

@N Volunteer News

New Year 2020

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age connects
cardiff & the vale.



Dear Volunteers

Welcome to the first edition of Volunteer News for 2020.

I cannot believe we are looking back on the holiday period already. Where has the time gone?

I do hope you are all keeping well and did not get too stressed with the festive preparations.

I think it is a good time to reflect on the past year and look at all the things we have achieved both personally and collectively-

The continuing good work that you all do for the charity.

The fundraising events/collections throughout the year which you have supported.

Promoting our profile via social media and word of mouth.

Taking part in Engagement work to look at ways in which we can sustain our presence.

Age Connects thanks you for any contribution you make now and in the future.

With all best wishes for the coming months and many thanks for your continued support.

Joanne King

Volunteer Development Officer

joanne.king@ageconnectscardiff.org.uk 029 2240 0030

I am always happy to include articles from yourselves or information of interest that you may want to share with others.

Volunteer Story



Angharad Evans

Did you know over half of people over the age of 75 live alone in the UK? 75,000 people in Wales have admitted to often or even always feeling lonely. There are over 3 million people here in Wales, yet there are people amongst us who feel completely alone.

This issue struck a chord with BIC's Project Co-ordinator, Angharad and consequently encouraged her to see what she could do to give back to the community. Angharad explains why volunteering is important to her:

"This month I will be celebrating two years as a volunteer. I say 'celebrating' because it has really been one of the most enriching experiences of my life. I was prompted to look in to volunteering by a radio feature I heard which highlighted the high number of elderly people in the UK suffering with loneliness. I use the word suffer because loneliness can be as harmful for our health as smoking 15 cigarettes a day! It broke my heart to think of an elderly person in my community who might be feeling like this so I looked into what kind of schemes are in my area.

I came across a 'befriending' scheme run by the charity Age Connects Cardiff & The Vale. This sounded just what I was looking for. My role as a befriender would be to visit an elderly person once a week for a cuppa and a chat to keep them company.

As my colleagues will vouch, I can talk for Wales, so when I met my new friend we were chatting away happily in no time. My new friend, Pearl* is in her mid-eighties and because of her arthritis is pretty much housebound, only getting out on rare occasions for hospital appointments. Sometimes I am the only person she has seen in days. Mostly we sit in front of her fire chatting whilst sipping tea, and she always makes sure she has a supply of Welsh cakes from Cardiff Market for me, I'm easily bought! Sometimes I help her with little jobs around the house, fixing a broken blind or I give her information on paying bills, now that she can't get to the Post Office to pay them. Age Connects are always on hand if I have any queries, need advice or more training, and I write a monthly report for my Volunteer Manager. Luckily, BIC have also been very supportive of my volunteering, offering flexibility when needed, which is very helpful.

We all lead increasingly busy lives these days, and as a single mum to two boys and working full time I often feel like I'm chasing my tail! However, when I knock on Pearl's door and she opens it and sees me standing there, her face lights up. It is 100% worth making the time to visit just for that. I often can't get back out of the front door either because she is so busy thanking me for visiting her and telling me how much she loves our chats. I tell her every time, but I know that she doesn't hear me, the pleasure really is all mine."

*Not her real name

Fundraising 2019

Once again our volunteers have done us proud!

In November and December 2019 we held our very successful Quiz & Curry Nights, Gala Dinner and three bucket collections at Tesco, Western Avenue, Cardiff Central Station and Morrisons, Cardiff Bay. All of these fundraising events were, as always, supported by our much valued volunteers and **raised £6,000** to support our vital work.

Karen Steele, Marketing and Partnerships Manager stresses:

“We are so grateful for the support shown by our volunteers and supporters.

It makes such an amazing difference to us and we strive to ensure that every one of our volunteers knows how much we appreciate them and finds our partnership mutually rewarding. We are always looking to work even more closely with our existing volunteers and to attracting new volunteers and have a range of events and activities planned for 2020.”

Would you like to be part of our exciting new volunteer led fundraising group?

If so, don't miss out – plans are underway to establish this new group early in 2020.

For more information or to express an interest **contact Marketing Assistant:**

Claire Sanders on

07964 974404 or email claire.sanders@ageconnectscardiff.org.uk

Our 2020 events programme includes:

Six Nations Rugby Fundraisers at the Sandringham Hotel

22nd February - Wales V France. KO: 4:45pm

14th March – Wales v Scotland. KO: 2:15pm

For just £30 we are offering rugby fans the opportunity to come along to our exclusive function room at the Sandringham Hotel. Watch the games on a big screen on these prime match days where you don't need to queue for hours at the bar. Included in the price will be a hot meal before the match and a cold buffet afterwards. It's a great deal! The bar will be offering reasonably priced drinks until late on both days where guests can stay and watch all games shown in a comfortable exclusive room right in the heart of the city.

Join the Age Connects Running Teams for 2020!

Cardiff Bay 10K— 29th March 2020

Cardiff 10K— 6th September 2020

Cardiff Half Marathon— 4th October 2020

Feel like you need to kick start your New Year with a challenge?!

Why not start training and join the Age Connects **Cardiff Bay 10K, Cardiff 10K and Cardiff Half Marathon** teams?

We are asking our runners to register for this race via the race websites directly.

To show our appreciation that you have chosen to run in support and fundraise for the work of Age Connects Cardiff and the Vale, we will be supplying all our team runners with a branded running top, fundraising pack (hard copy and online) and support throughout the lead up and on the day of the events.

March 2020: Pudding Club.

Eat cake and raise money for charity!

An indulgent evening of pudding paradise... You will start with a delicious main course before plunging in to the delightful desserts! Portions for the main course are smaller than normal to allow you to indulge in the wide selection of puddings available! There will also be drinks, a cash bar and a raffle to take part in.

Central Cardiff location TBC. Please register your interest.

May 2020: Quiz and Curry Nights

This popular fundraiser returns with Quizmaster Dawn! These events are always a sell out so register your interest now!

September 2020: Trekfest

Take on the TrekFest challenge, **19th September 2020** – choose your distance and make every step count! With **25km and 50km** routes to choose from, whether you walk, jog, or even run you'll be challenging yourself in one of the UK's most beautiful national parks – the **Brecon Beacons**, South Wales.

November 2020: Quiz and Curry Nights

This popular fundraiser returns with Quizmaster Dawn! These events are always a sell out so register your interest now!

December 2020: Gala Dinner

Dinner, drinks, DJ and dancing... An auction and games – a fabulously fun night and all for a good cause. Why not make this your Christmas party?! Book now. Job done! **£50 per person** to include all the above. **Table discounts available.**

Please get in touch if you are interested in any of our forthcoming events...

Contact Karen Steele on:

02920 683604 or email karen.steele@ageconnectscardiff.org.uk to find out more!

By 2022, 1 in 3 workers in Wales will be over 50. Business in the Community

Cymru wants to encourage and support businesses to build age-inclusive workplaces where older employees can thrive. They have formed a partnership with **Age Cymru** to support employers and their staff through the **Age at Work programme** funded by the **National Lottery Community Fund**.

Age at Work will work with employers to develop a more age-inclusive workplace and understand the benefits of an intergenerational workforce. By supporting older people (aged 50+) to remain or return to work by delivering mid-career reviews, the programme is helping them to earn, stay connected and develop new skills. A **mid-career review** provides the opportunity for you to reflect about key areas of your life including career, finance, health & wellbeing and work-life balance and consider informed choices to plan for later life.

Age at Work Programme Manager Jill Salter said:

“Wales’ future workforce is going to be an older workforce - and we need to be prepared for this. We must create positive perceptions of older workers and the value they bring to the workplace with their experience and expertise.

It makes financial and social sense to recruit, develop and nurture older workers – and all responsible businesses need to ensure that they know how to maximise their potential.

The mid-career reviews are great tool to help older workers to take stock of where they are now, where they want to be and take action to plan for the future. Get in touch with us if you’d like to know more.

“**BITC Cymru** is proud to be a part of the **Age at Work programme in Wales**”.

For further information or to share any positive stories of older workers please contact jill.salter@bitc.org.uk /029 2078 0061.



Mid-life Review Workshops

Date: Tuesday 14 January 2020 (09:30 – 12:30) OR Tuesday 11 February 2020 (14:00 – 17:00) OR Wednesday 11 March 2020 (09:30 – 12:30) OR Thursday 2 April 2020 (14:00 – 17:00)

Location: BITC Cymru, 2nd floor 33-35 Cathedral Road, Cardiff CF11 9HB

The Age at Work Programme in Wales, delivered by Business in the Community, supports older people (aged 50+) to remain or return to work, to stay connected, develop new skills, continue to earn and have a fuller working life.

More than 50% of us haven't thought much about our hopes or ambitions for life after 60. Yet a high sense of control over this life transition results in better outcomes once in retirement

The **mid-life review** provides an opportunity for you to reflect and take stock of where you are, where you'd like to be and what steps you can start to take to plan for the later life you want. It provides an overview of four key areas to help you consider informed choices for your future regarding your **career, health & wellbeing, finance and work-life balance**. You must be aged 50+ and either in employment or actively seeking employment to participate.

Some of the **benefits** of undertaking a mid-life can include:

- Opportunity to reflect and consider what you want and need for the future
- Better informed on where to get guidance on relevant topics
- Increased resilience
- More confidence regarding your transferrable skills and abilities
- Help to improve your health and wellbeing
- Enhanced confidence to focus and make changes



[Click Here to book your space for Mid-life review session.](#) Or to find out more, contact Jill Salter, Age at Work Programme Manager, BITC Cymru on 029 2078 0061 or email jill.salter@bitc.org.uk.



Joanne King (Volunteer Development Officer) and Angela Jones (Volunteer Manager)

Jo and Angela were invited to the Sherman Theatre for a showing of The Yalta Game by Brian Friel which was very similar to Brief Encounter- If anyone is old enough to remember that!!!

Prior to the showing there were stalls in the foyer where older people could come and have a chat about our Projects and Services and how volunteering works.

There was a lot of activity and we spoke with lots of people who took an interest in what we provide.

We have a mutual interest in the Sherman 5 productions as they specifically support people to access the theatre and can provide transport in some cases. Community engagement is very important to everyone's health and wellbeing.



The Silverline Charity

The charity was founded by Dame Esther Rantzen in 2013 to provide companionship.

1.2 million older people in Britain are thought to be struggling with loneliness and isolation.

5 million older people consider television as their main form of company.

90% of callers live alone and more than half say they have no one else to talk to.

The number of elderly isolated people in Britain is predicted to rise to **2 million by 2026**.

The Silver Line recently joined forces with Age UK and now receives **10,500** calls per week with almost **70%** made at night and weekends.

“There’s a difference between being lonely and being alone”

“Loneliness is about loss; it can be the loss of your husband, your house, your freedom”

“You’ve got to look at the word loneliness, lift it up and see what’s underneath”

“Loneliness covers so many other emotions like grief, fear, despair”

As a local charity we ensure that our clients have access to the Silverline number if they want it.

It is important that this issue is addressed not only at a local but also at a national level as

The Campaign to End Loneliness is everyone’s concern.

Details for The Silverline are below:

0800 4 70 80 90

thesilverline.org.uk

Clients can self refer or you can support them to do this with consent.

Age Connects Cardiff and the Vale staff and volunteers work hard towards making the issue of loneliness visible and manageable-thank you.

Key Information about Veterans and the Armed Forces Community

What is the Armed Forces Community?

Those serving and who have ever served in HM Armed Forces and Reserve Forces.

This extends to the dependents of Serving and ex-Service personnel including spouses, civil partners and children; this definition can be extended to unmarried partners, parents, other family members and non-family members where they have taken on caring responsibilities for a seriously injured Serviceman or woman, or for the child of a deceased Serviceman or woman.

What is a Veteran in the UK?

A Veteran is defined by the Ministry of Defence (MOD) as a person who has served for at least one day in her Majesty's Armed Forces (Regular or Reserve and National Service) or Merchant Mariners who have seen duty on legally defined military operations.

National Service

Around 2 million healthy men aged between 17 and 30, National Service was a reality between 1947 and 1963. Every 3 months up to 40,000 men were called up to be assessed and then sent for basic training. Most served between 18 months and 3 years. At the peak of National Service there were approximately 500,000 men serving in the Armed Forces.

National Service ended gradually from 1960 and formally ended on 31st December of that year.

The last National Service men left the Armed Forces in May 1963.

It is important to note that if someone is in their late 70's today there is a fair chance they completed National Service and, therefore, are a Veteran.

What is the Armed Forces Covenant?

A promise from the nation ensuring that those who serve or have served in the Armed Forces and their families are treated fairly and special consideration is given for those who have given most such as the injured and bereaved. This obligation involves society, voluntary and charitable bodies, private organisations and individuals.

This information may be pertinent for the majority of the ageing population that we support so being aware of their rights and help they may be entitled to could make a big difference to their quality of life.

If you feel that this information may be relevant to someone you know or support then please visit the Age Cymru website with specific reference to the 360 Project:

www.agecymru.org.uk/project360 or

<https://www.armedforcescovenant.gov.uk/>



Bereavement Services

If you feel a client would benefit from having some structured bereavement support then

Cardiff & The Vale Cruse can hopefully provide the support they want/need:

Either 1:1, Group or Telephone Bereavement support.

In order to access their **1:1, Group or Telephone Bereavement Support** the client will need to make a ***self-referral** by calling:

Information Line on 029 2022 6166 which is open on **Wednesday morning 10am-12pm.**

A Bereavement Volunteer will tell them about the services available to them and invite them to the next **'Understanding your Bereavement' evening** which is on the **last Wednesday of the month.**

If they prefer, they can call the Information Line outside of these hours and leave their name and phone number and the Bereavement Volunteer will call them back during the times listed above.

They can also find support on the website: www.cruse.org.uk

***You/your volunteers can make a referral too, providing they have permission from the client to do so.**

All services are provided free of charge.



Benefits Services

If you think a client is eligible for benefits or they ask for information on benefits then please contact:

Vale - Dawn Hunt – Benefits Advisor Vale Welfare Rights on 029 2068 3682/ 07964 974 377

Cardiff - Cardiff Council Independent Living Service on 029 2023 4234

Extra financial support can make a huge difference to a person's independence and quality of life.

Advice Services & Phone Help lines	
Simple Payment-setting up payment plans for people without an account	084 5600 0046
Money Advice Service-support with finding the right solution	030 0500 5000
Diverse Cymru-Support with benefits and managing money	029 2036 8888
Silverline – 24 hour helpline for older people	0800 470 8090
Age UK advice line	0800 169 65 65
Citizens Advice Service – Advice and benefit checks	0870 1264 028
The Pension service – help with eligibility, claims and payments.	0800 731 7898
Tax Help for Older People	0845 601 3321
NEST - Making Welsh Homes Warmer	0808 808 22 44
Home Heat Helpline – help to stay warm	0800 336 699
Cruse Bereavement Care – somewhere to turn when someone dies	0844 477 940
Red Cross Equipment loan – if you need a short term loan of equipment	01633 245 753
Cardiff Shop mobility – help to go shopping and loans of wheelchairs	029 2039 9355
National Dementia Helpline	0808 808 223
Cardiff Advice Service-incorporates Citizens Advice Bureau	034 4477 2020
Trading Standards-support with trade issues and contractors	084 5404 0506
Action Fraud – Scams and fraud line	0300 123 2040
Home Repairs/Housing	
Housing Options Centre-advice and support with potential homelessness	029 2057 0750
Care & Repair Cardiff and the Vale - Home improvements, repairs & a list of contractors	029 2047 3337
Age Cymru Handy Van service - Home repairs & installations	029 20 43 1555
British Legion Handy Person Service – Home repairs & installations	01480 478 035
Fire Service - Free Home Safety fire check	0800 169 1234
Transport	
Cardiff Bus-all enquiries	029 2066 6444
Voluntary Emergency Services Transport (VEST) for Cardiff	029 2049 0325
East Vale Community Transport	029 2070 5138
Dinas Powys Voluntary Concern Transport	029 2051 3700
Green Links Rural Community Transport	0800 294 1113
Good Neighbours in North Cardiff Transport	029 2075 0751
Hospital Patient Transport Service – Getting you to hospital	0800 3282 332
Cardiff Shopmobility - Helps those with mobility problems use shops	029 2039 9355
Cardiff and Vale Council Services	
Independent Living Service-The contact centre offer help and advice on council services and if you need more specific advice they will put you in touch with the appropriate department.	Cardiff 029 2023 4234 Vale 01446 700111
Community Alarm Service provided 24 hours a day, 365 days a year by the local council	Cardiff 029 2053 7080 Vale 01446 700111
Age Connects Phone Numbers	
Vale Community Advocacy service – helps resolve problems in the Vale	01446 795632
Vale Welfare Rights Service – benefit checks in the Vale	029 2068 3682
Community Support Project– Cardiff Only	029 2068 3600
Good Neighbours Service in the Central Vale	01446 747654
Good Neighbours Service in the Western Vale	01446 795549
Wills, Funeral Plans, Stair Lifts, Flowers, Travel Insurance etc	029 2068 3604