people aged 50+ in County Durham.

The new volunteers will be helping host activities, making sure things run smoothly at the different sessions including Culture Companions, Tunes and Chat and our new walks at Ferryhill and Peterlee.



We also have a growing bank of crafting volunteers to lead and assist with new craft sessions coming soon – but we need more! Volunteers benefit others from their work – but also themselves, gaining new and satisfying life experiences

Contact us on 0191 386 3856
or email us at
info@ageukcountydurham.org.uk

Gentle exercise has everyone moving in Cotherstone Village Hall!

During April we launched a gentle exercise taster programme in partnership with Teesdale Day Clubs at Cotherstone Village Hall.

Expertly led by Jodie, our qualified Physiotherapist, residents at Cotherstone have enjoyed the fun and informative sessions which have seen everyone moving safely with both standing and seated options available.

The sessions focus on strength, balance and aerobic endurance using resistance bands, balls and low weights alongside great music to get everyone moving and signing along. Routines included 'Boots are made for Walking' and 'Eye of the Tiger' for a boxing medley!

After just two sessions participants are already asking for more and have told us that they think the sessions are



'Really good, I think it's fantastic' and 'Very uplifting, it was more than I was expecting'.

For more information or to join a session call us on 0191 3863856 or email us

info@ageukcountydurham.org.uk

Culture Companions

Our Culture Companions group have been out and about visiting some fantastic venues and exhibitions over the last few months. This group is for anyone who would like to experience arts and culture and visit interesting places but would enjoy it more in the company of others. We meet on the third Thursday of the month between 2.00pm and 3.00pm.

We've enjoyed a guided tour of Penned and Printed (showing the hidden stories in the archives at the University) in Palace Green Library. We joined up with University students and discovered medical break throughs and charitable initiatives in County Durham through the enthusiastic guidance of curator, Matthew McMurray.



At Bishop Auckland Town Hall we met amateur artists who had contributed to an amazing exhibition. There was a picture of Marilyn Monroe created using coffee granules and a photographic technique using light introduced by the artist Elaine Vizor. In the Edan Gallery in Seaham we learned about women's perspective of the 1984-5 miners' strike.

On 16 May, we have a guided tour of Escomb Saxon Church. It is the oldest complete Saxon church in the UK with a fascinating history including Roman and medieval connections.

If you are interested in attending a session, have ideas for visits or would like to volunteer, please call us on 0191 386 3856

Spreading love on Valentine's Day

Aclet Close Nursery School in Bishop Auckland invited us to join them to make 'heart hugs' with the children and their grandparents

With the help of their grandparents, the children crafted some lovely hearts and attached a special message to let the recipients know they were thinking of them.

Members of the day club at Woodhouse Close Community Centre were thrilled to receive their gifts.



Lisa Jenkins, Co Head Teacher told us 'There are so many benefits of intergenerational work – all generations have a

lot to both teach and learn from each other and contribute to lifelong learning. It was wonderful to see the children taking part in activities with their Grandparents, working together and having fun!

We were delighted to work with Naomi from Age UK County Durham and look forward to our next project.'

Keeping Warm & Well

Our hot meals service and winter health lunch clubs have provided vital support and a positive impact on older peoples' health and wellbeing during the winter

With our community partners we provided 7515 free hot meals and 400 afternoon teas to 273 older people across Shildon, Newton Aycliffe and Sacriston. Funded by the Household Support Fund this was made possible by dedicated staff and volunteers from Shildon Alive, Jubilee Fields Community Centre, Junction 7 Newton Aycliffe and The Fulforth Centre in Sacriston.



We've heard from many people about 'how brilliant the service has been' and 'how it has proved to be a lifeline' for them during the colder weather.

Our Winter Health Campaign supported an additional 124 older people with free healthy and hearty hot meals in their local communities.

Staff and volunteers at The Elms in Chester le Street and The Fulforth Centre in Sacriston hosted lunch clubs that helped reduce social isolation and everyone who attended received our winter health information packs.

- 'it's as much about meeting and making friends and having someone to talk to as it is about having a hot meal' is a sentiment we've heard time and time again.

Our sincere thanks go to all community partners, staff and volunteers who have helped to make this project a tremendous success



Have your voice heard!

Did you know we have Chapter 50 - Future You Forums across County Durham? This is a fantastic opportunity to have your voice heard!

Complete our online survey at <https://tally.so/r/3xYoOJ>



County Durham
ageUK

FREE support to get online safely and make the most of the internet
No technology or access to broadband? No problem
If you're a complete beginner or want to brush up on your skills, we are here to help!

FREE tablet loan scheme to help get you started
Stay in touch with loved ones
Shop online from the comfort of your home
Access services and book appointments

Working to support digital inclusion across County Durham

Call us for more information
0191 386 3856

We want to hear about what matters to you in your community so that we can develop and grow our services to help people aged 50+ to live and age well and to plan and prepare for retirement and beyond. Help us to understand what challenges you are facing so we can provide support to best meet your needs. We want to hear from as many people as possible and we have developed different ways for you to get involved and share your views.

If you're going to be 50 soon, join one of our friendly forums based in Newton Aycliffe, Durham City and Bishop Auckland. More are coming soon in East Durham and Consett and around the County.

You don't have to wait until we are in your area, you can join any of our sessions or our online forum. You can also complete a digital or paper survey and chat to us by phone. If you'd like to get involved, let us know and we'll keep you updated with our latest news and forum venues .

We're also working with local businesses to support adults who may struggle to access our services because of work commitments. We've been visiting businesses to chat with employers and employees and are hosting webinars at times which are more suitable for those who work during the day.

Call us on 0191 3863856 or email us at info@ageukcountydurham.org.uk

Information & Advice Service

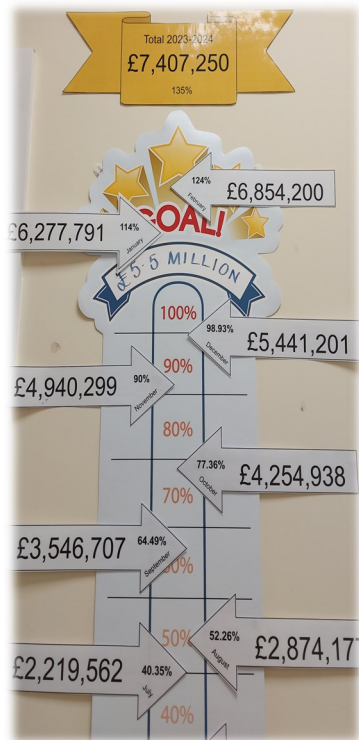
Up to the end of March this year, we have helped older people in County Durham claim over £7.4M in benefits!

This means, on average, clients are approximately £7000 a year better off –which is amazing!

What do the changes to the UK state pensions and benefits in April this year mean to you?

The state pension rose by 8.5% from Monday 8 April 2024 due to the 'triple lock'. The full State Pension, if you reached (or will reach) State Pension age on or after April 2016, is now £221.20 a week. The full State Pension if you reached State Pension age before April 2016 is now £169.50 a week for people with at least 30 years of NI contributions. You might receive more or less than the full amount depending on your NI contributions or credits. There are other benefits that you may also be entitled to, they are:

- **Pension Credit:** an income-related benefit, eligibility depends on your income and savings) and comes in two parts, Guaranteed Credit and Savings Credit.
- **Attendance Allowance:** if you need help during the day or night and can be awarded on a lower or higher rate depending on your level of need
- **Disability Living Allowance:** replaced by PIP so any new claims can't be made
- **Personal Independence Payment (PIP):** this has two components and two weekly rates and what you receive depends on your level of need



How we have helped ...

Our Information and Advice Team were contacted by a client who was struggling to buy food due to the increases in the cost of living. They retired just over a year ago and their only income was the state pension of £203.85 per week. The client had used what little savings they had on buying food and paying bills and didn't know how they could continue to manage. We issued an emergency shopping voucher to buy food in the short term and arranged further support from our team.

During the initial contact, we also identified that the client was eligible to claim Attendance Allowance. One of our caseworkers then helped them to complete successful applications for Attendance Allowance and Pension Credit and they were also awarded £500 in shopping vouchers through our Household Support Fund. We made a referral to Occupational Therapy for aids and adaptations and an application to the Disabled Facilities Fund for a wet room has been submitted.

As a result of our support our client now receives Attendance Allowance and Pension Credit, a Free TV Licence, help with NHS dental treatment, glasses and transport costs. This comes to an additional £9287.70 per annum. Our client was delighted with the outcome and said a huge weight had been lifted from their shoulders.

Lasting Power of Attorney

A power of attorney is a legal document that allows someone to make decisions for you, or act on your behalf, if you're no longer able to or if you no longer want to make your own decisions. Our trained advisers will soon be able to assist you to complete the forms to apply for Lasting Power of Attorney (charges will apply).

Call us 0191 374 6367 for more information

Call us for information and advice

Our Information and Advice Service is **FREE and confidential**. We can answer your questions, provide more information and help you apply for benefits via telephone appointment or home visit

Making Crafty Connections in Stanley

Are you a keen crafter or would you love to try your hand at something new? Then our sessions at **The Venue, Wear Road, Stanley** are the place to be on Wednesday afternoons!

We host **Craft 'n' Chat** and **Needles 'n' Natter** sessions on alternate Wednesdays between 1.00pm and 3.00pm.

You don't have to be an expert—the sessions are as much about meeting and making social connections and enjoying a good old chat over a cuppa as they are about crafting!

Craft 'n' Chat

Hosted by our very own crafting queen, **Janet**, and ably assisted by two fantastic volunteers, **Lauren** and **Jim**, you can try your hand at a whole range of crafts including: glass, silk or ceramic painting, pyrography, paper marbling, mosaic, clay, driftwood modelling and special themed projects to celebrate Christmas, Easter etc.

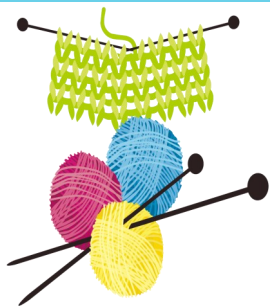


Janet shares her expertise in a welcoming and relaxed environment, demonstrating and explaining the crafting techniques throughout the session.

Janet and our volunteers will always lend a hand if anyone needs a little support.

With plenty of tea and chat it all leads to a thoroughly enjoyable afternoon.

'It's social therapy – I look forward to being with people'



Needles 'n' Natter

Hosted by Karen and supported by volunteer Lauren, these sessions are a real bundle of fun!

Participants are encouraged to bring along any type of needlework they enjoy from embroidery to cross stitch, knitting to crochet. As well as working on their own craft, participants share their skills and knowledge with others, giving them a chance to try something new.

This is a lively and friendly group and the tea and chat flows faster than the knitting needles at times! From films, music and TV to reminiscing about the good old days— the groups is ...

' ... always full of laughter and enjoyment ...'

Although the group always enjoy a good natter, they are also very productive, with some having knitted many hats for newborn babies in the QE Hospital, Gateshead which were gratefully received. The group are now looking to offer similar support to University Hospital North Durham.



Another member has crocheted beautiful blankets and kindly donated them to Age UK County Durham to sell in our charity superstore. If you would like to join us you will be made very welcome. Should you have no needlework or crafting knowledge, there will always be a friendly face to offer support and guidance.

**For more information or to book your place please contact us on
0191 374 6577**

Our charity shopping outlets

By donating and shopping with Age UK County Durham you are supporting a local and independent Charity. Funds raised in our Superstore, Hidden Boutique and eBay shop all help us provide a vital service helping older people with support and activities in County Durham.

We have two shops in County Durham*

Our Superstore is on Belmont industrial estate and is open Monday to Saturday 9.30am to 5.00pm. We accept most household items, furniture and electricals goods that are in a good condition and comply with UK safety standards. UK tax payers are eligible to gift aid their donations too, which means our Charity can claim an additional 25% on the sold value of the donated items. Check out our Superstore facebook page at 'ageukCDsuperstore'



Our **Hidden Boutique** stands out from the crowd on North Road in Durham City. It may be small but it is mighty! Full of designer and vintage bargains. We stock clothes, shoes and accessories for all the family in our dedicated rooms as well as vintage bric a brac, pictures, books, toys and small furniture. We replenish the clothes and displays daily so there is

always something new to see. Check out our Hidden boutique facebook page at 'ageukCDhiddenboutique'

We also have an **eBay shop** which has a wide range of one-off items for sale, you can find us online at www.ebay.co.uk/str/ageukcountydurham

*(*Any other Age UK charity shops in County Durham are part of the Age UK national charity and funds raised in those shops do not come to Age UK County Durham).*

We have a team of volunteers who support us with all different aspects of running our shops and warehouse. We are always recruiting new volunteers, so if you have a morning or afternoon free one day a week and want to support a local charity get in touch and we can arrange a taster session. Volunteer roles include:

- **Warehouse assistant:** helps with sorting donations, organising and steaming stock
- **Shop floor assistant:** helps with creating displays, serving customers and restocking the shop floor
- **Van drivers/drivers mates:** these roles include lifting large items that are being collected or delivered from our warehouse.



Meet our newest volunteer

Say hello to Amy who has recently joined our fantastic team!

‘Hi, I’m Amy and I started volunteering with Age UK County Durham after offering to help for the Kings Coronation Big Help Out last year. I really enjoyed the day and decided to get involved on a more regular basis ... ‘

Amy volunteers every other Monday to fit around her home life and looking after two young children.

‘I do a variety of roles in the store and warehouse; I love being creative making displays and helping customers. Volunteering and knowing I am helping a local charity makes me feel like I am doing something worthwhile, and I can’t help but make a few purchases myself!’

Pop in to see us at the Superstore to ask about volunteering with us

Our staff are our very own Super Heroes!

At the end of February this year, our senior managers cooked lunch for everyone at our staff meeting to celebrate **Employee Appreciation Day**. This is usually observed on the first Friday in March and is an opportunity for employers to give thanks or recognition to their employees.

Behind every successful organisation there will be a team of dedicated employees who bring their passion, talents, and hard work to work every day.



All our staff at Age UK County Durham are brilliant and work really hard every day to make sure that we are always the 'go to' organisation for anyone aged 50+ who may need support, information and advice and access to a wide range of activities.



Introducing our newest staff members ...



Sarah is a chartered accountant and started working, part time, in the Finance team towards the end of last year. 'I've worked in charity finance for a large part of my career, I also support two other Age UK brand partners and am a Trustee for

another charity local to where I live in Newcastle. All that keeps me busy, so at weekends I love to spend time with my friends and family enjoying the outdoors—when it's not raining! - and cooking or playing the odd board game—when it is!'

Hannah joined our finance team in December 2023 following a career break to raise her young family. 'I feel very lucky to have found the role here and have really enjoyed coming into an office environment again, meeting new colleagues and sharing my skills with the team. I've had a variety accounting roles which meant I could settle in quickly and share my skills to help the finance team. In my spare time, I am the family's children's entertainer and taxi driver! I also enjoy cooking and reading.'



Dementia Therapy (CST)

Our dementia group sessions in Belmont have been a great success and we will soon be offering sessions in Seaham/ Horden

Nobody is talking down to you

It's a friendship

You can listen to other people's views

We start with refreshments and an informal chat so that people can get to know each other. We then introduce our themed activity for the day (health and wellbeing, nature, music or traditional games). Each session will include a variety of activities and opportunities for discussion.

Our clients have enjoyed the sessions, and the feedback has been wonderful.

The sessions have clear benefits for cognition and quality of life by creating mental stimulation in a friendly and informal way. Our activities help keep participant's minds active and engaged and encourages new ideas, thoughts and associations. These sessions are suitable for people living with mild to moderate dementia.

Cognitive Stimulation Therapy (CST) the only group programme of psychological therapy for people with mild to moderate dementia which is endorsed by the UK National Institute for Health and Care Excellence (NICE)

For more information contact us on 0191 386 3856 or email us at info@ageukcountydurham.org.uk

Mental Health and Wellbeing

As you get older you will start to face more unique challenges that can negatively impact your mental and emotional wellbeing. Whether you are adjusting to retirement, managing chronic health conditions, processing the death of a loved one, therapy offers a supportive space for you to explore your emotions and develop new perspectives.

Contrary to what many believe counselling and therapy are not reserved for moments of crisis. Our Mental Health and Wellbeing Team support a spectrum of concerns from helping you to manage daily stressors to supporting you in finding new meaning and purpose in life.

We have a comfortable therapy room in our office in Belmont, Durham where you can meet with your therapist in person. Over time you and your therapist will develop a nurturing relationship where you can explore your patterns of thinking and behaving, which will aid you in creating change and personal growth.

Whether you're currently struggling with a mental health concern, or you feel ready to explore yourself and make some changes, our counsellors and psychotherapists are here to help.



**Take the first step by calling us on
0191 386 3856
or get in touch by email at
wellbeing@ageukcountydurham.org.uk**

The Shed

Our Men's group at The Shed are doing sterling work. They enjoy working together and putting their talents to good use by making wooden items that are sold in our

Charity Superstore raising

funds for Age UK County Durham. They have made homes for hedgehogs, garden benches and more recently some folding side tables. Their latest project has been making



beautiful bird tables for the Roseberry Ward at Lanchester Community Hospital.

We're developing an exciting programme of activities including more woodworking, an introduction to DIY, crafts and lots more! If you would like to join these sessions or get involved as a volunteer, get in touch!



Call us on 0191 3863856 or email us at info@ageukcountydurham.org.uk

Coming Soon ...

Summer walks

In partnership with Move County Durham we will be leading some gentle walks in various locations around the County. Each walk will take about one hour to complete.



The first walks will be in April starting from **Ferryhill Library** and will be on gentle, easy to use footpaths followed with refreshments in the Library. More walks are being planned for June and July.

In June, we'll be setting off from Peterlee Pavilion. The walk will be on footpaths suitable for beginners and the walk will end with refreshments in the Pavilion. **Prebooking is essential for all our planned walks, so you must book in advance by calling us on 0191 374 6577. All walks are FREE!**



Cuppa Companions

This is a new activity starting April 2024 where you can come and meet friends old and new, have a chat and a cuppa in a friendly and relaxing atmosphere. This activity will be rolled out to venues across the county during the year. We currently have two sessions planned.

- **The Venue, Stanley, DH9 6AH:** on the 3rd Monday of the month from 12:45pm to 2:15pm and is free to attend (donations are welcomed).
- **Café Cenzo in Durham Indoor Market:** on the 4th Thursday of the month from 1:30 to 3:00pm. This session will cost £4.50 which includes tea/coffee and small scone or piece of cake.

More venues and dates to be confirmed soon so call us on 0191 374 6577 for more information

The Green Gnomes are coming!

Something fun for May is coming your way! Age UK County Durham are partnering with the student's Green Committee at St Chad's College to bring you an unusual activity this summer.



Join us on 15 May to decorate a Gnome to go on display at a **Green Awareness** event at **St Chad's College**, University of Durham. Limited gnomes and places are available so please book your place in advance. Our Culture Companions group will be there on the day and don't worry, no artistic skill required just a willingness to have a go! The gnomes will go on display at the Gnome Day on Sunday 9 June in the garden of St Chad's College.

Spaces are limited and pre-booking is essential!
Call us on 0191 386 3856

New and exciting water activities coming!

If you have always wanted to try watersports but never thought you could, this is for you!

Following the success of our canoeing sessions on the River Wear last year, we have further developed our offer to bring you something fun and different to try as the weather turns warmer.



We are working with professionals, **Adventure Access**, so you will be in safe hands – you don't even have to get wet (unless you want to!). All equipment and instruction is provided including buoyancy aids.

Come along and have a go at our **FREE** canoeing and paddle boarding taster session on 7 June at Durham Amateur Rowing Club.

Following this we have a six-week course arranged from 14 June to 9 July (costs to be confirmed).

To celebrate your achievements, we are hosting a FREE family fun Dragon Boat session on 2 August. This is suitable for ages 10yrs+ so bring the family along and show off your new found skills

Spaces are limited for all these sessions and pre-booking is essential! To book for any of these events please call us on 0191 374 6577



Dragon Boat Session for the whole family

Bring your children and grandchildren along for a fun filled afternoon of Dragon Boating (Ages 10+) August 2nd 1pm-3pm



Hot off the Press!

We are delighted to announce that we will also be offering water activities this summer at Witton Castle Country Park, Bishop Auckland



Working with professionals, H2o Riders, you will be in safe hands as you take to the water in an array of craft including water bikes and double kayaks! All equipment, instruction and buoyancy aids provided.

More details coming soon—call us now on 0191 374 6577 to register your interest and be the first to hear when the full programme is confirmed

Doing digital ... your way!

Did you know that we can support you to access online services safely and from the comfort of your own home?

Our friendly team can help you to get to grips with technology and online services, safely and at a pace that's right for you.



We put you and your needs at the heart of our work so you only learn what you want to learn to support you to live and age well. We won't baffle you with lots of jargon, we'll explain everything in a simple, easy to understand way and can even supply you with easy to follow instructions for popular functions such as using the NHS app.

If you don't have the technology to get online ask about our free tablet loan scheme which includes a data sim card so you can familiarise yourself with online services before making a decision to go out and purchase your own equipment.

So, if you want to discover how to shop online safely or chat with friends and relatives overseas or perhaps understand what social media and YouTube are all about from the comfort of your armchair then just give us a call and we'll be happy to help.

Keeping in touch with us!

For those of you who have embraced social media and use Facebook, then please like and follow us at [Ageukcountydurham](#)— that way you will stay up to date with all our latest news!



If social media is not the way for you then perhaps you could ask a family member to follow our page and let you know when we launch new services and activities.

We will always champion the needs of those who prefer the more traditional methods of communicating so if you have a question or just want to know more about our work then feel free to call us.

Improve your digital skills!

Believe in Digital

supporting clients in the Crook and Willington area

Would you like to ...

- Stay in touch with loved ones?
- Shop from the comfort of your own home?
- Access the services you need quickly and easily?
- Access our tablet loan scheme?



Our Digital Champions are here to help!

We can support you to use your digital devices and help you to learn new skills in a safe and secure way

Call us to get involved

0191 386 3856

or email us at info@ageukcountydurham.org.uk

funded by

believe
housing

Helping you to access online services safely from the comfort of your own home

Did you know we can help you set up and get to grips with using the NHS App?

What is the NHS App?

The NHS App is a quick and easy way to access medical help and advice from your GP surgery and the NHS 111 service 24 hours a day, 7 days a week. From booking a GP appointment to ordering repeat prescriptions or checking on hospital appointments (and much more) all from the convenience of your armchair at a time that suits you!

What is the NHS App?

The NHS App is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man.

Once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information.

It doesn't replace existing services. You can still contact your GP surgery in the usual ways.



If you have a smart phone or tablet (iPad or Android) you can download the NHS app

If you need help getting online or don't have the technology to do so get in touch with Age UK County Durham today on 0191 386 3856 and our friendly team will be happy to help you.

We can help you register on the app and get familiar with the services available. Our free tablet loan scheme can help you if you don't have a suitable digital device and we can also offer free data sim cards if you don't have access to broadband.

The switch to digital telephone services

Telecoms companies are replacing the technology they use to provide landline telephone services. The change to digital services has already started and most customers are expected to be upgraded by the end of 2025.

Why is this happening?

Analogue networks have been in operation for decades and have reached the end of their serviceable life.

New digital phone lines will allow providers to offer improved quality phone calls and many new features.

How will I be affected?

For most people this change will be straightforward. Your provider will contact you when your landline is due to be upgraded and advise what you need to do. You do not need to do anything until then. Any questions about how these changes might affect you should be directed to your service provider for any telephone, broadband and telecare services you subscribe to. Find out what you, your family and neighbours need to do to be ready at <https://www.gov.uk/guidance/uk-transition-from-analogue-to-digital-landlines>

Vulnerable customers and Telecare users

If you believe you or one of your relatives is a vulnerable customer or depends on a landline, you should notify your telephone provider who can offer additional support. You should also contact your Telecare provider ahead of any change to your telephone service as it may affect your equipment. Durham County Council Care Connect customers can find more information at <https://www.durham.gov.uk/article/30813/The-BT-Digital-Upgrade-and-Care-Connect> or by calling 03000 262 195

BT are hosting a series of Digital Voice events in towns across the county in June. Their team will be on hand to offer support to their customers on the change to digital landline services. To find out more visit www.bt.com/broadband/digital-voice/events or call 0330 1234 150

How to stop fraud ... be aware!

Would you know if someone was trying to defraud you?

We might like to think we could spot a scam a mile off – but fraudsters are ruthless, and their methods are getting more sophisticated. Even though there are many types of fraud, with new ones appearing all the time, there are some psychological tactics fraudsters commonly use. These tactics have the sole aim of making people act before they have time to stop, think and check if it's genuine. One of our best weapons against fraud is **knowledge**. Once you know the tactics fraudsters commonly use and the signs to look out for, you have more chance of avoiding them.

Recognise the tactics: Learn about the psychological tactics fraudsters use to get you to act without taking the time to stop, think and check. Criminals know exactly what buttons to push to get what they want. It doesn't matter if they're turning up on your doorstep, in your social media feeds or in the games you play online. Here are some of the psychological tactics they use (sometimes called 'social engineering') to get you to act fast without having time to stop and think.

Authority or a 'trusted' voice: Does the message claim to be from someone official? Your bank, doctor, energy supplier or a government department for instance. Criminals can pretend to be important people or a well-known organisation, often using their logo and branding, because they know you're more likely to take notice of a name you're familiar with.

False urgency: Are you being told you have a limited time to respond? If this is accompanied by threats of penalties, fines or other negative consequences, you should be suspicious. The same applies if you're being promised a reward or benefit for a limited time only. Anyone who tries to rush you into a decision should **NOT** be trusted.

Emotion: Do they use language that makes you feel fearful,

hopeful or curious? Perhaps they'll tug at your heartstrings, or appeal to your generous nature. Criminals will often use emotional levers to make you follow your heart not your head.

Scarcity: Are you being offered something that's in short supply or not widely available? Tickets for a concert? An amazing holiday deal? Criminals will often use fear of missing out on a good deal or opportunity to make you respond quickly.

Current events: Does the message seem timely? Criminals often exploit current news stories, big events or specific times of year (like the tax reporting deadline) to make their approach seem more relevant and genuine.

Building relationships: Is someone showing particular interest in you, your family or your circumstances? They may be asking a lot of questions, or making references to aspects of your life that they may have already learnt about from looking at your online profiles. Fraudsters often try to earn your trust by building rapport and finding shared interests before they ask you for money or personal information – before you've even met them in real life.

More warning signs to watch out for: Fraudsters ultimately want to steal your hard-earned money, so their approaches often include a way for you to hand over cash, financial information or security details. If you EVER receive one of these requests, it should be a warning sign. Always take time to stop, think and check if it's real. Be wary if anyone:

- asks you to share a one-time-passcode
- asks for your PIN or password in full
- asks for payment before sending a prize or lost delivery
- asks for a direct transfer of cash or cryptocurrency
- asks you to move away from an official payment site to make a direct payment
- asks for money before you've met in person
- asks you to click on suspicious links

<https://stopthinkfraud.campaign.gov.uk/how-to-spot-fraud/recognise-the-tactics/>



Volunteer Digital Champions needed!



As a volunteer Digital Champion you'll be supporting older adults to embrace digital technology and access online services safely



You don't need to be a technology whizz!

All you need is:

- ✓ A love for meeting new people & helping others
- ✓ Patience & empathy
- ✓ Confidence using basic technology (laptops, tablets, smartphones)

Contact us today to learn more about this exciting volunteer opportunity

0191 386 3856

info@ageukcountydurham.org.uk

Activity Calendar for people aged 50+

Call us to find out how our Digital Inclusion Project can help you to use the internet safely and with confidence

MONDAY			
What	When	Where	Suggested Donation
Dementia Therapy <i>Pre-booking is essential due to limited spaces</i>	Weekly Monday & Wednesday 10.00am – 12noon	Various locations across County Durham – call for more information	FREE
Tai Chi	Weekly 10.30am – 12noon	Alington House 4 North Bailey Durham DH1 3ET	£3.00 per session
Exercise to music	Weekly 12.30pm-1.30pm	Ebchester Village Hall Shaw Terrace Ebchester DH8 0PY	FREE up to end of June
Bereavement Support <i>By pre-booked appointment only</i>	2 nd & 4 th Monday of the month 1.00pm - 3.00pm	Belmont Parish Hall Brookside Lane Durham DH1 2QR	FREE
Cuppa Companions	3 rd Monday of the month 12.45pm – 2.15pm	The Venue Wear Road Stanley DH9 6AH	FREE

TUESDAY			
What	When	Where	Suggested Donation
The Elms Lunch Club	1 st Tuesday of the month 1.00pm - 2.30pm	The Elms Moorfoot Avenue Chester le Street DH2 3EJ	£8.00 per person
The Old Mill Lunch Club	3 rd Tuesday of the month 12noon - 2.00pm	The Old Mill Metal Bridge Ferryhill DH6 5NX	£8.00 per person
Exercise to music	Weekly 1.30pm - 2.30pm	The Fulforth Centre Sacriston DH7 6JT	FREE up to end of June

WEDNESDAY			
What	When	Where	Suggested Donation
Gents Breakfast	3 rd Wednesday of the month 9.30am - 11.00am	Café Cenzo, Durham Indoor Market, Durham City DH1 3NJ	£3.00-£6.00 per person
Dementia Therapy <i>Pre-booking is essential due to limited spaces</i>	Weekly Monday & Wednesday 10.00am – 12noon	Various locations across County Durham– call for more information	FREE
New Age Kurling	Weekly 10.30am - 12noon	St Marys Church Hall, Easington Village, Peterlee SR8 3GA	£3.00 per session
The Saxon Inn Lunch Club	2 nd Wednesday of the month 12noon - 2.00pm	The Saxon Inn, 1 Saxon Green, Escomb, Bishop Auckland DL14 7SY	£8.00 per person
Derwentside College Lunch Club (Group 1) <i>Dates vary - term time only</i>	Monthly on Wednesday 12.00pm - 2.00pm	Derwentside College Front Street Consett DH8 5EE	£8.50 per person
Derwentside College Lunch Club (Group 2) <i>Dates vary - term time only</i>	Monthly on Wednesday 12.00pm - 2.00pm	Derwentside College Front Street Consett DH8 5EE	£8.50 per person
Craft & Chat	Fortnightly from 1.00pm-3.00pm	The Venue Community Centre Wear Road Stanley DH9 6LU	£4.00 per session
Needles & Natter	Fortnightly from 1.00pm-3.00pm	The Venue Community Centre Wear Road Stanley DH9 6LU	£2.00 per session

THURSDAY			
What	When	Where	Suggested Donation
Seated Exercise	Weekly 9.45am - 10.45am	Glenroyd House Medomsley Road Consett DH8 5HL	£3.00 per session
Circuits Exercise	Weekly 10.00am - 11.00am	The Venue Community Centre Wear Road Stanley DH9 6LU	£3.00 per session
Woodcraft at The Shed	Weekly 10.00am - 12.00noon	The Shed Charity Superstore Yard Mandale Business Park, Durham DH1 1TH	FREE
Exercise to Music	Weekly 10.30am – 11.30am	Castleside Village Hall Drover Road, Castleside Consett DH8 9RE	FREE up to end of April

£3.00 per session from 6 May

Thursday continued ...			
What	When	Where	Suggested Donation
Exercise for 50+	Weekly 10.45am - 11.45am	Delves Lane Village Hall Delves Lane Consett DH8 7BH	£3.00 per session
East Durham College Lunch Club at the Peterlee Campus <i>Dates vary - term time only</i>	3 rd Thursday of the month 12noon - 2.00pm	East Durham College Willerby Grove Peterlee SR8 2RN	£9.00 per person
Bishop Auckland College lunch club <i>Dates vary - term time only</i>	Monthly on Thursday 12.00noon – 2.00pm	Bishop Auckland College Woodhouse Lane Bishop Auckland DL14 6JZ	£7.50 per person
Cuppa Companions	4 th Thursday of the month 1.30pm – 3.00pm	Café Cenzo, Durham Indoor Market, Durham City DH1 3NJ	£4.50 for refreshments with a small cake/scone
Culture Companions <i>Pre-booking is essential due to limited spaces</i>	3 rd Thursday of the month 2.00pm – 3.00pm	Visits to venues throughout County Durham (transport is not included)	FREE entry with small charge for refreshments

FRIDAY			
What	When	Where	Suggested Donation
Tunes and Chat Community Café	4 th Friday of the month 1.30pm – 2.30pm	St John's Catholic School & Sixth Form College Woodhouse Lane Bishop Auckland DL14 6JT	FREE but pre booking is essential

Pre-booking is essential for all listings

For more information contact us

Social activities & lunch clubs call 0191 374 6577

Digital Inclusion call 0191 386 3856

Dementia & mental health work call 0191 386 3856
or send an email to wellbeing@ageukcountydurham.org.uk

For Information & Advice call us on 0191 374 6367
or send an email to your.rights@ageukcountydurham.org.uk

Contact us for more information about all our services and activities

0191 386 3856

info@ageukcountydurham.org.uk
ageuk.org.uk/countydurham/

Information and Advice

Help to claim welfare entitlements

0191 374 6367

your.rights@ageukcountydurham.org.uk

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