

AGEconcern

Birmingham



Newsletter - Winter 2019

- *because everyone counts....*

A Warm Welcome from the Chief Executive

Time has flown since the launch of our charity newsletter in the Autumn.

We hope you enjoyed reading about just some of the work we do at Age Concern Birmingham.

On Page 12 we update you on our first ever sponsored walk and see how our best ever Santa's Grotto needed crowd control at the Boldmere Christmas Festival on page 13.

As the Christmas lights are switched on and families fill their homes with Christmas joy, as we approach the festive season, for us it is a time of reflection and to remember those who are without loved ones at this time of year.

Our volunteer befrienders will still be visiting and telephoning isolated older adults and our staff and volunteers will be out delivering donated hampers to those in need. Our day care centres will also be open delivering activities and warm meals throughout the festive period.

As a charity we couldn't do what we do without the support given by our team of wonderful staff and volunteers, so I would personally like to dedicate this edition to our team.

Merry Christmas and a Peaceful New Year to You All



A handwritten signature in black ink that reads "Becky".

Becky Bews, Chief Executive





AGEconcern
Birmingham

**Community Handyperson
Service**

**When DIY isn't an option, we are here to
help**

Our community handyperson service gives you peace of mind offering a reliable and trustworthy service from changing light bulbs, putting up shelves to assembling, fixing and mending items around the home.

We can help you to keep your home safe and secure by adding grab rails, keysafes and other small home adaptations. Whatever your job just give us a call

Quotations are provided free of charge.
Service is currently offered in and around the Sutton Coldfield area

Costs? Initial hour £30 then £25 per hour

Call us on 0121 362 3650

Service supported by:

SCCT
Sutton Coldfield Charitable Trust

Did you know about the range of services we offer with our legal partner McClure solicitors?

FREE WILL REVIEW

It is important that you have your will reviewed by a professional experienced in will writing. How do you know if your will is of good quality or even valid?

McClure will review your will for free and advise whether it is adequate, needs amending or indeed replaced altogether. If you need a new will, McClure can provide this under their **FREE WILL** scheme. Using the services of McClure Solicitors means that you can be sure that your will is valid, covers your whole estate and is up to date.

FREE WILL WRITING

Making a will is one of the most important things you can do to ensure that your family is taken care of when you are no longer here. McClure will prepare your will—**free of charge**—a service which normally costs **£150** for a single client and **£240** for a couple.

LASTING POWER OF ATTORNEY

It is important that every adult should have a Power of Attorney (LPA). More people need an LPA these days. This lets someone look after you and your affairs if you are not able to do so. Without an LPA your family might need to go to court which is expensive and takes a long time.

McClure will prepare your LPA for just **£199** and they'll even include a Welfare LPA—**free of charge**. The only other costs are those payable to the court to register the LPA which is **£82** per LPA, and this can be reduced to **£41** based on level of income.

FUNERAL PLANS

Golden Charter funeral plans are delivered via our partnership with McClure as part of the estate planning service.

OTHER LEGAL SERVICES

We have expanded our range of legal services to include:

Deputyships
Probate
General Powers of Attorney
Discretionary Will Trust
Family Protection Trusts
Life Interest Wills

To find out more
about any of these
services visit the legal
pages on our website

Visit our legal services pages at: www.ageconcernbirmingham.org.uk

To take advantage of our legal services all you need to do is consider making a donation to support us here at Age Concern Birmingham.

Appointments are held at a number of ACB locations including Boldmere, Hawkesley (Kings Norton), Moorfield (Shard End) and some of the wellbeing centres. Home visits are also available for those who are housebound, in hospital or in a care home.

To book an appointment please call us on:

0121 362 3650





SUTTON COLDFIELD

NEIGHBOURHOOD NETWORK SCHEME

Do you run a community activity, service or project in Sutton Coldfield that benefits people aged 50+? Or are you a citizen looking for ways to get involved with your community? The Sutton Coldfield Neighbourhood Network Scheme is here to help! We can offer a range of support including:

- Promotion of existing activities & developing new ones
- Improving accessibility
- Networking opportunities
- Governance and skills training
- Funding advice and support
- Volunteering opportunities

For more information, or an informal conversation with one of our Neighbourhood Networkers, contact 0121 362 3661 or email

nns@ageconcernbirmingham.org.uk



The Sutton Coldfield Neighbourhood Network Scheme is delivered by Age Concern Birmingham and Compass Support.

Through the **Sutton Coldfield Skillshare** project we are supporting the development of a range of new groups and activities for people to get involved in.

Christmas Film Night: join us for Communita Café's 2nd film night. Come along on Friday 6th December from 6pm to 9pm, enjoy a meal and watch Elf. We will also be running a **Valentine Film Night** on Friday 7th February, same times as above.



Our next **Repair Café** takes place on Monday 16th December from 2.30pm to 4.30pm - bring along items to be repaired, up-cycled or re-cycled, or be part of our repair team. The Repair Café runs on the 3rd Monday of every month and future repair café dates are 20th January, 17th February and 16th March.

We have two **Walking Groups**. We meet at The Anvil Inn, Reddicap Heath Road, Sutton Coldfield, West Midlands, B75 7ET at 1pm on the 3rd Tuesday of each month. If you would like a nice stroll in the fresh air please come along. Forthcoming walks are on 17th December, 21st January, 18th February and 17th March.

Our other Walking Group meet at 11am on the last Thursday of the month at Communita Café, Boldmere Road, Sutton Coldfield, B73 5TJ. The next Boldmere walk is on Thursday 30th January, followed by 27th February and 26th March.

On Wednesday 5th February, Doug from Birmingham and District **Tinnitus Support Group** will be visiting us here at Communita Café in Boldmere. He will be providing advice, information and support for those living with Tinnitus.

We will be running **Introduction to IT/Tablets classes** at Communita Café between January and March 2020.

For a searchable list of community assets in Sutton Coldfield, and the wider Birmingham area, please visit: Birmingham.connecttosupport.org

For more information on any of the above groups, please contact Rashminder on 07909 522 718 or email r.plaha2@ageconcernbirmingham.org.uk

AGEconcern
Birmingham

Compass Support
Part of The Pioneer Group



Befriending Service

Age Concern Birmingham operates a befriending service in both North and South Birmingham.

In **North Birmingham** we offer telephone befriending only.

In **South Birmingham** we aim to combat isolation and loneliness by offering individuals support by accessing activities, home visiting and telephone support.

Regular contact can provide encouragement, increase self-confidence and improve general wellbeing, and reduces loneliness and isolation. The Befriending service continues to grow and successful matches continue to be made between clients and Befrienders across Birmingham.

The following story is a great example of how this service offers support in many different aspects. Pulling on resources, networking and thinking outside the box are essential in making a real difference to someone's life situation.

Carol was referred to me by a Community nurse, who had been contacted by the Paramedics after attending to this lady after a fall at her home.

Carol is an 80 year old lady who lives on her own, she has no living relatives, her husband passed away some years ago and she had just lost her brother. She struggles with anxiety and depression, which hinder her from going out and weeks can go by without any contact from another person.

Carol wanted regular company, a chat and hopefully the chance of an occasional coffee out.

Due to her location, I didn't have any befrienders in that area at that time, and I knew that advertising/recruiting would take some time.

However I did have links with a lady called Mary who lived in the surrounding area and was a very active member of her community. I contacted Mary, initially to see if she knew of anyone who would be willing to become a befriender, though through chatting I learnt of a few groups that she attended that could be suitable for Carol.

Taking Carol's anxiety into account, Mary agreed to ring her, introduce herself and make arrangements to meet her at the local church group that Thursday. Communication was always kept open and full agreement was always sought before moving forward.

Carol is now a regular member of the Thursday group. She has taken up knitting again and makes items for the local hospital. Her network of friends is growing, as is her confidence!. On reflection – although a one to one befriender will be greatly beneficial to Carol – I feel she now has much more - all from just one phone call.



If you would like to make a difference to someone's life and have an hour or so to spare each week, please get in touch. Contact Claire on 07930 354 885.



Birmingham Carers Hub

delivered in partnership with Age Concern Birmingham and Forward

We are pleased to announce the launch of our new Carers Hub drop-in sessions which will take place in ACB's Communita Café every Wednesday morning between 9.30am and 12.30pm. The regular weekly drop-in sessions will complement the fortnightly drop-ins which have become a regular feature in the café on every other Saturday. At the drop-in mornings, carers will be invited to talk to our advisors in the small meeting room at the back of the café near the counter. These will be short information sessions of around 15 minutes - carers who need more time than this will be invited to make an appointment and come back to the café on a Monday.

The Carers Hub has also launched appointments sessions which will take place in the meeting room in the café every Monday morning. These pre-booked appointments can be used to give carers more in-depth advice and help with things like benefit forms, becoming registered as a carer or having a statutory carer assessment. Carers can book appointments either at the drop-in on Wednesday or they can telephone us at any time on our Carers Hub helpline number which is below.

A corner of space at the front of Communita Café has been designated as a 'Carer Information Corner'. This will feature a permanent display of flyers and leaflets promoting the Carers Hub and the carer services provided by ACB through our partnership with Forward Carers. The display will include information about the dates of the drop-ins, appointment sessions and other carer news and activities.

The EldiCare project is funded by the European Erasmus+ fund and is exploring the effects of an ageing population on informal carers across Europe and here in the UK and the implications this will have on training of carers and the skills and qualifications needed in the future.

Earlier this year, ACB carried out interviews and focus groups involving carers as part of this project and in September we met with our partners from countries all over Europe to compare the research results. This was a fascinating discussion as each country has slightly different issues, demographics, services and legislation but all have a common concern about how carers will be best trained and equipped to respond to the ageing population in the future. If you are interested in finding out more about our EldiCare research project, please send an email to me Pete Millington, Manager of Carer Services at ACB on

peter.millington@birminghamcarershub.org.uk

We are pleased to provide an excellent, person-centred service from the ACB office above Communita Café and at outreach venues around the city. Our advisors are here to answer the helpline to carers 5 days a week in person from the Hub and also in our later evening advice line every Wednesday and alternate Saturday morning drop-ins at the community café at ACB on Boldmere Road. If you prefer a one-to-one advice session we visit a range of regular outreach sessions right across the city, too many to detail here but just give us a call at any time and we can make an appointment with you.

Wishing everyone a warm, safe and above all a happy festive period this year.



Call us on: 0333 006 9711





I remember when.....

We are pleased to announce a new 12 month project at Age Concern Birmingham which is funded by the Heritage Fund.

In the project we will interview 10 local people about their lives in Birmingham. We want to include older people from a range of different backgrounds, men and women, people representing the rich diversity of communities in the city and people with memories about different things like childhood, school, leisure, armed forces, business, work, etc.

The interviews will be brought together in a local history book to be sold next Christmas in aid of the work of ACB.

If you have an interesting story and would be willing to be interviewed and have your memories published in our book which will be called **I remember when....**, please get in touch with Peter Millington on my email peter.millington@birminghamcarershub.org.uk or phone 0121 362 3650 extension 408.





Ageing Better Birmingham



Carers Hub

Delivered in partnership with Forward Carers

Ageing Better in Birmingham is a lottery funded programme working to increase social connections for people over 50 in Birmingham. It aims to reduce isolation now and prevent it in the future.

We are continually working towards supporting existing carers groups and people over 50, to create groups with activities throughout Birmingham to help combat isolation and loneliness.

Spinsonic Circus came to Wellington Court in September. Everyone participated in balancing peacock feathers, juggling scarves and spinning plates. Most of all, everyone thoroughly enjoyed the session.



There is a weekly **exercise class** at the United Reform Church in Sutton Coldfield, which is enjoyed by many. One of our attendees said *"It's such good fun, I really look forward to Monday afternoons!"*



Eileen's craft group, **Nineteen Needles**, consists of 12 very talented individuals who meet up each week to sew and make bags and toys etc. All members have made something to display on their banner, which can be seen here with Eileen. There is room for plenty more pieces to display.



The unique allure of the ancient art of belly dancing is the mystery of the exotic orient.....and nothing adds mystery to your belly dance performance like a beautiful veil! Wrap yourself in mystery and reveal your inner goddess with flowing veils at our **Bashful Belly Dancers** Group!



Singing for improved memory at Wellington Court

Come and join us and sing to your hearts content every other Thursday from 1pm to 2pm. Our sessions are having a massive impact. Everyone seems to light up when they are singing.



For further information on forming a group or details of other groups, please contact us on 0333 006 9711 or email CarersAB@birminghamcarershub.org.uk

City Wide Hub

Delivered in partnership with Age UK Birmingham

Neighbours, friends and people coming together in the community can make a real difference to the lives of isolated older people. By looking out for each other and taking time to say hello we can break down barriers between young and old, different communities, backgrounds and experiences.

The Citywide Hub has been successful in supporting a number of groups in Birmingham to set up new activities to help older people feel more connected and less isolated. Forget Me Not Dementia Choir in Kingstanding and Essington House Club in Ward End are just two of the successful groups.

For further information, please contact Rashminder on 074909 522 718, or email r.plaha2@ageconcernbirmingham.org.uk



Moorfield Hall Community Centre *managed by Age Concern Birmingham*

Over the past few months we have been busy reaching out to the community, getting to know our neighbours and discussing how we can work in partnership.

We have set up links with The Birmingham Rep Theatre and on Saturday 16th Oct they brought a production of *Rebel Music* to the centre. (The hot summer of '76, set in Birmingham, the country is in economic turmoil. 3 friends navigate racial politics and social upheaval. Can their friendship survive?)



The production was greatly received and was a real boom for the community! Initially only 25 tickets were going to be sold, but due to the demand over 30 local people attended. Enabling all to access something different, right on their doorstep.

For some it was a trip down memory lane, reflecting back to the 70s with a sound track to match and for the younger audience, a history lesson of the times/attitudes gone by – certainly something to think about whatever your age.

"Absolutely loved it! I thought the actors were so brilliant in how they flawlessly went from narrating into the characters. Opened my eyes to a few things and thought it made a great platform for discussion with my kids" Adele



"My daughter Alice and I went to see this fantastic musical production called Rebel Music which tells the history of the Rock Against Racism period in Birmingham and the West Midlands, rooted in skinhead reggae, punk, Rasta reggae and culminating in the emergence of 2-Tone ska. An amazingly powerful, energetic and moving drama performed by just three young actors playing a cast of half a dozen with a mix of original and interpreted music from the period. It took me back on a personal journey of my youth in what was a time of social upheaval and also cohesion when black and

white youth in our city broke down the barriers through a shared love of music. It was interesting to go with my daughter who at 17 is dead on the age I was in 1978 and shares my love of English literature, drama and social history. A great show I would recommend to anyone interested in music culture and social history. Wonderful to see it performed at community venues such as Age Concern's wellbeing centre at Moorfield in Shard End." Pete

We have maintained links with the Rep and hopefully more productions and joint working opportunities will follow. Word is now spreading about what a great venue Moorfield is and bookings for parties and local group meetings continue to trickle in.

In January, a local lady hopes to start up a baby massage/therapy group on a Sunday morning, and we are at present trying to pull down money from the Community Chest Fund, in order to start up new activity groups at Moorfield.

In September, we received some really exciting news, we have been successful in our Ageing Better Bid (funded by the Lottery) to set up our "Let's Eat Cake" project! The aim of the project is to bring on board a local Project Coordinator and volunteers to identify/engage individuals who are feeling isolated or lonely. Every week a cake will be made by the clients who attend the over 50s wellbeing service at Moorfield and then delivered to those identified - by a volunteer offering a chat and a piece of cake! A simple gesture that can hopefully promote the old sense of community and make a real difference to someone's life. Moorfield will also open its doors one evening a week where people can also pop in and have a chat.



If you are interested or would like to be involved - contact Claire on 07930354885. Information can also be found on our FB page Moorfield Hall and Age Concern Birmingham.



Hawkesley Community Centre

We have various activities running at Hawkesley, some of which are below.

Football Coaching

Birmingham City Football Club Community Trust are providing free football coaching for 10-14 year olds. Every Monday between 5.30pm and 7.30pm. All abilities welcome. Come along and enhance your skills.



Homeless Production

Our young people enjoyed a showcase from Sudden Productions based around homelessness and the effects it has. They were gripped from beginning to end, unable to identify that, although the production was based on a true story, the actors were only acting.



Community Café

Our Community Café runs every Wednesday from 11am to 2pm. Affordable, healthy menu available alongside activities and information and advice. Do you have an idea that you would like to make work? Come and see us, FREE space available within the café area to enhance your hobby and share your skills.

Space available for hire

We are always looking for new and exciting activities to complement our current fun packed activity programme. Several rooms are available for hire, including a large sports hall, meeting space and art room. Contact us via any means below to discuss your requirements.

Coming up.....

Christmas Family Disco and Santa's Grotto on Monday 16th December from 5.30pm to 7.30pm. Tickets are 50p per person and available from the Community Centre office. Santa's Grotto £2.00 per child



Contact us:

Hawkesley Community Centre
51 Edgewood Road
Kings Norton
Birmingham
B38 9RN

Call 0121 399 0122

Email:

g.oneill@ageconcernbirmingham.org.uk

c.armstrong@ageconcernbirmingham.org.uk

k.hewitt@ageconcernbirmingham.org.uk





Our Day Care Centres

We held various activities at all our day centres for Remembrance Day in November.



The Laurels, Mere Green

We are having Christmas celebrations on Thursday 12th and Wednesday 18th December at The Laurels, from 11am to 3pm. Come along and join us for a traditional Christmas meal along with entertainment and singing and dancing.

On Friday 20th December, Songs of Praise will be performing Christmas Carols. We will have a Christmas buffet and a surprise visit from Santa or his elf.



Brookmeadow Court, Hall Green

Brookmeadow Court hosted a cultural day recently, where everyone got to join in food tasting, a show and tell and entertainment and music from all around the world.

There are various Christmas events being held this month. On 2nd December, we will be making mince pies for the festive season. On 12th December we will be holding Christmas flower arranging sessions and on 19th December it is our Christmas party with music, games, a meal and a special visitor!

Moorfield Hall, Shard End

We hosted a bonfire party at Moorfield Hall, with sparklers, hot chocolate and marshmallows and a competition for the best hat.

Upcoming events include:

Christmas meals and carols, hopefully with the children's choir, on Wednesday 11th and Thursday 19th December.

A buffet lunch, making decorations to take home, followed by carols around the Christmas tree on 16th December.

Our Christmas Eve party will take place on 24th December. Music and entertainment will be provided by Memory Lane roadshow, plus singing and dancing. There will be a traditional hot and cold buffet, not forgetting the trifle!

Wellington Court, Harborne

Christmas events being held this month at Wellington Court include a Christmas lunch from 12 to 1pm on 19th December and a Christmas party from 1 to 2pm on 23rd December. We are also hosting a singing for the memory session on Friday 20th December.

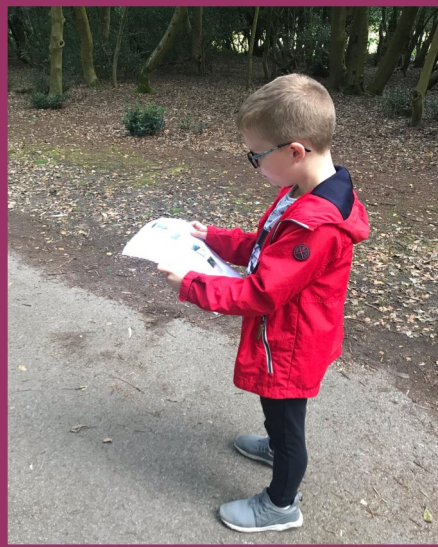


Age Concern Birmingham's First Sponsored Walk

On a sunny morning in September, staff, volunteers, trustees, friends, family and other supporters of the charity gathered together in Sutton Park for our first ever sponsored walk. We raised almost a thousand pounds which will go towards the services we provide for the community



**Chief Executive
Becky Bews &
Trustee
Margaret Birkett**



**Huge thanks to
Anaesthetist and ITU
Doctor Maddiha Anwer
&
Senior Operating Prac-
titioner
Debbie Turner
from Walsall Manor
Who volunteered their
time as the first aiders**

**We will be organising next
year's walk soon**

**More information to follow
shortly**



communit^{ea} cafe

Communit^{ea} Café is feeling festive after taking part in the Boldmere Christmas Festival on 17 November. Santa set up his grotto and lots of elves came out to help make the day a great success.

One of the busiest days of the year, lots of festive treats were on offer and our tombola extravaganza raised the bar and took our best fundraising amount to date.

Our grotto is built from scratch each year by a creative group of staff and volunteers and this year we even added an enchanted snowy forest.

We can't wait for next year, who knows what we might add on.....

Our café activities continue as normal throughout the festive season and to carry on the festive feeling we have our Christmas film night on **Friday 6th December from 6pm.**

Coming in 2020 our updated and improved takeaway menu



THIS HOLIDAY, DISCOVER YOUR INNER ELF.



Following our successful Halloween showing of Hocus Pocus, by popular demand we will be showing **Elf the movie** this time around.

So come along, wear your pyjamas or Christmas outfits and settle down.

£5 per person includes turkey curry, naan bread and rice

Need a buffet?
Give us a call on

0121 630 2462

Our buffet service supports placements for young adults with additional needs



Proud to be part
of the
"communit^{ea}"



Are you a carer struggling to care for a loved one in the day?

What do we offer?

DAY CARE FOR OLDER ADULTS

Age Concern Birmingham is a charity whose mission is to enrich the lives of older people and others in need through the range of services we offer.

We have accessible day care centres across Birmingham offering an enabling, empowering environment where clients come first.

All are welcome to our friendly sessions to regain old skills and try new ones, we promote healthy living through exercise and activities at the centres, which make a real difference to well-being.

We ensure clients have a positive experience enhancing their quality of life

We offer an escorted door to door transport service allowing access to all.

Each client has their own support plan to meet individual needs, especially to support people with long-term conditions including Alzheimer's & Dementia.

What you can expect?

- We support older adults living with long term health conditions as well as Alzheimer's & Dementia.
- Socialising is essential to reduce and prevent loneliness, which is known to have a detrimental effect on health.
- Keeping busy is the secret to staying independent and positive as we get older.



Call us today to find your nearest centre and to arrange a free trial on **07876 826 006** or **07884 111 758**

Feeling Lucky??

Age Concern Birmingham have been working with MSA Ltd as their lottery provider and the scheme has gone from strength to strength.

This year has seen a number of Age Concern Birmingham winners and it has been pleasure contacting people to let them know. The scheme has also reached a fantastic milestone this year of 750 members playing the Superdraw by supporting Age concern Birmingham.

Kevin Kay, MSA Promotions Manager said "MSA Ltd and Age Concern Birmingham have been working together for a number of years now and in this time we have managed to raise an incredible £40,000 towards the aims of the charity to combat social isolation in the elderly community of Birmingham. This is a fantastic amount of money that has been raised but we look forward to pushing on and attempting to hit new milestones along the way."

When Do The Draws Take Place?

Draws take place every Monday and the results are published online at www.ageconcernbirmingham.org.uk

Lucky winners will receive payment automatically by cheque, so there's no need to claim.

Someone Wins £1,000 Every Week!

The Goalden Gate Weekly SuperDraw supports Age Concern Birmingham. For just £1 a week

For each £1 membership you get 10 lucky numbers and each week you subscribe, your numbers are entered into the draw. This gives you a great chance of winning £1,000, £150, £100, £75, £50, £25, £10 or £5. There are 60 prizes every week and you have 10 chances of winning them!

it's a great way to support Age Concern Birmingham – helping older people in the local community!

Accumulator Jackpot!

Your date of birth can also be lucky for you! It will be entered into an accumulator jackpot for a cash prize of £100. This will rise by £100 every week if the date drawn has not been selected by a member.

Players must be 16 years of age or over



Want to join?

Give us a call on **0121 362 3650** or ask any of our staff for an application form

goalden gate
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GAMBLING COMMISSION
LOTTERIES
GOALDEN GATE
Registered with the Gambling Commission
and proud members of the Lottery Council

Please gamble responsibly.
For more information or support please
visit www.gamcare.org
or call 0845 6000 1333

Superdraw is licensed with the
Gambling Commission and proud
members of The Lottery Council.
Registration number 000-005093-N-307917-001
Promoted by Midland Sporting Association Ltd.
Waterloo Road, Wolverhampton, WV1 4QR.
For further details please call 01902 658 666
Age Concern is a registered charity No. 518610

goalden gate
SUPERDRAW

**LIVING WITH A LONG TERM
HEALTH CONDITION?**

**TALKING ABOUT DEATH
DOESN'T BRING DEATH CLOSER.**

IT'S ABOUT PLANNING FOR LIFE.

**Age Concern Birmingham are
working with Birmingham City
Council to gain your views to plan
and shape services**

We understand death is often a taboo subject.
We would like to invite people living with a long
term health condition to join our focus groups to
discuss the following:-

Premature / avoidable deaths 4th Dec

End of life care 11th Dec

Impact of death and dying 18th Dec

All sessions held from 4pm—5pm at:-

**Communitéa Café, 76-78 Boldmere Road, Sutton
Coldfield, B73 5TJ**

Come along to one or all of the sessions

Tea and cake provided.

Interested?

To book a place or to find out more information
please call us on

0121 362 3664

or email us at:-

info@ageconcernbirmingham.org.uk

Quality Standards held by ACB/JCUK

Quality commitment

In order to demonstrate the quality of ACB/JCUK services, we have a developing quality assurance system that ensures certain standards are met.



ISO 9001: This is a standard that measures ACB/JCUK's quality management system, which basically means that we have to show that we have policies and procedures in place to ensure that we plan, organise, monitor, and improve all of the services and products we offer, and is focused on meeting customer expectations and delivering customer satisfaction along with giving best practice support for staff. **Achieved 01/10/2019 - 2020.**



ISO 14001: Is similar to the ISO 9001 quality management system; but the 14001 specifically focuses on how ACB/JCUK manages its environmental impact whilst delivering the services and offering products, using environmental plans, commitment to recycling, sourcing local suppliers to minimise carbon footprint, and complying with applicable laws, regulations, and other environmentally oriented requirements. **Achieved 01/10/2019 - 2020.**



Investors in People - Silver: Investors in People is a standard for people management. To qualify ACB/JCUK has to show that we have policies and procedures in place to support our employees in their roles. Showing evidence of forward thinking strategic plans, organisational structure, leadership, communication within the organisation, ensuring staff understand their roles and are supported in them, recognising staff performance, and continually trying to improve in all these areas. **Nov 2017 – 2020.**



Birmingham Business Charter for Social Responsibility: This is a scheme run by Birmingham City Council to support local communities, use local businesses and suppliers where possible, recruit local staff and volunteers. ACB/JCUK provide work placement hours for students at Wellbeing centres, Communita and Charity shop, support at least 10 community groups across the centres, and use local suppliers where possible. Organisations that bid for higher value contracts with Birmingham City Council must sign up to this Charter. **Certified Aug 2019 – Aug 2020.**



Working for Carers: We have registered with Forward Carers, Working for Carers scheme, to promote Carer awareness within our organisation and how to support our employees who are also carers, which in turn is good for the organisation as it helps with retention of experienced staff, reduced absence, improved morale and increased productivity. Ongoing.



Disability Confident: This is a scheme that shows that ACB/JCUK are disability aware and inclusive, offering job opportunities and interviews to recruit and retain disabled people and people with health conditions for their skills and talent, and also offering work experience or placement hours. ACB/JCUK will give disabled people a fair interview for any job advertised as well as supporting existing staff, volunteers and clients. Feb 2019 – Feb 2020.



The Care Quality Commission (CQC): Is an executive non-departmental public body of the Department of Health and Social Care of the United Kingdom. It was established in 2009 to regulate and inspect health and social care services in England. The CQC's stated role is to make sure that care homes, hospitals, GPs and other care services in England provide people with safe, effective and high-quality care, and to encourage these organisations to continually improve. The CQC will regularly assess our JCUK care services to ensure we meet their high standards of care requirements.



NHS Data Security Protection Toolkit: This is an NHS self-assessment online database that ACB/JCUK has to complete to show that we are adhering to the data security and protection requirements that the NHS demand where we work in partnership projects with the NHS and collect/handle/store client or patient information. We have to reach and retain this standard in order to bid for future NHS projects, and continue the ones we are currently in partnership with. **Published 31/03/2019 – to 31/03/2020.**

Our Mission:

Enrich the lives of older people and others in need

Our Vision:

To make a positive difference and add value to people's lives

Our Values

Everyone Counts

Caring

Promote Wellbeing

Work in partnership

Innovate

Follow us:

www.ageconcernbirmingham.org.uk

Facebook: @ageconcernbirminghamUK

Twitter: @ACBirmingham1

Instagram: #ageconcernbirmingham



To receive an electronic copy of this newsletter please email us at