

## AGE UK WILTSHIRE

## News and Views

**CEO Message - Providing Support, Encouraging Independence**

Welcome to the fifth edition of our external newsletter. Sarah Cardy, CEO, gives an update on our services.

“Nothing stands still for long in Age UK Wiltshire. We are continuing to find new ways to deliver services and strengthen our income to ensure we are a sustainable charity.

Having opened our Salisbury charity shop with an information point at the end of last year, it has been fantastic to open in two further locations in Bradford on Avon and Marlborough. You can read more about these brilliant shops and information points on page 3 of this newsletter. We are working hard behind the scenes on our next location, so watch this space.

Since our last newsletter I am delighted to announce our new partnership with working in partnership with Community First, Alzheimer’s Support, Wiltshire Service Users Network, Citizens Advice Wiltshire and Wessex Community Action, under the umbrella, ‘Carers Together Wiltshire’. This partnership will allow us to provide tailored support to the thousands of unpaid carers across Wiltshire.

There are currently thousands of people identified as unpaid carers in Wiltshire, we wish to ensure that these individuals can achieve a healthy balance between their caring responsibilities and their own interests and wellbeing.”

You can find out more about Carers Together Wiltshire on page 6 of this newsletter.

Newsletter  
Highlights

CEO Message

Let's Talk About: Offline  
and Overlooked

Charity Shops

Organisation News and  
Updates

Carers Together Wiltshire

Meet the Trustee

Join our team - vacancies

Follow us on [Facebook](#)@[AgeUKWiltshire](#)@[AgeUKWiltshire](#)Visit our [website](#)

## Let's talk about: Offline and Overlooked – Age UK's new report on Digital Exclusion

Age UK has released a new report – 'Offline and Overlooked – Digital Exclusion and its impact on older people' – written to continue raising awareness of digital exclusion with MPs, local councils and service providers.

Age UK has been campaigning to highlight the impact on older people that the rush to go digital is having.

The report sets out how prioritising digital routes to accessing essential services like banking, NHS and GP appointments, parking, local council services and social security is disproportionately impacting older people. It highlights the important support being provided by local Age UKs to increase digital skills.

The report highlights that:

- 4.7 million people aged 65+ don't have the basic skills needed to use the internet successfully.
- 2.3 million people aged 65+ don't use the internet at all.
- 3.3 million people aged 65+ don't use a smartphone.

The report's recommendations are:

- All public services must offer and promote an affordable, easy to access, offline way of reaching and using them.
- The Government must make sure local government receives enough funding to provide offline services.
- More funding and support provided to enable people who are not internet users, but would like to be, to get online.
- The Government should lead on the development of a long-term, fully-funded national Digital Inclusion Strategy.
- The Government should change the law to require banks to maintain face-to-face services.
- Banks must accelerate the roll-out of Shared Banking Hubs.

To find out more, or to see how you can get involved, read more [here](#).

## News and updates.

### Charity Shops and Information Points

Following the success of our Salisbury Shop with Information Point, which opened in December, we have now opened in Bradford on Avon and Marlborough! Our charity shops are not just a retail space, but a place for people to come to us for information, help and access to advice.

These locations can only work with the support of our amazing volunteers and with the generous donations received. Each donation made, and purchase bought makes a real difference in the lives of older people living in Wiltshire.

Our shops are looking for more donations of clean, secondhand clothing and quality homeware.

What can you donate?

#### Clothes

Good quality and clean:

- Men's clothes
- Woman's clothes
- Kid's clothes
- Bags
- Shoes (paired)
- Jewellery
- Accessories

#### Homeware

In good condition:

- Vases, ornaments, glassware
- Soft furnishings (if new)
- Small pieces of furniture
- Toys and games
- Books



**“Supporting an Older Person, One Donation at a Time”**

## Organisation News and Updates: Living Well

Through our Living Well service we have a team of Age UK Wiltshire staff, based within GP surgeries, providing a wide range of support to older patients. Alongside visiting people at home, we also go to local events spreading the news of our services.

On social prescribing day, the Living Well team visited Chippenham Community Hub to raise awareness in the community about the work of social prescribers. Information was shared about social groups, support services and relevant benefits.

The team had a mixture of people stop by from professionals, parliamentary candidates, and patients from the local surgeries. .



**“Age UK have been brilliant, you've done so much for me, I don't know what I'd have done without you.”**

## Organisation News and Updates:

Our 'Wellbeing Checks with Meals' service is much more than just a hot meal delivered to your door, it is also:

- ✓ A wellbeing check for an older relative
- ✓ Peace of mind for a relative or carer
- ✓ The ability to remain independent, at home

"Thank you again for everything you do, your drivers are amazing, and it is because of you that mum can stay in her own home. So it is such a gift for us, thank you."

# Socials

You can stay up to date with our latest news by following our social media accounts:



<https://www.facebook.com/ageukwiltshire/>



<https://twitter.com/AgeUKWiltshire>



<https://www.instagram.com/ageukwiltshire/>

Following our accounts and engaging with what is shared is a fantastic free way to help increase the reach of our services.

## Organisation News and Updates:



Age UK Wiltshire is working in partnership with Community First, Alzheimer's Support, Wiltshire Service Users Network, Citizens Advice Wiltshire and Wessex Community Action, under the umbrella, 'Carers Together Wiltshire'.

This partnership will allow us to provide tailored support to the thousands of unpaid carers across Wiltshire.

There are currently thousands of people identified as unpaid carers in Wiltshire, we wish to ensure that these individuals can achieve a healthy balance between their caring responsibilities and their own interests and wellbeing. Caring for another person can be challenging. We work closely with Wiltshire Council to offer Carers Assessments, to enable unpaid carers to take regular time away from their caring responsibilities, and we also offer practical and emotional support.

We will work together with our partnership organisations to provide support to individuals providing informal unpaid care to another person through a range of support services.

We can provide:

- Activities
- Carer breaks
- Information
- Advice
- Information of Carer ID cards
- Counselling
- Coaching
- Training and support (including peer-support) for carers.

We are here to support carers, offer a listening ear and practical help and support. You can contact us on 01380 710300 or email

[enquiries@carerstogetherwiltshire.org.uk](mailto:enquiries@carerstogetherwiltshire.org.uk)

## Organisation News and Updates: Fitness & Friendship

Our Fitness & Friendship Clubs are social clubs for older people with an emphasis on keeping active.

Sessions include gentle exercises, games, quizzes, Tai Chi, with plenty of time for a friendly chat over refreshments.

Our brand-new Fitness & Friendship Club has opened in Devizes at Northgate Gardens Retirement Housing and meets alternate Wednesday's 10.30am-12.30pm.

To find out more, you can contact: [fitnessandfriendship@ageukwiltshire.org.uk](mailto:fitnessandfriendship@ageukwiltshire.org.uk)

### Happy birthday George!

George, a member of our Salisbury Fitness & Friendship Club, recently celebrated his 100th birthday with the club!



### Information & Advice

Information & Advice received an exciting visit from some of Age UK National staff working on the Building Resilience project. They visited the team in Salisbury to see how they operate, as well as taking the opportunity to chat with volunteers and staff about the service. They were very complimentary and could see how much everyone put into the service.

## Organisation News and Updates: Local Energy Grant



### Local energy Grant

**Could you be entitled to £100s off your fuel bills?**

#### **£200 Wiltshire Energy Grant**

**You could be eligible if you:**

- **Are over State Pension age**
- **Receive a means-tested benefit (core) or income below £366pw (single) person) / £527pw (couple or household) (discretionary)**
- **Worry about the cost of heating**

**We also advise on other benefits and schemes**

**Contact Age UK Wiltshire**

**0808 196 2424**

**[www.ageukwiltshire.org.uk](http://www.ageukwiltshire.org.uk)**



[www.ageukwiltshire.org.uk](http://www.ageukwiltshire.org.uk)



Registered Charity No. 800912

## Organisation News and Updates: Padwell Road Day Centre

Padwell Road Day Centre recently celebrated its 40th Birthday!

A fantastic time was had by all.



With plants kindly donated by B&Q, Padwell Day Centre guests were able to start potting. The plants are now in the Day Centre Garden and we are delighted to share that the strawberry plants are coming along brilliantly!



## Organisation News and Updates: Supportive Independence



# Supportive Independence

more connected more resilient more mobile

We can provide information, guidance and support to help older people in Swindon stay active and connected.

Would you be interested in discovering local events and socialising?

Do you feel a bit unsteady on your feet and would like to know how you can prevent falls?

Do you feel, with a little support, you could be more active?

Want to make sure you are getting all the income you're entitled to?

Struggling to get around town?

Interested in learning about aids and adaptations to make your home more comfortable?



If you answered "YES" to any of these, feel free to get in touch with Dani Gibbs at 07933513209 for a friendly chat.

## Organisation News and Updates: Melksham Community Support

The Melksham Community Support service is commissioned by Melksham Town Council and Melksham Without Parish Council, to improve the wellbeing of older people living in the area, by offering support, access to information and practical help.

Funding for the second year of the project has recently been confirmed and we're busy promoting the support we can offer.

### Melksham Community Support

- Would you like to go out and socialise if you had some information about what's going on, or someone to go along with?
- Do you feel, with a little support, you could be more active?
- Would you like to check you're receiving all the income you're entitled to?
- Do you find it difficult to get the things you need from the shops or chemist?
- Would you like information about aids and adaptations for your home?
- Maybe you just need a few things sorting at home to make it a happier place to be?

If you said YES to any of these, and would like to discuss a home visit, please call 01225 809265.



## Organisation News and Updates:

### Meet the trustee



Working hard behind the scenes are our amazing Trustee Board who provide a strategic lead and oversight for the direction of Age UK Wiltshire.

Chair of our Trustee board is Richard Purchase and we thought this newsletter was a perfect opportunity to find out a bit more about him.

1. Why did you decide to become a trustee of Age UK Wiltshire?

“I applied for the role as Chair and went through a rigorous selection process! Professionally I have worked in health and through my companies' provided services to the health, housing and social care sectors. It made sense therefore to continue supporting an organisation whose services are already great but could become more widely available utilising my commercial skills to help others.”

2. What difference do you feel the charity is making?

“In the last two years, and with a new strategic plan, we have seen growth and expansion with more people able to access our services whilst at the same time we have been striving to become more financially self-sufficient.”

3. What are you most excited about for the charity?

“ We have a fantastic and forward thinking Exec Team led by a brilliant Chief Executive - there will be increasing need for our services as the population ages, other charities falter and government/council requirements expand. We are very well placed and are excited to step into this space.”

4. Outside of your role with our charity, what do you enjoy doing in your free time?

“I have a number of commercial interests; however, I am a great rugby supporter, Vice Chair of Marlborough RFC, I play golf badly, have young grandchildren and I enjoy travel.”

5. What book, film, or song has had a significant impact on you and why?

“I am not sure you can pick one and it becomes an accumulation of experiences over the years. However I would encourage everyone in business to read the books by Michael Heppell and particularly "How to be Brilliant" - he has other books and all are worth a read!”

## Join our team

Age UK Wiltshire is a local independent charity with around 60 members of staff, mostly part-time. We help over 1500 local older people every year, offering activities, events, social contact and information. It's a great place to work if you really want to make a difference in people's lives.

Our website is regularly updated with all of our latest vacancies.



You can find out more [here](#)

## Volunteer with us

We rely on volunteers to support the services we deliver. We welcome applications and support from all parts of the community and will work with people so they get the best experience possible from working with us.



If you are ready to volunteer with us then the first step is to read about our volunteer roles on our [website](#) and complete our application form. This is how we first get to know you and understand what you want to get out of volunteering.

Visit our website for more information about our services  
[www.ageukwiltshire.org.uk](http://www.ageukwiltshire.org.uk)  
[www.ageuk.org.uk/southampton/](http://www.ageuk.org.uk/southampton/)