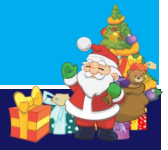


What's Happening - In

A Note from Amanda Allen (CEO of Age UK BRWF) - December 2024



- With another busy year drawing to a close, I just wanted to take the opportunity to thank you all for your incredible dedication and support for Age UK BRWF, and for all that has been achieved! 2024 has certainly been another year of 'challenges'(!), but we end the year with the really positive news that our I&A team have been successful in retaining their 'Quality Assured' status - this is no mean feat (see overleaf) and is testament to all of the incredible work that Trudy and the team do - *'Congratulations - it is so very well deserved'*! In the last few weeks we have also obtained the keys for our new shops in Walter Nash Road (Kidderminster) and Bromsgrove High Street, so we look forward to new opportunities in 2025! Wishing you all a very *'Merry Christmas'* and thank you again!



Meet our 2024 Volunteer of the Year, Judith McCrossan, and our Nominees!

- As part of Volunteers' Week in June, we opened nominations for our 2024 Volunteer of the Year. Once again there were some amazing nominees and Sue Davidson's family (in whose memory the award was established) had the unenviable task of selecting this year's winner
- After much deliberation, Befriending Volunteer Judith McCrossan was selected as this year's winner! Judith (who started volunteering for the Befriending service six years ago) regularly calls over 30 people as well as visiting her 'Befriende', Chris. To help raise awareness of the service, in May Judith & Chris were interviewed by BBC Radio Hereford & Worcester and a few weeks later they appeared on the Radio 4 PM programme! Somehow, Judith also finds time to make hand-made cards for the Befriending Clients (she started making the Christmas Cards in February!). Quite fittingly, Judith was presented with her award by CEO Amanda at a recent 'Christmas Get Together' of Befrienders and Befriendees!
- As part of this year's award, a CEO Special Recognition Award was also presented to Retail Volunteer **Val Richardson** who was nominated for her dedication and commitment to Age UK BRWF and our Providence Road (Sidemoor) Shop
- In addition to Judith and Val, we would like to take this opportunity to celebrate and thank all of our 2024 Nominees - Eileen Barnsley (Retail), Janet Musto (Retail), Berni Everton (Reception/ Admin), Suzie Fitzpatrick (Retail), Trina Calder (Retail), Angela Mitchell (Retail), Sue Harding (Retail), Janet James (Retail), Lesley Smith (Retail), Roger Custance (Trustee & Befriending), Mike Webley (Ambassador), Joe O'Callaghan (MIS Supervisor), Dave Mucklow (Retail), Chris Hall (Activities), Kevin Foster (Activities), Ann Edkins (Activities) & Jeff Percival (Activities)



A few of our 2024 Nominees: Eileen Barnsley & Janet Musto (with Sue & Rachel), Mike Webley, Suzie Fitzpatrick and Kevin Foster - Thank you everyone!!!

I&A Team's Outstanding Achievement!

- Age UK's Quality of Advice Standard sets out a series of standards for good quality information and advice provision, against which local Age UK Brand Partners are assessed. This Autumn Age UK BRWF's I&A service had its latest assessment, which included a Quality of Advice Assessment, a Service Management Review and three Mystery Shoppers!
- It was commented that all 'Mystery Shops' showed a high level of client service, with each receiving a score of 10/10 and the caller agreeing that they would recommend the service. Comments made by the mystery shoppers included:
 - 'Warm, very helpful and knowledgeable'
 - 'Very helpful and patient'
 - 'Professional, clear'
 - 'Customer service was good'
 - 'Manner was pleasant'
- In confirming the Age UK BRWF's certification (which is valid until 16/1/26), the assessors acknowledged the recent impact on the team's workloads following Age UK H&W's closure and, as part of their feedback, said that they **'just want to stress how well the service has performed. It is very rare for an Age UK to go through the SMR without any corrective actions and to meet all the indicators'** calling it an **'outstanding achievement'** by the team!



Home Energy Checks

- Do you know anybody that might benefit from a **Free Home Energy Checks**. As part of the funding we have to deliver a fixed number of checks and we still have appointments available, so if you have any family members, neighbours, clients, customers that you think might benefit, please encourage them to contact our At Home team on 01527 570490.

Festive Celebrations

- In the last few weeks members of our Befriending service and our Groups & Activities have been coming together for some festive celebrations!



Launch of My Charity Shop App

- To help make it easier for people to 'Donate-and-Gift-Aid' items to our shops, Age UK BRWF is now registered on the **My Charity Shop** app
- The app (which is provided free by eproductive) enables those that sign up to receive an Age UK BRWF Gift Aid Donor Card on their phone which they can simply scan when bringing items to store, helping to make gift aiding donations quicker and easier. The app has a range of features and we will be looking to see how we can develop its use in the coming months – for now we are just going live with the basics (which includes our Green Stats)
- You can download the app from your app store (here is the [link](#) for Android, Apple users can use this [link](#))

Keep your Donor Card on your phone and you'll never forget to

giftaid it!



Opening Hours

Age UK Bromsgrove, Redditch & Wyre Forest wish everybody a very Merry Christmas and a Happy New Year!

- Please note our office opening hours during the Christmas and New Year Period (our normal working hours are 9am-4pm)

Christmas & New Year Opening Hours	
Tuesday 24 th December	Open Until 3pm - Call 01527 570490
Wednesday 25 th December	Closed
Thursday 26 th December	Closed
Friday 27 th December	Closed
Monday 30 th December	Closed
Tuesday 31 st December	Closed
Wednesday 1 st January	Closed
Thursday 2 nd January	Open - Call 01527 570490

- If, whilst our offices are closed, you are seeking urgent information the national Age UK team operate a free advice line on 0800 678 1602 (lines are open 8am-7pm, 365 days a year)
- Please note that all our Charity Shops will be closed from Monday 23rd December, returning to normal opening hours from Thursday 2nd January 2025
- Our Groups & Activities will finish on Friday 20th December and will re-start from Monday 6th January 2025

For more information, please contact us on:

01527 570490 Email: enquiries@ageukbrwf.org.uk
Visit: ageuk.org.uk/brwf/

Age UK National Helpline 0800 678 1602
Lines are open 8am-7pm, 365 days a year