



## OUR HELP AT HOME SERVICE

Our Help at Home service is often described as more than just a cleaning service. Help at Home clients Jean and Basil (pictured above) started their relationship as pen pals and celebrate 70 years of marriage this year! They are very happy with their Home Help who they have had since last April and describe her as a “friend”. “She’s excellent, I couldn’t get anyone better and I wouldn’t want anyone else”, said Jean.

“I’m 89 and my husband’s 96 and I was needing some help with cleaning the house. My daughters weren’t keen on me answering just an ordinary advert as you don’t know who you’re going to get so I called the Age UK Surrey office as I saw an advert in a booklet about the Help at Home service”.

“We had a lovely man called Will from the Help at Home office ring me and said he had found someone. He brought her round to meet us and was very thorough about what he said about the service. Our Home Help started within a few days, and she comes to us on a Wednesday. It looks like a palace when she’s been - she’s lovely! When she comes round, she sits and talks for a while and then she starts cleaning through the house with the Hoover and does some ironing if I have any. I couldn’t do better. We’re always fairly tidy and clean but it was an effort as I don’t get around very well anymore. It’s nice to have the house looking reasonable when people come. It’s a relief that it’s being done.”

“She’s brilliant – it was a good move getting her.”

Our Help at Home service is here to make your life easier for you - whether you need someone to keep your home clean and hygienic, do light housework, have a chat, go to the shops or tidy your garden. We provide a personal and tailored service.

Our friendly and reliable self-employed Home Helps are selected by us and security checked. They visit regularly and provide peace of mind for you and your family. **To find out more about our Help at Home service, for you or a family member: 01483 503414 / enquiries@ageuksurrey.org.uk**

### A day in the life of ...

... our Help at Home Manager, Sarah Rhoades

“As the Help at Home Manager, I have many roles and responsibilities, and wonderfully no two days are the same! I visit clients in their homes to discuss their needs and advise them of the support our wonderful Home Helps can provide. It is always lovely to meet face to face, often with family members too. I regularly speak to clients and relatives on the phone to check in on their wellbeing and to ensure that everyone is happy with the service.”

**Continued on page 7**

## FROM OUR CEO

At this time of year, when the evenings start to get lighter it always gives me a lift to know that Spring is around the corner with daffodils and tulips on their way.

As we look to the year ahead, I want to make sure that we are supporting you in the best way possible. For many people the last couple of years have been particularly difficult with rising costs. The Household Support Fund awards £200 to help with the cost of living, made available by the government, I would urge you to get in touch with our Information and Advice department while funds are available. More information on page 3.



We are looking to extend our dementia service provision (currently available at the Clockhouse Community Centre in Milford) to other areas in Surrey as we know there is a general shortage of activities and support groups in certain communities. Please do get in touch if your community area could benefit from a dementia activity group.

Our Planning for your Future events across Surrey in partnership with Surrey County Council has attracted over 1,500 people to find out how and what is available to help them plan for their future years. More events are available and can be found on page 3. If you live in the Guildford area do come to our planned large event on 11th March at the Baptist Church, Millmead.

Finally, I would like to take this opportunity to thank you and all our supporters and volunteers that have given time, energy and donations to support our charity, you really do make such a difference to help people make the most of later life.

**Catherine Hodgson, CEO**

## EVENT DIARY

We have an array of exciting events and activities lined up just for you this year! Check out the list below or our website to discover what's coming up, including tea parties, quiz nights, dances, and so much more. We look forward to seeing you there!

### Bingo at The Clockhouse

**March 7th, Friday, at The Clockhouse, Milford, GU5 8EZ.** £15 per person includes a welcome drink, games of bingo (prizes to be won!) and a 2-course meal. Raffle and refreshments available for purchase. Tickets from the Clockhouse, our retail shop in Haslemere or from our website.



### Bridge Tea at The Clockhouse

**March 22nd, Saturday, at The Clockhouse, Milford, GU5 8EZ.** Arrival 1:00pm for a 1:30pm start. £60 per table - includes delicious homemade sandwiches, scones and cakes (Please confirm any food allergies). Players bring their own: cloths, cards, pens, and score cards. Tickets available from the Clockhouse or from our website.

## CHARITY SHOPS

Our three Vintage store charity shops sell good quality clothes, accessories and bric-a-brac. They deliver a good income and are proving very popular with local communities. Please donate your good-quality stock to our fabulous Age UK Surrey local charity stores. They can be found at:

- **30 - 32 High Street, Esher, KT10 9RT**  
Tel: 01372 879842. Open: Monday to Saturday, 9.30am - 5.00pm. Sundays 11.00am - 4.00pm.
- **9-11 Junction Place, Haslemere, GU27 1LE**  
Tel: 01428 289030. Open: Monday to Saturday, 9.30am - 5.00pm. Sundays 11.00am - 4.00pm.
- **23 High Street, Lingfield, RH7 6AA**  
Tel: 01342 457935. Open: Monday to Saturday, 9.30am - 5pm. Sunday Closed.

## INFORMATION AND ADVICE

### Household Support Fund

The government has issued financial support called the Household Support Fund which has been made available locally through Surrey County Council and selected organisations, of which Age UK Surrey is one. **The fund is available to apply to until 31st March 2025 and gives direct financial support to pay gas, water and/or electricity bills potentially including arrears.** The value of any individual funding award will be dependent upon individual circumstances.



Eligibility for the fund includes pensioners, families with children on low incomes and single householders on fixed incomes. Age UK Surrey has an allocation, while funds last, to support eligible pensioners. To find out if you are eligible and to receive support with applying to Age UK Surrey please contact us. Please have your energy supplier or bank details ready. Consent needs to be given to share details with our partner Surrey Community Action – as they process the claims.

### Warm Homes Funding

We are delighted to have been awarded funding to help address fuel poverty and cold related ill health. The funding will enable us to help older people claim the benefits they are entitled to and to advise them about energy savings measures they can take to keep warm and well.

Many older people are living on a low state pension which is not adequate given the rising cost of living. Alongside this there are billions of pounds of benefits that go unclaimed every year, meaning that people are on a lower income than they should be. Pensioners can be disproportionately affected by cost-of-living increases compared to the rest of the population, for example their spending on energy and housing tends to be a greater portion of their income compared to those below pension age. Single pensioners are even harder hit than pensioner couples. **For more info please contact our Information and Advice service.**

### Planning for your Future

We are delighted to continue working with Surrey County Council on the **Planning for your Future Campaign** and have more event dates to share. The campaign encourages people to start a conversation with friends and family about planning for the future. A conversation is a positive first step to planning ahead and thinking about what is important to them and their family or friends if things change, and understanding their wishes when it comes to care arrangements. Our online information hub has a checklist guide to planning for your future, covering everything from healthy living and care and support options to financial planning, Wills and Lasting Power of Attorney.



**We are holding free information events throughout the County. Booking is essential; to do so please visit our online hub: [www.ageuk.org.uk/surrey/planningforyourfuture](http://www.ageuk.org.uk/surrey/planningforyourfuture) telephone: 01483 446627 or email: [planningforyourfuture@ageuksurrey.org.uk](mailto:planningforyourfuture@ageuksurrey.org.uk)**

- Thursday, 6 March, 10.00 - 12.00, Easter Centre, St John's Church, Manor Farm Lane, Egham, TW20 9HR
- Tuesday, 11 March, 11.00 - 13.00, Guildford Baptist Church, Millmead, Guildford, GU2 4BE
- Tuesday, 11 March, 19.00 – 20.30, SOUTH EAST REGIONAL ONLINE EVENT
- Wednesday, 19 March, 12.00 - 14.00, Claygate Village Hall, Church Road, Claygate, KT10 0JP
- Monday, 24 March, 14.00 - 16.00, Salvation Army, Woodthorpe Road, Ashford TW15 3JY
- Thursday, 27 March, 19.00 - 20.30 ONLINE EVENT

## AT THE CLOCKHOUSE

### Christmas Festivities

There were so many events in the lead up to Christmas at The Clockhouse – everyone was spoilt for choice. Two yummy Christmas lunches followed by entertainment, thanks to the team of staff and volunteers. Family members and carers of the 10 - 3 Club watched the Club perform carols and show off their recently learnt Makaton sign language skills to 'White Christmas' while members of staff accompanied them



on guitars. **RahRah Theatre Company** performed The Little Red Riding Hood Pantomime – Oh! yes they did! Thanks to Elstead's **Shimmery Circles** there was also an afternoon of belly dancing. Additionally, a fundraising Christmas hamper raffle raised £1200.



Fast becoming an annual tradition and treat from the **Tormead Prep School** choir - Year 4 pupils performed carols as well as seasonal favourites at the Clockhouse. Bells and maracas were handed out and everyone loudly joined together to sing the final two carols, "Jingle Bells" and "Rudolph". A HUGE thank you everyone who supported and helped during the festive season and through the past year!



## MAKING A DIFFERENCE

### Tech Support Drop-ins

Need digital help with your computer, tablet or mobile phone? Free support given by our team of friendly Tech Support volunteers now at 2 locations:

- Dray Court, Madrid Road, **GUILDFORD**, GU2 7UW Wednesdays 10.00am - 12 noon.
- The Clockhouse Community Centre, Chapel Lane, **MILFORD**, GU8 5EZ. Mondays 10.00am - 12 noon.



### Our Social Groups

All over 50's are welcome to attend our social chat groups to catch up with friends, or make new ones while enjoying a hot drink or taking part in an activity. In Lingfield, Oxted, Cranleigh and Farnham. Just turn up; pre-booking is not required.

Below is a picture taken at Tea and Chat Oxted's, annual festive party. Mince pies, nibbles and hot drinks were enjoyed while carols were sung.



Cafe Culture is in the following locations:

- **CRANLEIGH**: Wed 10.30am - 12:30pm at Cranleigh Arts Centre Tea Room, 1 High Street, Cranleigh, GU6 8AS
- **FARNHAM**: Wed 2:00pm - 4:00pm at The Hop Blossom, 50 Long Garden Walk, Farnham, GU9 7HX

Tea and Chat is in the following locations:

- **LINGFIELD**: last Thursday of every month 2:30pm – 4:00pm at Lingfield Day Centre, High Street, Lingfield, RH7 6AB
- **OXTED**: first and third Tuesday of every month 2:00pm – 3:30pm at Bluehouse Social Centre, Bluehouse Lane, Oxted, RH8 0AD

## Welcome to our new Chair

Joy Allen joined the Board of Age UK Surrey in 2020 and has recently become our new Chair. Joy says she has lived in Surrey all her life. "I worked as a lawyer specialising in divorce, family and child protection. I worked for several local firms and local authorities around the country. I have represented both parents and local authorities in court. I have also advised adult social services departments. I have a particular interest in the safeguarding of vulnerable adults."



While our CEO Catherine Hodgson ably deals with the day-to-day running of the charity she is assisted by our Board of Trustees who govern how the charity operates. They are Steve Avis, Conrad Bennett, Angela Boodoo, Alex Ford, Richard Mills, Janet Trowse and Jason Webster. We are grateful to this group of dedicated and enthusiastic individuals who volunteer their time and experience to support older people.

## A day in the life of ...

... our Help at Home Manager, contd. from Page 1



"I am constantly looking to recruit new home helps to join our team by placing adverts both online and in local communities. I also attend events to promote our service and share knowledge with many other fantastic organisations that are providing support to improve later life for people across Surrey.

I have a wonderful team, Lisa, Will, Bev, Jenny and Janet, as well as Stewart in the Gardening Service. I love my job and feel privileged to meet so many incredible and inspiring people. It is so rewarding to know what a difference the Help at Home Service can make to our clients and their families. Making life easier and enabling independence at home are invaluable to so many members of our community."

## Shopmobility Off-site Hire

Did you know that Shopmobility has more than just mobility scooters to get you around Guildford town centre? Shopmobility also has manual wheelchairs and travel scooters available for offsite hire. Ideal for someone who requires the use of a wheelchair for a party or a wedding, or simply a portable wheelchair for a short period of time following illness or injury. The offsite scooters come apart into 6 pieces and can fit into the boot of a car. Similarly, the offsite wheelchairs are easy to fold and transport.



We work in partnership with Guildford Borough Council to deliver the service. For more information and to hire a scooter or wheelchair, visit the team in Guildford, Level 3, Bedford Road Car Park. We are open Monday to Saturday. **To find out more 01483 453993 / [shopmobility@ageuksurrey.org.uk](mailto:shopmobility@ageuksurrey.org.uk)**



## Coming soon in Mytchett

Coming soon on Tuesdays from 1.30pm - 3.00pm in Mytchett - a Social Activity Group for people with dementia and their carers hosted by Age UK Surrey. An opportunity to socialise, take part in activities, or just have a tea and chat. **If you would like more information please contact Charlotte Lawrence: [charlotte.lawrence@ageuksurrey.org.uk](mailto:charlotte.lawrence@ageuksurrey.org.uk)**

If you live near Milford please do ask about our dementia services at the Clockhouse, including group activities, Memory Lane and the 10 – 3 Club day service.

## CHRISTMAS CELEBRATED WELL

### Our annual Christmas Carol Service at Guildford Cathedral

Our annual Carol Service at Guildford Cathedral on Thursday 19th December was truly a special occasion. This popular event attracted over 700 older residents, families and people living in care homes from across Guildford and the surrounding boroughs. They enjoyed recitals from the **Guildford Cathedral Singers, Rock Choir with Sam Smith conducting, Organist George Baldwin and Tormead Prep School choir.**



As always with a big event like this we wouldn't be able to do what we do without the support of our amazing

volunteers. Our many thanks go to all the volunteers from SCC NW Social Care Team, Surrey Masons and Age UK Surrey staff, as well as their friends and family, who ensured that the event ran smoothly.



We are grateful to our sponsors; **Headline Design & Print, Godalming Funeral Service and Radfield Home Care.** Their sponsorship helped to keep the event free of charge. A big thank you to everyone at **Guildford Cathedral** – a truly magnificent setting for our annual carol service.

### Donate a Present

We received over 200 Christmas gifts from various companies to help support our clients and the local community. We would like to thank **Enterprise, Royal Holloway Uni Student Volunteering Team, BP Staff along with Harris + Hoole in Farnham** and their staff/clients. Due to the generosity, our team was able to deliver to clients across the County including Farnham Hospital and Surrey Heath Community Nursing Team. We also received hampers from **Care Your Way Alton, Farnham & Farnborough**, which was set up as part of their new Present for a Pensioner initiative.

We are so grateful for the continued support for Age UK Surrey from everyone during 2024, particularly over the Christmas period. It makes a real difference to remind older people they are being thought of during a difficult time for so many.



### Go50 Christmas Tree Walk

Each December one of our Go50 Walk Leaders finds a Christmas tree deep in the woods. He decorates the tree and leaves clues for other walkers to search out and hang a bauble. Thank you, Grant, and to all our amazing volunteer walk leaders!

Our Go50 Walk Programme provides a range of healthy walking activities to suit all abilities led by volunteer walk leaders. Our walks are a great way to improve your overall health and fitness whilst giving you the chance to make new friends.



Location, distance, and time vary for all our Go50 Walks. To find one that suits you, please visit the Go50 calendar on our website: [www.ageuk.org.uk/surrey/activities-and-events/go50/](http://www.ageuk.org.uk/surrey/activities-and-events/go50/) If you do not have access to the internet, call **01483 503414**.

## THERE IS FUN IN FUNDRAISING

### Strictly Surrey

A big shout out and thank you to everyone who made the Tea and Dance events at the Westway and the Clockhouse such fun and enjoyable events as well as raising much needed funds (nearly £1,500) for our services and activities.



A special acknowledgement and thanks to Kerry, our Events Coordinator, who masterminded and organised a team of fabulous volunteers to support in making it a success. The dances were led by volunteer Paul and his wife Suzanne, and we are extremely grateful to them. Thank you to Meirion from local business The Homemover Specialist for the cake donations and Steve for the scones. A big thanks to Camberley Heights Care Home - Avery Collection for attending the Clockhouse event and for providing tasty treats. There were so many who assisted behind the scenes. To everyone who supported - thank you - we cannot do it without you, and it really does make such a difference.



### Surrey's Wool Power Needed

We're asking the knitters of Surrey to use their wool power and get their knitting needles clacking to support older people through the innocent Big Knit campaign. Why not grab your knitting needles and start creating to support the older people who need it most. Can you help us get 22,000 knitted hats towards our target by June 27th. For every hat submitted, we receive 30p from innocent smoothies which helps us to provide our services and activities.



Please send your completed hats to Kerry Oakley, Age UK Surrey, The Clockhouse Community Centre Chapel Lane, Milford GU8 5EZ. **Knitting patterns are available on our website or call 01483 503414.** A huge THANK YOU to all our wonderful knitters who have already donated hats.

### Hall Hunter Donation



We are very grateful to Hall Hunter Partnership for donating £500 towards our activities for people with any type of dementia diagnosis or mild cognitive impairment. The Hall Hunter Partnership's Tuesley Farm in Milford is within a mile of the Clockhouse community centre.



Turn your online shopping into everyday magic for Age UK Surrey with easyfundraising

Your shop, brands donate to us. It won't cost you any extra!



Scan this QR code and sign up today!



# WAYS TO SUPPORT US

Age UK Surrey is an independent local charity. We work for people over the age of 50 offering a wide range of services to help them make the most of life. We depend on donations and legacies to support our work in Surrey.

**You can donate via our website: <https://ageuksurrey.enthuse.com/profile> or by sending a cheque and completing the form below.**

Yes I would like to donate: £10  £15  £20  Other: £  to Age UK Surrey

Title  Name

Address

Postcode  Tel

Email

Signed  Date

**Using your personal information:** Age UK Surrey would like to keep you informed about our events, campaigns, services and ways you can support us and to send you our newsletter. Please tick the appropriate boxes to let us know how you would like to hear from us:

I would like to be updated by EMAIL

I would like to be updated by POST

If you have any questions on how your data is used and our Privacy Policy please visit our website: [www.ageuk.org.uk/surrey/help-page/privacy-policy/](http://www.ageuk.org.uk/surrey/help-page/privacy-policy/) or call us on **01483 503414**

## Boost your donation by 25p of Gift Aid for every £1 you donate:

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer.

## In order to Gift Aid your donation you must tick the box below:

Yes I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years to Age UK Surrey. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. Please notify us if you: want to cancel this declaration; change your name or home address; or no longer pay sufficient tax on your income and/or capital gains. If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code. *giftaid it*

**Leaving a gift in your Will.** Age UK Surrey is committed to being there for older people who need us. If you decide to leave a gift in your Will you will be supporting us to make life better for older people in Surrey.

Every single gift is vital and we appreciate any gift you may choose to leave us after taking care of your family and friends. Whatever the value of your gift, it will go a long way to help someone who needs us.

Having a Will and keeping it up-to-date helps ensure that your wishes can be respected and your property and assets benefit people and causes you really care about. We would always recommend that you speak to a qualified professional such as a solicitor, when making or amending your Will. Your solicitor will be able to advise you on the required wording to carry out your wishes. If you wish to leave a gift to Age UK Surrey in your Will, all you need is our charity details below:

**Age UK Surrey, The Clockhouse, Chapel Lane, Milford, GU8 5EZ Charity No: 1036450**

**If you have enjoyed reading News & More** and would be happy to receive it by **email** please contact: [fundraising@ageuksurrey.org.uk](mailto:fundraising@ageuksurrey.org.uk)

**Would you like to volunteer?** Most of our services are supported by volunteers; if you would like to get involved we would love to hear from you. Please email our Volunteer Manager for more information: [volunteer@ageuksurrey.org.uk](mailto:volunteer@ageuksurrey.org.uk)

Please complete and return this form with your cheque made payable to **Age UK Surrey** to the following address: Age UK Surrey, The Clockhouse, Chapel Lane, Milford, GU8 5EZ

