



### Top team celebrate!

The team with the best attendance at Age Concern Westminster in 2006 celebrated their achievement at the Dorchester Hotel in London's West End on 2nd April.  
(from left to right—Charles Port, Sandra Stamou, Michelle Stamou, Lianne Joy, Ansai Fraser, Marta Tarasiuk)

### Peace of Mind

For many people, organising and paying for a funeral in advance reduces stress and worry. For more information about our Low Cost Funeral Plans, Contact Volunteers Elizabeth Ingram and Fifi Nouss at our Edgware Road Office every Wednesday from 9:30am to 1pm.

Telephone: 020 7724 6930  
Email: [ingram@acwestminster.org.uk](mailto:ingram@acwestminster.org.uk)  
[rnouss@acwestminster.org.uk](mailto:rnouss@acwestminster.org.uk)

### FEEDBACK

We welcome your feedback. If you have any issues you would like to see raised in *Platinum Age* please do not hesitate to contact us at the address below:

Age Concern Westminster  
268-272 Edgware Road  
London W2 1DS  
Phone: 020 7724 6930  
Fax: 020 7723 0405  
Email: [enquiries@acwestminster.org.uk](mailto:enquiries@acwestminster.org.uk)

### Compliance News

Claire Garner has been working with us to help improve our quality and systems compliance.

She has just re-issued a full set of policies and procedures to all ACW locations.

Please make sure that you know how these important rules relate to your work and don't forget to sign the form and return it to Sue McDaid.

### Staff News

Congratulations to Leonora Agugua and her husband on the birth of baby Grace (nearly 8lbs) on 31st March 2008.

Hello to Tirlough Murphy, our Finance Manager at Edgware Road who joined us on 18th February 2008.

Hello to Jackie Osei who has joined us as temporary Manager at Pullen.

Goodbye to Ansai Fraser who leaves us at the end of April for bigger & better things!

### Coming soon...

#### *Platinum Age* Volunteer Award

You will be able to nominate a Volunteer, for the Volunteer award in each issue of *Platinum Age*. Each lucky recipient will receive £25.

Nomination forms will be available shortly.

## Age Concern and Help the Aged to merge?

Trustees of Help the Aged and Age Concern England have met to discuss setting up a new charity working for and on behalf of older people.

It was agreed by both Boards that in principle the case for creating a new charity has been made but the vital next step is a successful consultation with partners.



Age Concern Westminster Chairman, Anne Mallinson said, "This is an excellent idea, the quicker they get on with it, the better." Commenting on the benefits of a merger, she added, "Speaking with one voice to the government will be more effective."

At Age Concern Westminster, we are interested to hear your views on this exciting development. Please let us know what you think by emailing your views to: [merger@acwestminster.org.uk](mailto:merger@acwestminster.org.uk)

## Easter bonnets galore!

The buzz of this year's Easter party at Pullen Day Centre was ongoing the day before the party itself on 18<sup>th</sup> March 2008. The students of Westminster school came in to help with the decorations and putting them up for display amid the clients rehearsing for the Easter song.



On 19<sup>th</sup> March, 18 of our clients turned up for the party all donning their decorated Easter bonnets together with the three police officers all wearing their Easter bonnets! The day started off well with everyone singing along the Easter song with Peggy on the piano.

The wonderful lunch was cooked by Bisi, accompanied with assorted drinks and was served by the staff and the police officers.

Ric King was the entertainer on the day, he belted out song after song. They had a sing-along and danced to all the songs. Everyone had a brilliant time and the clients thanked the staff for providing them with a good party.

A 98 year old woman in the UK wrote this to her bank. The bank manager thought it amusing enough to have it published in *the Times*.

Dear Sir,

I am writing to thank you for bouncing my cheque with which I endeavoured to pay my plumber last month. By my calculations, three nanoseconds must have elapsed between his presenting the cheque and the arrival in my account of the funds needed to honour it. I refer, of course, to the automatic monthly deposit of my Pension, an arrangement, which, I admit, has been in place for only thirty eight years. You are to be commended for seizing that brief window of opportunity, and also for debiting my account £30 by way of penalty for the inconvenience caused to your bank.

My thankfulness springs from the manner in which this incident has caused me to rethink my errant financial ways. I noticed that whereas I personally attend to your telephone calls and letters, when I try to contact you, I am confronted by the impersonal, overcharging, pre-recorded, faceless entity which your bank has become. From now on, I, like you, choose only to deal with a flesh-and-blood person.

My mortgage and loan payments will therefore and hereafter no longer be automatic, but will arrive at your bank by cheque, addressed personally and confidentially to an employee at your bank whom you must nominate. Be aware that it is an offence under the Postal Act for any other person to open such an envelope. Please find attached an Application Contact Status which I require your chosen employee to complete. I am sorry it runs to eight pages, but in order that I know as much about him or her as your bank knows about me, there is no alternative. Please note that all copies of his or her medical history must be countersigned by a Solicitor, and the mandatory details of his/her financial situation (income, debts, assets and liabilities) must be accompanied by documented proof.

In due course, I will issue your employee with a PIN number which he/she must quote in dealings with me. I regret that it cannot be shorter than 28 digits but, again, I have modelled it on the number of button presses required of me to access my account balance on your phone bank service. As they say, imitation is the sincerest form of flattery.

Let me level the playing field even further. When you call me, press buttons as follows:

- 1 To make an appointment to see me.
- 2 To query a missing payment.
- 3 To transfer the call to my living room in case I am there.
- 4 To transfer the call to my bedroom in case I am sleeping.
- 5 To transfer the call to my toilet in case I am attending to nature.
- 6 To transfer the call to my mobile phone if I am not at home.
- 7 To leave a message on my computer. (A password to access my computer is required. A password will be communicated to you at a later date to the Authorized Contact.)
- 8 To return to the main menu and to listen to options 1 through to 8.
- 9 To make a general complaint or inquiry, the contact will then be put on hold, pending the attention of my automated answering service. While this may, on occasion, involve a lengthy wait, uplifting music will play for the duration of the call.

Regrettably, but again following your example, I must also levy an establishment fee to cover the setting up of this new arrangement.

May I wish you a happy, if ever so slightly less prosperous, New Year.

Your Humble Client

### *In our day – An older people's manifesto for a better London*

The majority of London boroughs now provide social care only to older people assessed with "critical" or "substantial" needs.

**One pensioner in five is still living below the poverty line.**

Millions of pounds of benefits rightfully due to older people are still unclaimed.

The manifesto calls for actions to be taken to:

1. Protect older people's services from cuts & closures
2. Promote Equality to fight Ageism
3. Give Free, Safe, Accessible Transport
4. Create safer communities and reduce fear of crime
5. Improve access to affordable learning opportunities and cultural & leisure activities
6. Supply decent, appropriate housing
7. Provide adequate Health and Social Care services
8. Support older workers and volunteers
9. Use influence to tackle pensioner poverty
10. Recognise and Support the diversity of older Londoners

Show your support for a fair deal for older Londoners by joining the manifesto supporters list on Age Concern London's website [www.aclondon.org.uk](http://www.aclondon.org.uk).



### **When Grandma Goes To Court**

Humor; Posted on: 2008-01-17 20:06:02 [ [Print](#) / [Instant Flyer](#) ]

**Lawyers should never ask a Mississippi grandma a question if they aren't prepared for the answer.**

In a trial, a Southern small-town prosecuting attorney called his first witness, a grandmotherly, elderly woman to the stand. He approached her and asked, 'Mrs. Jones, do you know me?' She responded, 'Why, yes, I do know you, Mr. Williams. I've known you since you were a boy, and frankly, you've been a big disappointment to me. You lie, you cheat on your wife, and you manipulate people and talk about them behind their backs. You think you're a big shot when you haven't the brains to realize you'll never amount to anything more than a two-bit paper pusher. Yes, I know you.'

The lawyer was stunned. Not knowing what else to do, he pointed across the room and asked, 'Mrs. Jones, do you know the defense attorney?'

She again replied, 'Why yes, I do. I've known Mr. Bradley since he was a youngster, too. He's lazy, bigoted, and he has a drinking problem. He can't build a normal relationship with anyone, and his law practice is one of the worst in the entire state. Not to mention he cheated on his wife with three different women. One of them was your wife. Yes, I know him.'

The defense attorney nearly died.

The judge asked both counselors to approach the bench and, in a very quiet voice, said,

'If either of you idiots asks her if she knows me, I'll send you both to the electric chair.'

