

AGE CONCERN EPSOM AND EWELL



Welcome to the ACEE Autumn / Winter BUMPER EDITION Newsletter



DORAH MAY HANCOCK
CHIEF OFFICER



MEET THE TRUSTEES
CHRISTINE CLEVELAND



2021 has been a challenging year for Age Concern Epsom & Ewell with fundraising still being impacted by the pandemic and with the demand for our services continuing to increase.

Our services are all up and running as usual now and our offices are open to visitors once again. It has been lovely to see clients come back to us for face-2-face appointments and for our office to be back at full capacity.

Our Men's Group have been busy with day trips and meals out and our Monthly Sunday Tea events started up again during the summer. We have vacancies for clients to attend our monthly Sunday Tea, so if you or someone you know would like to attend, please do get in contact with us on 01372 732 456. Assisted transport is also available for the Sunday Tea event on a first come first served basis and needs to be pre-arranged.

There has been so many events and activities taking place during the summer and early autumn which I am sure you will enjoy reading about as well as future events in this bumper edition newsletter.

Thank you for your ongoing support.

I am delighted to be a newly appointed Trustee for Age Concern Epsom and Ewell (ACEE).

As one of the local Residents Association Councillors for Ewell Village I am increasingly aware of how many older residents we have across the borough. Of course although we say 'age is just a number' and many of our older colleagues appear to be fit as a fiddle and require little support we do have a growing number of vulnerable older residents who really benefit from the extra valuable support that an organisation like ACEE is able to offer.

So what can I bring to the table? Well for the last 7 years I was the CEO of another Surrey based charity that supported Carers - Crossroads Care. I stepped down from that role last year and have now partially retired. I also have a background in education, health and social care so I hope I can offer some of that experience to support the vision and work of ACEE.

We certainly face some challenging times ahead but I am confident that with the incredible team at ACEE we can face the future with confidence that the good work already happening will continue and grow.



INFORMATION & ADVICE HELPDESK

Our Information & Advice helpdesk has been very busy during the pandemic, with the helpline being extended by an extra 3 hours every weekday during the height of lockdown. However, now that the government restrictions have been lifted, our offices at The Old Town Hall are open once again for face-to-face visitors, Monday - Friday between 9:30am until 1pm.

Our Information and Advice Officer Sue and her team of I&A volunteers are trained to assist our older community with a wide range of issues that affect those in later life.

If you or someone you know may need any information or advice, no matter how small, please call us on 01372 732 456.



FOOT CLINIC

With restrictions lifting and with people feeling more confident attending appointments, our Foot Clinic, based at the Community & Wellbeing Centre is getting busy again.

Due to demand, we have updated the days in which we will open our foot clinic.

Our new opening times are:

- Wednesday -All day
- Thursday - Morning appointments only

To find out more about our foot clinic, the services we provide and the fees, please contact our information and advice desk on 01372 747 077.



MEN'S GROUP



Our Men's Group Coordinator Dawn Ferris has been busy planning an array of activities and trips for our members to take part in. The men enjoyed a recent trip to Brooklands Museum, as well as a lovely meal out at The Cricketers. Future planned activities include a trip to the Cockney Museum in Stoneleigh and The Woodman in Ashted. Providing regular social activities for the older men within our community is very important and highly beneficial to those who take part. To find out more about the Men's Group or to register for future events please email dawn.ferris@ageconcernepsom.org.uk or call 01372 732 456.



HEARING AID BATTERIES

During lockdown, we were very busy providing hearing aid batteries for clients via post. However, with our offices now back open to the public, clients can now collect their FREE hearing aid batteries directly from us - appointments are not necessary.

Our opening times are Monday - Friday 9:30am - 1pm.



MEET SAL BACON HOME VISITOR

"I've volunteered for Age Concern Epsom & Ewell over the years, as part of their famous 'Fruit Machine' raising money at events and also manning the Grand Draw at Age Concern's 70th Golden Days Anniversary Festival celebrations. At the start of Covid, I helped the office by making many welfare calls to our clients, to make sure they were alright and had support, food and medication and knew our telephone number, in case they needed us for anything.

Since August 2020, I've been volunteering as a receptionist at the Age Concern Foot Clinic at The Community & Wellbeing Centre, which I have really enjoyed, particularly as it was one of the few opportunities I got to meet people during the pandemic - a win-win all round.

In fact, I enjoyed volunteering for Age Concern so much, I decided to apply for the staff role of Home Visitor, helping clients apply for Blue Badges and benefits such as Attendance Allowance, Pension Credit, Council Tax reductions, etc.

So far, it's been lots of fun, and not only do I get to meet our lovely clients, I also get to help them claim benefits which will make their lives easier, many of which are non-means tested. So, if you think I may be able to help you or you know of someone who may need our support, do telephone our head office on 01372 732 456 and I will arrange to visit you and assist with your applications.



VOLUNTEER INSIGHTS MEET BRIGID RYAN

"A few years ago, I was winding down a project at work so I had some time on my hands. I wanted to get to know more about Epsom and my community and so looked for local volunteering opportunities. Age Concern popped up in my search and after an interview with the Volunteer Coordinator, I became part of a truly wonderful team.

I didn't have a strong preference for a particular job, so I was loosely allocated to 'office duties'. I've had the opportunity to try my hand at all sorts of things in my two and a half years of volunteering: booking in and driving clients to medical appointments; working in the foot clinic at the Community & Wellbeing Centre, administrating the Will Writing service and managing the monthly Lottery Club.

Highlights for me have been driving people to get their covid vaccinations and shopping for isolating people during the first lockdown. I recently had my first baby and not only have I found incredible support from the ACEE team, but it's been so nice to be able to retain a bit of my former life by continuing with my voluntary work. I've made some great friends and can always be sure of a chat when I pop into the office."



New!

FEATURE BLOGS COMING TO OUR WEBSITE

New!

Age Concern Epsom & Ewell has some exciting news. From November, we will be sharing brand new blogs on our website covering a range of topics relevant to our community, our clients, our supporters and our donors.

To get the ball rolling we have 2 feature blogs from local business supporters, Aspen Wills & Protection and We Built Your Website. Both organisations have provided Age Concern Epsom & Ewell with their invaluable time and expertise for which we are forever grateful.

You can check out both full blogs on our website this month at

www.ageconcernepsom.org.uk/blogs. If you would like to write a blog for Age Concern

Epsom & Ewell or if you would like to suggest a topic, please email

info@ageconcernepsom.org.uk

LIANNE - ASPEN FINANCE

Meet Lianne.

Lianne is helping our Age Concern Epsom & Ewell community to write Wills & Powers of Attorney at affordable process with simple-to-complete packages



Our staff at Aspen Wills & Protection have over 26 years experience in Financial Services. We believe that too many people do not make a Will and we have created a robust Online Will Builder to change this. To make things even simpler for the Age Concern Epsom & Ewell community we create the Will with those that are nervous about using the Internet, printing & binding a legal Will all at an exceptionally low fixed cost of £49 per person.

To use our services, start here and scan our QR code below or contact Lianne today!

E: Lianne@aspenfs.co.uk

T: 0208 943 8121



HAYLEY LLAMBIAS - CO-FOUNDER OF WE BUILT YOUR WEBSITE

The internet can make life easier in many ways, catching up with family and friends, paying your bills, ordering the weekly food shop and even finding love, all in the comfort of your own home. However, it does also come with the risks of scams and fraud and a place for people to be taken advantage of due to the anonymity of the person sitting on the other end of the computer screen. Did you know, amongst children and teens being the most vulnerable online, the elderly are also becoming the ideal target for predators?

Many of us would be able to identify phishing scams, but for the elderly who are either new to the internet or don't use it as often, these scams can be very convincing. So, how can we keep our elderly relatives safe online?

- Create strong and unique passwords
- Add a two-step authentication to your accounts
- Always log out
- Make sure your Antivirus program is up to date
- Think before you post
- Ask for support
- Think before you act





FAREWELL MESSAGES

At the end of September, Mary Liszka, our Home Visitor retired after 17 years of service at Age Concern Epsom & Ewell. Many of our clients would have met Mary within the comfort of their own homes pre-pandemic, with some of them only having the pleasure of a telephone based appointment during the pandemic. Either way, the level of compassion and understanding that Mary displayed each and every day was second-to-none.

With Mary's help and guidance, Age Concern Epsom & Ewell were able to help thousands of people within our older community to live and remain as independent as possible, for as long as possible. We would like to wish Mary a very happy retirement and all the best for the next chapter of your life.



At the end of November we also say goodbye to Charlotte Hornblow our Fundraising and Marketing Coordinator. Charlotte has been with Age Concern Epsom & Ewell for over 2 years and has worked tirelessly to raise vital funds during the pandemic.

Charlotte is relocating to the Isle of Wight with her family at the end of November. We wish Charlotte and her family all the best with their move and all the best for her new role at the Mountbatten Hospice, Isle of Wight and can not wait for a few postcards.



CHANGES TO OUR DONATION PLATFORM



For the last 2 years, when our supporters wanted to donate online, they have done so via our Virgin Money Giving (VMG) page. A subsidiary of Virgin Money, VMG was created 12 years ago when Virgin Money began its sponsorship of the London Marathon. This year the sponsorship comes to an end. As a result VMG will stop operating on 30 November 2021 following the race in October.

What does this mean for Age Concern Epsom & Ewell and our future donors?

Fear not!! We are currently working with Donr, a new fundraising platform which we used last year to run our Text-to-Donate campaign, to create a brand new fundraising page by December 2021, with exciting new payment features meaning that you can process one-off donations via card, Apple Pay, Google Pay and PayPal, and regular donations via Direct Debit and mobile phone payment options to come in 2022. Until then, donations can still be made either via our website or by cash or over the telephone by calling 01372 732 456.

RECENT EVENTS

Snowdon Trek

On the 7th August 2021 – 8th August 2021 a team of Age Concern Epsom & Ewell fundraisers set off to explore the highest mountain in Wales and England by moonlight to raise vital funds for our charity!

Whilst most of us were tucked up nice and warm in our beds, our team of fundraisers, donning their waterproofs, made their way up, the longest path on Mount Snowdon. With less than 40 minutes remaining until they were due to reach the summit, at around 2400ft,



event organisers and the Llanberis Mountain Rescue Team made the heartbreaking, but sensible decision to call the event off. After hours of trekking, the team had to turn around and start heading back down the mountain, and within an instant, torrential rain and wind blasted them from every direction.

Age Concern Epsom & Ewell are very proud of our fundraisers for taking part in this challenge and know, without a doubt that, had the British weather not made conditions too dangerous to continue, they would have made it to the top.

We are delighted to announce that our amazing team of fundraisers raised a whopping **£3448**, which will help to make a difference within our local older community, here is Epsom & Ewell.

Thank you to our team of fundraising heroes James Ambrose, Alex Warsop, Rosie Hobbs, Carly Catling, Dawn Coller and Charlotte Hornblow.

Age Concern Epsom & Ewell would also like to thank our local business supporters, who sponsored our Snowdon at Night Trek: The Family Building Society, Eastop-Scopes Virtual Assistants, Epsom & Ewell Families, All Things Nice, We Built Your Website, ALTetude French Tutoring, Anytime Fitness Epsom, Health Choice Zinzino, A-Z Business Coaching, GK Electrical Solutions and Surrey Accountancy.

If you would like to take part in a challenge event on behalf of Age Concern Epsom & Ewell, then we would love to hear from you. Fancy a trek, a skydive or a parachute jump? Whatever your challenge event looks like - we can support you with it. Please email us at charlotte.hornblow@ageconcernepsom.org.uk and provide us with details of your event!



RECENT EVENTS

Volunteer's Thank You Event 2021

On Sunday 29th August, we hosted our first volunteer party in nearly 2 years at Horton Golf Park.

At this year's event, we really wanted to say thank you to all of our volunteers for all of their hard work and dedication, especially during the pandemic.

Our volunteers were joined by The Mayor and Mayoress of Epsom & Ewell, Age Concern Epsom & Ewell Staff and a few of our borough's Councillors.

We wanted to take this opportunity to say thank you to our event funders Virgin Media O2 and Epsom & Ewell Borough Councillors Eber Kington, John Beckett and Steven McCormick. Without their contributions, our event would not have been the success that it was.

Another very special thank you to Hallways Residential Estate Agents who supplied our delicious cupcakes, which seemed to disappear very quickly.

For those of our volunteers who were unable to make it this time around, fear not! We would love to see you at our next volunteers function.

To keep up-to-date with our volunteer events and general ACEE news, please sign up to our newsletter at www.ageconcernepsom.org.uk.



RECENT EVENTS

Grow Your Business Show 2021



This year we were chosen to be the Grow Your Business Show's first ever Charity of Choice. The Grow Your Business Show is a Surrey based Business Exhibition held at Epsom Downs Racecourse. We were able to meet with other local organisations and educate them on who Age Concern Epsom & Ewell are, and what we do. It was a great day, and we have gained many local business supporters as a result! #supportlocal

Charity Curry Night 2021

On Tuesday 28th September we held our annual charity curry night at Tamarind Spice, West Ewell – and what a night it was! The atmosphere was amazing.

Together we raised a WHOPPING **£1151.73**, which will make a huge and genuine difference to our older community.

A huge thanks goes out to all of our supporters who provided our raffle prizes on the night and a special thanks goes to the organisations that provided our top 3 raffle prizes: The Family Building Society, Epsom Playhouse and GoBoat Kingston



Community Fundraising Nights



Our amazing community supporters are continuing to find new and fun ways to raise awareness and funds for Age Concern Epsom & Ewell. Last month a group of local business owners who enjoyed their time at our charity curry night, decided that they would host their own fancy dress party and raise funds on our behalf. Thank you to Devenia from Epsom & Ewell Families, James from Bramptons Chartered Surveyors and Valuers, Gabrielle from Utility Warehouse, Nicola from Ms Tidy Owl and Michael from Aspen Finance for raising £100 at their 80's themed party - You all look amazing!!!!

If you fancy hosting your very own fundraising party, we would love to hear from you - please email charlotte.hornblow@ageconcernepsom.org.uk

UPCOMING EVENTS

FESTIVE KNITTING APPEAL

After the success of our Easter Chick Knitting Appeal, we are running a Festive Knitting Appeal for Christmas 2021.

Help Age Concern Epsom & Ewell to raise vital funds by dusting off those knitting needles and creating one or more of these amazing knitted Christmas Pudding chocolate orange covers.

We will be selling these knitted creations to raise vital funds for our charity every Tuesday in December before Christmas at our stall in the Epsom Marketplace.

All knitted creations should be sent to Age Concern Epsom & Ewell, The Old Town Hall, The Parade, Epsom, Surrey, KT18 5AG by Tuesday 30th November.

FESTIVE KNITTING APPEAL



If you would like to support our Festive Knitting Appeal, but can not knit, you can support us by providing the Chocolate Oranges to go into our knitted creations. Donated chocolates can be delivered to the same address.

ROTARY CHRISTMAS COLLECTION



On the 6th and 7th of December, we will be touring the streets of Epsom & Ewell with The Rotary Club of Ewell and their festive trailer and Santa, collecting donations for local charities, including Age Concern Epsom & Ewell.

We are looking for 10 festive volunteers to help us on the 7th December, helping to raise funds and to help spread some festive cheer. It will be dark and possibly cold and wet, so sensible shoes and a headtorch would be advisable.

If you would like to volunteer for this event, please do get in contact by emailing dawn.collier@ageconcernepsom.org.uk.

We will be informed of our selected routes by the Rotary Club of Ewell shortly and will let our volunteers know these details closer to time.

Festive fancy dress is optional!



CHRISTMAS CAMPAIGN 2021



Many older people will feel alone this Christmas!
But you can help change that!

To donate to our Christmas Campaign please visit ageconcernepsom.org.uk



This year, Age Concern Epsom & Ewell are focusing on highlighting the impact of loneliness amongst the older community. For many of the members of our older community, loneliness is not just something that happens at Christmas, it is sadly a way of life - **Every. Single. Day.**

The festive period is a reminder to many, that they are lonely and that they cannot escape the feeling of loneliness. Help us to tackle the issue of loneliness within the older community all-year-round and support our 2021 Christmas Campaign. You can donate to our campaign from December 1st via our website, or call 01372 732 456 for alternative ways to donate.

Your kind gift this Christmas could

£10	£30	£50
Support Volunteer Befrienders	Support our Home Visitor	Support Volunteer Recruitment
£10 could provide our Volunteer Befrienders with training and support	£30 could provide our Home Visitor with the essential resources to carry out Home Visits	£50 could help fund the recruitment, training and DBS check of each volunteer

OTHER WAYS TO SUPPORT AGE CONCERN EPSOM & EWELL ONLINE

Amazon Smile

smile.amazon.co.uk

MOVE TO SMILE.AMAZON
* **NO CHANGE FOR YOU**
* **BIG CHANGE FOR US**

It's really, really easy - swop to Amazon Smile - no need to re-register or re-enter details - in fact nothing changes apart from the address you use to access Amazon. Select us as your charity and Amazon give us a % of your spending.
THANK YOU

Age Concern Epsom & Ewell
HELPING OLDER PEOPLE FEEL LESS ALONE
Registered Charity 1139652

Do you ever order goods via Amazon? Did you know that ordering your goods via AmazonSmile means that Amazon donates 0.5% of the net purchase price (excluding VAT, returns and shipping fees) of eligible purchases to the charitable organisation of your choice - us!

You do not pay any more for your shopping and you do not have to re-register. A simple click of a button and you can help Age Concern Epsom & Ewell receive donations via Amazon.

The Giving Machine



You can now generate free donations for Age Concern Epsom & Ewell every time you shop online via The Giving Machine.

Before you start ordering your Christmas presents online, please consider signing up to The Giving Machine and browse the huge range of shops that are participating.

To raise funds for Age Concern Epsom & Ewell at no extra cost to you, simply add our quick sign up code: **266605** when you register.

To find out more about both Amazon Smile and The Giving Machine please visit <https://ageconcernepsom.org.uk/get-involved/fundraise/easy-ways-to-fundraise/>



JOIN OUR MONTHLY LOTTERY



Our Lottery Club is a fabulous fundraising activity that gives **YOU** the opportunity to win cash prizes every month.

40% of all money raised is paid out in prizes and
60% supports our work in the community.

For as little as £2 per month, you can help to support our work within the community and be in with a chance to win one of 3 cash prizes each month.

Below is a breakdown of fees for both monthly and annual payment options.

Remember - You have got to be in it, to win it!

We are hoping to make it easier for our supporters to join our lottery club in 2022, with a simple direct debit set up option. To find out more about this, please email info@ageconcernepsom.org.uk.

Number of entries	Monthly Standing Order	Annual Standing Order
1	£2	£24
2	£4	£48
3	£6	£72
4	£8	£96
5	£10	£120
6	£12	£144

LOTTERY RESULTS

Our winners are drawn each month at random and we award 1st, 2nd and 3rd prizes.

The more entries we have, the bigger the prize pot.

Check out our lucky winners from June, July and August. Well done to all of our winners and thank you for your ongoing support.

JUNE WINNERS

1st prize – Roy Hayman - £56.80
2nd Prize – Lyn Adams - £35.50
3rd Prize – Helen Quaiffe - £21.30

JULY WINNERS:

1st Prize - Maragret Biggart - £58.00
2nd Prize – Geoff Thompson - £36.25
3rd Prize – Helen Foote - £21.75

AUGUST WINNERS

1st Prize – Breeda Walsh - £58.00
2nd Prize – Patricia Pither - £36.25
3rd Prize – Alan Carlson - £21.75

To find out how to join our monthly lottery club, visit www.ageconcernepsom.org.uk/donations/join-our-monthly-lottery-club/ and download a registration form or call 01372 732 451 for more information.

CURRENT VOLUNTEER VACANCIES



DO YOU DRIVE?

We are in need of Volunteer drivers to join our team! If you have a few hours a week to drive our older clients to and from a medical appointment or once a month to drive our clients to and from our monthly Sunday Tea event, we would love to talk to you. Call 01372732458 or email dawn.collier@ageconcernepsom.org.uk for more details.

Sign up to our newsletter via our website

CAN YOU COMPLETE THIS WORDSEARCH?

Winter Wonderland

W	I	C	G	N	I	T	A	K	S	T	R	Z	D
N	D	N	A	L	R	E	D	N	O	W	D	C	L
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- NIPPY
- SNOWBALL
- HOT CHOCOLATE
- SNOWFLAKE
- FROSTY
- ICICLE
- SKATING
- WONDERLAND
- SLEDDING
- FROZEN
- BLIZZARD
- SKIING
- SNOWFALL
- GLISTEN
- WINTER



CONTACT US

01372 732 456

info@ageconcernepsom.org.uk

The Old Town Hall, The Parade,

Epsom, KT18 5AG

Registered Charity Number: 1139652



NOTES



A large sheet of cream-colored paper with a scalloped bottom edge, featuring horizontal lines for writing. The lines are organized into sections by red lines, with two dark blue lines between each red line. The paper is held in place by a paperclip at the top left.