

**WHOS WHO... Liz Ingram**

Liz Ingram has been a volunteer with ACW for three years. Currently volunteering in the Information and Advice reception area, Liz works on a Wednesday supporting the team with administration and greeting clients. While at ACW she has spent time using her office based experience to help with all kinds of clerical work, and has also assisted in the Edgware Road Shop.

Liz is a dedicated volunteer who is always ready to help with any task, she is a pleasure to work with.



**EVENTS CALENDAR**

Age Concern Westminster have lots of exciting events organised over the coming months so keep an eye on this column to find out what is going on:

- Saturday Social - Fun over 50 dance afternoon. Saturday 15th July. £2 entry. 2-4pm. Elgin Centre. Call Tony Bunce 020 72862043.
- Saturday Social - Fun over 50 dance afternoon. Saturday 12th August. £2 entry. 2-4pm. Elgin Centre. Call Tony Bunce 020 72862043.
- Get together—Tuesday 25th July 2006 From 5pm at the Pullen Centre. Call Sue McDaid for further information on 020 7224 8602.

To add an item to the list please contact Melanie on 020 7724 9347 at least one month before the

**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:

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**Hectors Helpful Hints**

To straighten wooden warped boards, place them on a flat surface, cover with a wet cloth and leave for 24 hours.

**NELSON'S COLUMN**

Nelson is looking for ingenuity and best practice among the staff team that can be shared.

Nelson's commendation in this issue goes to Rita Lilala for ingenuity in attracting new volunteers through viral marketing.

Rita had been a volunteer with Age Concern Westminster for nearly two years before successfully applying for the role as BME Befriending co-ordinator, which she started in April 2006.

Rita has used both her knowledge as a volunteer and her connections with local groups, including her local church, to promote volunteering at Age Concern Westminster. Rita constantly carries volunteer application packs with her and hands them out after talking enthusiastically about her positive experiences of volunteering with us.

Positive one to one conversations are the most effective way to recruit new volunteers and this is a skill that Rita has in abundance.

**Well done Rita**

**Platinum Age**

**The Marriott at Marble Arch entertains ACW members**

On the Wednesday 17<sup>th</sup> May 2006 the Marriott Hotel at Marble Arch hosted a lunch and dance for thirty older clients.

The aim was to host a day where older people get some special treatment and feel appreciated.

Age Concern Westminster was approached by Neil Bainbridge who is on the charitable committee at the four star hotel. Neil said "All of the staff had a great time, we didn't realise how much fun the day would be for us as well. I plan on visiting the Pullen Centre to visit Peggy, who I sat next to for lunch."

The clients from the Pullen Centre and the Sherborne Centre were treated to an afternoon of good food, entertainment and

activities all provided for free during staff appreciation week at the Marriott.

Teresa McFarlane, Manager of the Pullen Centre said "Our clients were so excited and they haven't stopped talking about it since. This is such a fun opportunity for them and makes them feel really special. They keep asking me when they can go back again."

This looks to become a regular activity run once every three months together with the Marriott.



Right: A staff member from the Marriott serves tea to Dreda Farrell from Pullen Centre

**England misses out second year in a row**

Competition was fierce amongst the ten 5-a-side teams competing in the second annual ACW World Cup. For the second consecutive year, England were beaten in controversial circumstances.

England narrowly lost their semi-final to Sweden in a sudden death penalty shoot out. Tony Bunce, Manager of the England team said, 'We were robbed, we didn't concede a goal throughout the whole groups round and now we lost in a shoot out, unbelievable.'



Crowd shelters from the rain

Sweden went on to win their first World Cup in a tense game against Ireland, which also was decided by a penalty shoot out.



Sweden during the Penalty shoot out

In spite of the wet weather there were a number of spectators present to cheer on all ten teams from around the world. The event raised around £700 for the charity. Each area of the organisation was represented on the day staff, volunteers, managers, family and friends. We were especially delighted to welcome three teams from the local community.

## IT Access for all makes better silver surfers

On Friday 26 May, Prudential visited the Leonora Club for Age Concern's Silver Surfer week. The staff provided a morning of introduction, advice and guidance to the Internet and PC applications for Club Members. The Prutech team also provided telephone and email support throughout Silver Surfer week.

Throughout the morning Prudential were on hand to provide advice and assistance and to introduce some of the less familiar club members to what the Internet has to offer. Our oldest regular club member May Brinkley who is 101, spoke to Prudential staff of the time when she and a few of her friends first flew to Europe on a very early eight seater commercial flight. Prudential staff then took her around a number of sites on the internet to show her pictures of the types of plane that May first flew on over 60 years ago.

There were also plenty of wonderful moments when Club Members were able to connect with long lost friends and relatives via the internet.

The Prudential team said it was a very successful and rewarding day, and there was a noticeable rise in the level of knowledge and interest amongst Members. As an ongoing project, Prudential will help Members develop their confidence further and answer general PC related questions, by sending a staff member to the club once a month to run a Friday morning surgery.



A member from Leonora explores the internet with a staff member from Prudential

## Heyday

### *Having the time of your life*

On May 30th Heyday was launched. Heyday is a subscription based membership organisation created for 50-65 years olds.

The programme will offer members access to an extensive range of information, deals and discounts at national retailers, influence over key campaigning issues and local social events.

There will also be a wide range of new products available to members from insurance and holidays to wine clubs and garden supplies.

Members will receive a glossy magazine and have access to an interactive web portal where there are chat rooms, petitions and email facilities.

If you would like some more information about Heyday or would like to become a member please contact Melanie Gibbons 0207 7249347

## A big thank you to Flora

Flora Basilisco, who is one of our escorts at Sherborne, has been key to helping us obtain some new furniture.

Flora's daughter, Celia, works for the Office of National Statistics, who are reducing their office space and getting rid of surplus furniture.

We have been able to find good quality desks, chairs and filing cabinets to replace our worn out furniture.

Thank you Flora and Celia

## Au Revoir Abou

Friday 26th May was Abou Guisse's last day as General Assistant at ACW. We all wish him well as he begins a new life in France.

## Focus on .....Edgware Road Charity Shop

Located next to Marks and Spencer and around the corner from the Tube station that was affected by the 7/7 bombing, the store is run by Maggie Richardson and her dedicated team of volunteers.



The store is one of our main fundraising ventures raising forty thousand pounds a year for the charity

Donations pour in every day filling the store with clothes, shoes, bric-a-brac and more books than they know what to do with!

The store is actively involved in our Ebay selling project working with Jonathan Webb to find, price and describe a wide range of items each week. Our Ebay selling has been a great

success in recent months with some fantastic items coming through the shop.

The shop is a lively place with around 30 volunteers working Monday through to Saturday. The volunteers come from a wide range of backgrounds and experiences and work to sort, price and display items for sale as well as providing up front customer service.

The store currently needs more volunteers to help them deal with the increased volume of donations. Volunteers are needed to help sort stock, work at the front counter and to help create window displays. If you are able to help out at the store please contact Alex Dalton on 020 77246930.

## New arrivals at Elgin

The Elgin Team have been very busy in the last few months. Deputy Manager Lucia Dugasse has just given birth to her first child, a daughter Kiera, who was born on 23 April 2006 weighing 7.3 pounds.

In her absence we are delighted to welcome Karmen El Raheb who has joined the team on an interim basis as a Day Care Officer. Karmen said that 'I am having a great time, the team is really fun to work with.'

After working for Hackney Council, Una Carey started as a Day Care Officer in late April. Una said she has 'thoroughly enjoyed her time at Elgin so far and that she feels very well supported by her team mates.' Una has recently undertaken MIDAS training and has taken on the responsibility of driving the clients to and from the centre and well as her other duties.

Breeze McKrieth, Centre Manager said "Both girls are fitting in with the team and getting to know the clients. It can sometimes be a little overwhelming at first. They are adapting really well."

Please join us in welcoming the 'three' new arrivals at Elgin.



Lucia and Breeze at the Elgin Caribbean Day