

### Charity Shops and Information Hubs:

We have now opened our new Charity shop in Salisbury. We were delighted to have the Older People's Champion for Salisbury, Irene Kohler, cutting the ribbon for us. Our shop is also an Information & Advice hub, offering the opportunity for older residents to have accessible, face-to-face advice, by an arranged appointment. Leaflets about a range of issues affecting older people and our services are available in the shop. Our Information & Advice service offers a free quality accredited information & advice service for older people, their families, and their carers. They cover a wide range of issues affecting older people, including welfare benefits and money, care and support, housing options, local services, and later life planning.

We are looking to open other shops, with information points across the county, including in Marlborough and Devizes, so watch this space! If anyone would like to get in touch or is aware of a need arising in their area, please do get in touch and we may be able to explore this.



There is information on how to make donations on our website: [Age UK Wiltshire | Charity Shops](#)

### Fitness and Friendship:

Our Fitness & Friendship classes are ever popular and growing, with 17 clubs across the county, including some new clubs within sheltered housing schemes. These clubs provide seated exercise and activities. Members value the clubs as important places to make friends and connections which in turn reduces feelings of loneliness and isolation. The clubs are supported by 47 volunteers, many of whom started as members. A list of clubs is available on our website: [Fitness & Friendship Clubs | Age UK Wiltshire](#).

### Meals+:

Our Meals+ service is a service that provides a visit to an older person and the delivery of a hot meal. It is a lunchtime delivery all year round, apart from Christmas day. Our drivers have a conversation with the older person and conduct a welfare check as a part of every visit. Often the driver will be the only person they see all day. We continue to receive positive feedback on this service, and the peace of mind that it provides to relatives/carers, as below.

*"You are absolutely fab and I cannot thank you enough for the way you look after my Mum!"*

## **Neighbourhood Collaboratives/Health:**

Our Chief Executive, Sarah Cardy, is the voluntary sector representative on the Wiltshire Health & Wellbeing Board, and Age UK Wiltshire are involved with various ICA workstreams. We are part of the Neighbourhood Collaborative Pathfinder work in Melksham and have also been involved with work to improve the hospital discharge process. As an organisation we often speak to older people who have insight into how this process could be better, from lived experience.

We believe that co-production and lived experience insight are integral to shaping future service provision.

Our latest newsletter can be found here - <https://www.ageuk.org.uk/bp-assets/globalassets/wiltshire/about-us/november-external-newsletter.pdf>. Please email [jasmine.forbes-lumby@ageukwiltshire.org.uk](mailto:jasmine.forbes-lumby@ageukwiltshire.org.uk) to be added to the mailing list.