

What's Happening - In Brief

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

- It is great to be able to start this month's update with some positive news! After being closed for over 8 months (whilst we waited for Redditch Borough Council to undertake the necessary building work) our **Matchborough** Charity Shop has now re-opened! Thank you to Debbie, Lauren and the team for all your patience and for all your hard work to get the shop ready to re-open! We have also finally received the keys for our new shop in **Winyates** - news about an opening date will hopefully follow soon! This month we also received the amazing news that our application to the **Eveson Trust** for funding for our I&A service has been successful—we are so grateful to the Eveson Trust for their generosity and commitment to our cause!
- At our Board Meeting this month, **Jonathan Shaprio** was officially confirmed as the new Chair of Age UK BRWF—we look forward to this new chapter for the charity with Jonathan at the helm!

Meet the Team - Helen Cook (I&A Advisor)

- This month's meet the team features I&A Advisor Helen Cook. With two grown-up children, Helen lives with her husband in Redditch, having spent most of her life in the area. After working for the NHS, spending 17 years with Redditch Borough Council (in several different Housing roles, including support for the more vulnerable residents) and a short period working as an Advisor for another local Age UK, Helen joined the Age UK BRWF team in March 2023.
- Speaking about her time at Age UK BRWF, Helen said, *'I really enjoy the I&A role and how the team operates, and the office really is a lovely place to come into. Throughout my working life I have always been 'front facing' – that contact with people is something that I really enjoy and value, as well as being able to help the older age group and being able to give them 'time'. Thinking about some of the other roles that I have had, your time is so limited...being able to offer somebody a home visit and to spend time with someone to help them to understand their options, and for them to have the confidence in the information and advice that they are receiving, is so important – that is what Age UK is renowned for and something that attracted me to the role.*
- *We also look at the person as a 'whole'. The initial enquiry may be for a benefit such as Attendance Allowance, but on talking with a person and visiting them at home you get much more of an insight, and are able to identify other things that might help them - this level of support, and treating everyone as an individual, is quite rare nowadays (when you often just get passed onto the next person) and makes such a big difference to people. It is also important, however, to be totally honest and frank with people – from the feedback the team receives we know that people are so very appreciative of the information, advice and the support that they receive from the I&A service'.*
- When asked about demand for the service, Helen commented that, in addition to the *'traditional calls that you would expect'* (e.g. people looking for financial support for care needs etc) in the time that she has been with the service she has noticed an increase in calls from members of the community that have previously been *'doing okay'* but who are now worried about whether their money is going to stretch *'it can be overwhelming, but people know that they can come to talk to us, that they will not be judged and that they can trust the information they receive'*
- Helen added that although she is really enjoying the role, she is now at a place in her life when she is enjoying working part-time. When not involved with her family, Helen's passion is music and impressionist art – she loves live music and going to festivals and dancing saying *'singing and dancing brings you alive, it lifts your spirits and is good for your soul – I just love it!'*



Helen Cook

Work Well Live Better

- We are proud to announce that Age UK BRWF has achieved Loyalty Membership as part of **Worcestershire's Work Well Live Better programme!**
- This programme will continue to support us to implement meaningful health and wellbeing initiatives across the charity for our team. For more information, please contact **Kate Ware**

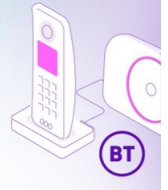


Digital Switchover Event

- Following the response to the information event at Age UK BRWF's High Street Charity Shop in May, members of the BT team are returning for a follow-up drop-in event:
 - **Monday 5th August 2024**
 - 12.30-4.00pm
 - Amphlett Hall (B61 8DW)offering 1-2-1 sessions to address people's individual questions and concerns regarding the **Digital Landline Switchover**. For more information visit our [website](#)

Digital Switchover Information and Q&A Event

Monday 5th August 2024
12.30-4.00pm
Amphlett Hall (B61 8DW)



Launch of Employee of the Quarter

- Our new '**Employee of the Quarter**' is an opportunity to recognise and celebrate all of the hard work and dedication that goes on at Age UK BRWF!
- For example, you could nominate a colleague who you believe has gone the extra mile for a client, gone out of their way to make a difference or always makes you smile!
- Simply send a quick email to **Kate Ware** (kate.ware@ageukbrwf.org.uk) with the name of the person you are nominating and the reason why you think they deserve this recognition. You can nominate as many colleagues as you like during the quarter (Spring, Summer, Autumn and Winter). Each quarter, the winner(s) will be announced and presented with a certificate of appreciation
- Let's come together to celebrate the amazing people in our team! Any questions feel free to contact Kate!

2024 Volunteer of the Year

- Have you voted yet? Nominations are open for our 2024 Volunteer of the Year. To nominate please visit our [website](#). Nomination Forms are also available from our Windsor Street office. Closing date for nominations is Monday **2nd September 2024**



Bowls Group Fundraiser

- Our **Redditch Indoor Bowls Group** are fundraising for a new Bowl Mat and this month raised £279 with a Bucket Collection at Tesco (Redditch)



www.justgiving.com/campaign/bowlsmat2024

- Age UK BRWF continues to be Bromsgrove District Council's Chairman's Charity. On 05/09 Cllr Ammar will be hosting an **Afternoon Tea Dance** in aid of Age UK BRWF
- Tickets are £5 and in addition to being available via email from the Council, from 29/7 they will also be available from our High Street & Sidemoor Shops. We are also seeking donations of Cakes & Raffle Prizes. If you can help please contact Jo Hughes

Charity Tea Dance

The Chairman of Bromsgrove District Council's
Charity Afternoon Tea Dance

**Thursday 5th September 2024,
2 - 4pm at the Parkside Suite**
Parkside, Market St, Bromsgrove, B61 8DA

Enjoy refreshments (Tea, coffee & cake included) & dance along to songs from vintage singer Helen Pearson

Tickets £5 each
available by emailing Sharon Chaplin at s.chaplin@bromsgroveandredditch.gov.uk
Or from Age UK BRWF shops (High Street & Sidemoor)

In aid of the Chairman's Charity: Bromsgrove, Redditch & Wyre Forest

Any News? Please contact Jo Hughes on Jo.Hughes@ageukbrwf.org.uk/ 01527 868855