



Main office:
Help and information
01908 550700

Advocacy:
01908 266697

CMK drop-in,
Snack & Chat café,
Day excursions:
01908 240450
Insurance office:
01908 201178

Employment advice:
01908 564375

FLOW project
01908 557876

Fundraising
01908 557891

Furniture store:
01908 263838

Home From Hospital:
01908 243864

Home Improvement Agency:
01908 557885

Home Support:
shopping & light housework
01908 557874

Info & Advice:
Bletchley: 01908 647513
CMK: 01908 240450
Olney: 01234 712334
Peartree: 01908 550700
Stony Stratford: 01908 560822

Practical services:
DIY and gardening
01908 557885

Safe at Home
crime & safety
01908 557886

LINK:MK:
01908 266696

Registered charity
1079773
Age UK Milton Keynes, The
Peartree Centre, 1Chadds
Lane, Milton Keynes MK6 3EB

Getting On

Borneos' bags make a difference



Reducing waste, encouraging re-use, providing employment to local people or a place for youngsters to volunteer in their local community; all are the happy consequences of running a charity shop or a secondhand furniture store. But for Age UK Milton Keynes, our shops are run

Roger Tilley and Stuart Ackland take delivery of the bags from Karen Chase for the sole purpose of raising money to help pay for the services and support we provide for local older people. We are grateful to all our donors, throughout the year, but at Christmas we particularly welcome your unwanted good-quality household items, clothes and furniture. Thank you to generous staff at Harvey Ingram Borneos solicitors who rummaged through their own homes and donated a small lorry-load of bags of saleable items. A very Happy Christmas and a prosperous New Year to all our kind supporters.

Keeping warm: let us count the ways



Katie Price has donated a coat, Dame Helen Mirren has donated a red bikini and Dame Cleo Laine has donated her Winter Fuel Payment to the Spread the Warmth campaign and the Surviving Winter appeal respectively. There are many ways you can help prevent thousands of older people suffering needlessly this winter and help reduce the number of preventable winter deaths. Find out more from our website.

We can give practical help

Between now and March 2012, our staff will visit older people in their homes to give advice on reducing energy bills and offer free practical help for keeping warm. Funding provided by E.On and Age UK can pay for replacing heating boilers in some circumstances and we can also help by improving the energy efficiency of homes. We are one of several partners administering the MK Community Foundation's hardship fund, which can pay for electric blankets, fleece blankets and microwave ovens for people over 60 who cannot afford such essential items, to help keep them warm and safe over the winter. Please contact our Home Improvement Agency on 01908 557885 for more information about how we can help. To quote the great politician and scholar (A B de Pfeffel Johnson) "Don't be lagging in your lagging."
www.ageukmiltonkeynes.org.uk

Volunteering is a young/old person's game

If it is more blessed to give than to receive, that is especially true if we are talking about spare time. Every term a new batch of students from White Spire School in Bletchley come along to the Peartree Centre to help serve meals and chat to lunch club members. Some young people, such as Shana [below], simply decide they'd like their spare time to be put to good use.



Shana Dubery, Georgia Heron and Daniela Porter



2011's Golden Girl with her award

Older people find volunteering rewarding too. Congratulations to Elsie Gibling whose 20 years of helping her local community (15 years for Age Concern and Age UK, including five years as volunteer receptionist at the Peartree Centre) have been recognised by a Golden Wonders award. A shocked

but delighted Elsie has kindly donated the £50 prize money to the MK Community Foundation's Surviving Winter appeal, because she says "The needs of the many outweigh the needs of the few." No she didn't, she said "It is such a good idea."

Information & Advice now nearer

Christmas can be a worrying time because of breakdowns, non-functioning and general wear and tear. Household equipment can stop working and need expensive replacements too. Our advisers in Olney, Stony Stratford, Bletchley and Central Milton Keynes can help with all sorts of worries. Find out more on 01908 550700.



Sue Nicholls helps Mr Raft fill in a form

Spotlight on the Home Support Service

The service aims to support older people in their own home so that they can be as independent as they wish.

Mrs Green*

Still only in her sixties, Mrs Green is too ill and too frail to go to the supermarket by herself. For her, the comforting and reliable presence of our kind and capable home support worker, Michelle Martin, is a godsend. Mrs Green has no children of her own but was anxious she wouldn't be able to buy Christmas presents for her nieces and nephews, and desperately wanted to see the Christmas decorations and to feel part of the world outside her home. So at the beginning of December Michelle took her to John Lewis and helped her negotiate her way round the toy department. Whether you need your home cleaned or your pension collected, staff in the Home Support service will do their best to meet your needs.

* Not Mrs Green's photo or her name, of course, but a real case.



More money in someone's pocket

Last year Age UK Milton Keynes helped around 800 local older people to claim benefits worth more than £900,000, and we aim to reach even more people this year. The "More Money in Your Pocket" campaign can help make it easy to claim the money that you're entitled to. Our benefits advisers can provide expert help and information to older people across Milton Keynes. Get in touch to find out if you can make a claim. Please telephone 01908 550700.



Caroline Odjidja explains how we might be able to help

Mouse-free internet roaming

At the age of 80 Mary Pitt decided the internet and all its attractions had passed her by. But a gift on her 90th birthday galvanised her. The label on the pot plant said "For care instructions, go to www dot". Enough! The time for prevarication was over. Mary has loved attending computer classes at The Peartree Centre and, like a lot of older people, finds her own index finger on the touchpad of a laptop much easier to use than a clicky mouse. Find out more about our rolling programme of six-week computer classes on 01908 550700.



Mary Pitt the Younger at heart

Fundraising round-up

Tree of joy event - Saturday 26th November

Thank you to the Rev Dr Brenda Mosedale and to the Salvation Army Band whose moving words and uplifting music formed the substance of a memorable service of hymns and readings at the Church of Christ the Cornerstone in Central Milton Keynes. Away from the busy shoppers and the worries about parking we found an oasis of serenity in which to celebrate the lives the people who are dear to us. Thank you everyone who came along to the event.



Tokens of our appreciation are hung on the tree

New fundraising manager

Congratulations to Suzanne Campbell who will be our new fundraising manager. Please ring her on 01908 557891 if you'd like to help us fundraise. Suzanne moves from Insurance and the Carers' Support project to take up her exciting new post in the new year.

Not too many bankers in the kitchen

Thank you Becky Lane and her team at Santander who once again helped dish up Christmas lunch at the Peartree lunch club on Wednesday 7th December. Special thanks to Sue Phillips and her team who prepared the delicious traditional edibles.



"Lay it on thick, please"

Urgent help over the festive period

If an illness or injury, or rapidly developing condition, starts to worry you whilst the country has shut down for Christmas, but you don't want to go to Accident and Emergency or ring 999, call **01908 201022**. This is the number for urgent healthcare from the NHS in Milton Keynes all year round. The new non-emergency telephone number for Thames Valley Police is **101**.

Shop Talk

When shop managers leave, they leave not one at a time but in battalions. Or so it seems to us. We say goodbye to three fantastic members of staff whose dedication to generating vital funds entitles them to special praise and shoulder-high processions through the high streets of Bletchley, Stony Stratford and Olney.



Phil Ritchie, who left in August, started at the Kiln Farm store in 1998. His hard work and superior discernment of antiques, not-antiques and future collectables helped make a success of the furniture store in Bletchley.



Zoe Orchard-Rose was the first manager of our Stony Stratford shop. For nearly four years the shop, and the charity, has benefitted from her creative flair and her friendly customer-service skills.



Sylvia Lown leaves after almost exactly five years as manager of our thriving shop in Olney High Street. Sylvia's local knowledge and people-skills mean she will be missed by her team of colleagues and customers alike.

Staff and volunteers at the Olney shop joined in the Dickens of a Christmas event on 4th December, and it felt like most of the extra 10,000 people in Olney for the day, came through our door in search of bargains.



It was the best of times in Olney

Bletchley Shop Manager Pat Whear and Chief Executive Jane Palmer were delighted to show off the second of our shops to be refitted in the bright new Age UK branding on Thursday 6th October. Visitors to the special late-night opening included the Deputy Mayor Cllr Catriona Morris, Cllr Shirley Rolfe, Cllr Alan Webb and Cllr Debbie Brock.



And it was the best of times in Bletchley

Staff matters

For George Bernard Shaw, all progress depends on the “unreasonable man” but our experience is that the kind, the supportive and the good-humoured works much better. We are sad to see two Age UK Milton Keynes stalwarts retire this year. Both Mike Evans and Stewart Jones had already retired from demanding careers in farm-management and the building trade respectively when they joined Age Concern Milton Keynes, as it was, to set up major projects from scratch. The success and ongoing effectiveness of the Practical Services Scheme and the Home Improvement Agency are a testament to their dedication, perseverance and expertise.



A retiring man

Mike Evans' practical knowledge learnt on the farm, his years of working with young offenders and his kind, steady nature were perfectly suited to the surprisingly tricky juggling-act of running a gardening scheme for older people. Despite the constant waiting list, and the grass always needing a trim that afternoon, Mike maintained equilibrium and was popular with staff and clients alike.



Stewart (with Lisa O'Shea) as we like to remember him

After a lifetime of working in the construction industry, in many different roles, Stewart liked to think of his eight years with us as a fitting topping-out. In 2004 he was introduced to Ellen Clark CEO of Age Concern “who had a building project on the go” and never looked

back. He claims it is easier to work with a supportive team but we all know it was the other way round.

Training to keep safe

They may be tucked away behind the furniture store in Kiln Farm, but let not the Furniture First project hide its light under a bushel. Luke Fryer has recently completed training in the use of CCTV surveillance cameras in public areas and has gained his accreditation to work as a security person where those techniques are employed. Denis Pottinger has now received his accreditation in Fire Awareness.



Luke accredited to survey



Denis, more aware of fire

Staff changes since September 2011

Welcome aboard:

Angela Lagioia	Home support worker
Fatima Khatun	Home support worker
Louise Neil	Home support worker
Munira Badiko	Home support worker
Peter Brindley	Gardener
Saiffudin Abbasbhai	Gardener
Sara Clark	Sales assistant
Stuart Day	Gardener
Wendy McEvoy	Carer/keyworker
Irma Bailey	Home support worker
Ann Miller	Home support worker
Jonquil Wooler	Sales assistant (Aylesbury)
Emily Roe	Sales assistant
Michael Shean	I&A officer
Tina Kavanagh	Admin & sales assistant
Jessica Cridland	Admin assistant
Sharon Taylor	Catering assistant
Betty Eglesfield	Home support worker
Janet Walker	Home support worker
Lisa Boyd	Home support worker

Thank you and goodbye:

Brenda Bloomfield	Sylvia Lown
Zoe Bridgeman (formerly Orchard-Rose)	Lorraine Mooney
Mike Evans	Roberta Moore-Green
Brian Hall	Di Moynihan
Jane Haynes	Terry O'Donnell
Alan Howkins	Margaret Onan
Lisa Jones	Elizabeth O'Rourke
Chris Large	Thomas Powell
	Stewart Jones

Workforce training courses - open to all employees and volunteers

11/01/12	9.30am - 11am	Getting the best from your team
19/01/12	9.30am - 1pm	Foundation Food Hygiene
24/01/12	9.30am - 1pm	Managing absence, improving attendance
30/01/12	9.30am - 1pm	Safeguarding vulnerable adults
31/01/12	10.30am - 12.30pm	Introduction to Age UKMK
01/02/12	9.30am - 11.30am	Dementia skills for staff
09/02/12	9.30am - 11am	Stress management
14/02/12	1pm - 4pm	Back awareness
15/02/12	1pm - 4.30pm	Disability, sexuality and ageing
16/02/12	9.30am - 1pm	Disability, sexuality and ageing
22/02/12	9.30am - 11am	Effective communication
29/02/12	9.30am - 11am	Management investigations
12/03/12	9.30am - 1pm	Foundation Food Hygiene
13/03/12	9.30am - 11am	Assertive communication

Contact James Bisgrove 01908 557887 for more details.

How to contact Getting On

call: 01908 557877

pandora.kenyon@ageukmiltonkeynes.org.uk

or write to: Age UK Milton Keynes
The Peartree Centre, 1 Chadds Lane,
Peartree Bridge, Milton Keynes MK6 3EB
www.ageukmiltonkeynes.org.uk