

FREE!

agenda news

The newspaper of Age Concern Kingston upon Thames

Issue 9 • Summer 2011

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Coming of age...

This summer we mark 65 years since the founding of our organisation. In 1946, a group of local people came together to establish a new organisation to help and support other local people. Since then we have evolved and grown, but we have stayed dedicated to the aims established back in 1946 in supporting people to live independently and be connected with their communities.

The support and involvement of local people underpins our achievements over the last 65 years. It is over 20 years since the *Surrey Comet* reported: 'As day centre members sit back and enjoy the view of a tree-lined garden, or chat on the terrace of their new Nelson Road premises, they will reflect that their dreams came true because of the goodwill of the community.'

Fundamental to our work is our growing army of volunteers: some 150 people who bring a diverse array of skills, talents, knowledge and experience to everything we do.

Popular

Such involvement also informs and influences the services that we provide today. Many people will be familiar with our two popular centres, Raleigh House and The Bradbury Active Age Centre, but thousands more people have used and benefited from our community services: information and advice, our active living programmes

and our Handyperson scheme, to name but a few.

As an independent charity we are able to bring money into the local community, by applying successfully for grants from the Big Lottery Fund and charitable trusts. Our workforce is largely made up of local people. Donations – of money, time and goods – from local people and businesses are invested in providing help to our community. Other groups, such as Kingston Nursing Association, have supported our work year after year.

Quality

The quality of our work has been independently assessed and endorsed leading to the achievement of the Community Legal Service and ISO 9000 quality marks, and awards such as the Queen's Award for Voluntary Service in 2007 and Elder Abuse Campaigner of the Year, back in 2005.

Relevant

At 65 (in common with many of our users and volunteers!) we are not content to rest on our laurels. Our role is even more relevant now than it was back in 1946. With the increasing financial squeeze on public money and with the growing numbers of older people, now more than ever we need the support and involvement of local people. With your support, we intend to be here for at least another 65 years!



... still making later life a greater life



An easy way to donate

As an independent local charity, founded and run by local people, with your interests at heart, we are always in need of support from the community to help us continue the positive work we do, especially with the heightened challenges we are facing as a result of the recession.

Now, you can donate at the touch of a button as we have a new, secure online donation facility. Visit our website, www.ageconcernkingston.org, and just click on the 'Donate now' button. If you prefer, you can make a donation by phone, or send us a cheque. Every gift, no matter how large or how small, helps ensure that the people of Kingston upon Thames have greater opportunities to live happy, healthy and positive later lives. Please note, we receive no funds from the national charity Age UK.

Kingston GPs push on with health reforms as timetable slows

It appears that the Government is retreating on its proposals for GPs to take over NHS commissioning, with the timetable for reform likely to be relaxed. In Kingston, plans are continuing for family doctors to take over the commissioning role currently held by the local Primary Care Trust, with only one GP speaking out publicly against the proposals. Kingston GP, Dr Charles Alessi (pictured), remains one of the most vocal proponents of the reforms and is one of only five GPs appointed to the Government's NHS Future Forum panel, which is charged with coordinating the Government's 'listening exercise' on the health bill.



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You can now view *agenda* on our website: www.ageconcernkingston.org and follow the links.

The views expressed in *agenda* are not necessarily those of the trustees, staff or volunteers.

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New rules on inheritance tax set to benefit charities

Changes to the inheritance tax (IHT) rate will come into effect from April 2012, the Chancellor announced in his March budget.

George Osborne said he wanted it to become the norm that people leave 10% of the contents of their wills to charity. To encourage this he is reducing the inheritance tax levied on the estates of those who paid. In the last year, IHT was paid on 15,000-16,000 estates in the UK – 3% of the total – and the Treasury hopes people might even leave much more than 10% to good causes under the new scheme.

IHT is levied after someone's death, on money, property and possessions worth more than the current threshold of £325,000. A taxable estate of £1m would currently attract death duties of 40% on any assets above the threshold, but the changes reduce that to 36% for anyone pledging to hand over more than 10% of their estate's value to a charity.

In Kingston upon Thames the average house price is now £378,263, an increase of over 14% on the previous year, with detached houses typically changing hands at over £800,000.

Age Concern Kingston Chair, Anne Cann, welcomed the move: 'Age Concern Kingston was built on the generosity of those who have given in the past. The issue of wills and legacies can be difficult for families, but this proposal to encourage charitable giving should make it easier for those whose estates would be subject to IHT.'

Codicils (supplements to a will) can be added to an existing will for minor changes. These must be signed and witnessed in the same way as the will, but the witnesses need not be the same as for the original will. Age Concern Kingston is able to provide information about making wills, dealing with estates, tax and related matters. Call **First Contact** on **020 8408 8170**.



Government to fund housing advice service for older people

The Department for Communities and Local Government has announced funding of £1.5m over two years in 2011-12 and 2012-13 for specialist housing information and advice service, FirstStop. As reported in issue 7 of *agenda*, Age Concern Kingston has been the lead partner working with FirstStop in south-west London over the past year to enable local older people and their carers to access information and advice on housing, care and support options more easily. We aim to help people in the borough maintain their independence and live comfortably at home in later life and to increase awareness of the housing, support, care and financial options available to you.

At the same time, a report by the University of Reading warns that policy makers and local councils must act now if they are to avoid a shortage in housing provision for older people.

By 2033, there will be an extra 3.5 million households aged more than 65 years, but there are only 100,000 specialist retirement homes.

Professor Michael Ball, author of the report, said: 'Britain's population is ageing, but its housing options are shrinking. Many older people wish to downsize because their garden or home become too difficult to maintain, or because of the loss of a loved one.'

For information and advice on housing issues, or for practical help in the home, call us on **020 8942 8256**.



Please send your comments and feedback to *agenda*
Age Concern Kingston upon Thames
14 Nelson Road, New Malden, KT3 5EA
or send an email to agenda@ageconcernkingston.org

A lifeline for many

It is reassuring to know The Bradbury is there. It is somewhere I can go for advice and support – my link to Age Concern. For many, it is their lifeline. It must NOT be allowed to deteriorate or close in the current economic crisis. Have you considered approaching the banks, who caused the mess, for sponsorship? It would be a mere 'drop in the ocean' to these bonus millionaires!

J. Middleditch

Dedicated work

I would like to thank very much the staff and volunteers at The Bradbury for their dedicated work, all done in such a cheery way, that it is a pleasure to come and something to look forward to. If it were closed or drastically reduced due to funding cuts I would be lost and more money would be spent, as I could end up in hospital like many others from the closed centre could.

G M. Fitzsimmonds

Going strong

I have read '65 years and still going strong!' (*agenda* issue 8) with the request for memories from people who have been involved with Malden & Coombe Old Peoples' Welfare Association. I am enclosing my offering which I hope will be of interest.

With best wishes for the future success and continuation of the magazine which I find most informative.
Pamela Fraser

(Read Pamela's memories on page 4)

What's in a name?

AGE UK is the new, national charity created by the merger of Age Concern England with Help the Aged.

We, Age Concern Kingston, have always been an independent organisation – a registered charity and a Company Limited by Guarantee, whose origins go back to 1946. We were subscribers to the federation of Age Concerns, which as a result of the merger has now been dissolved.

After much consideration, we have decided not to take up the offer of joining AGE UK. We felt the brand licence agreement that was offered was overly restrictive, yet lacking in detail. We believe the new brand would compromise who we are and what we do. We feel the new AGE UK brand has a strong corporate focus – one that needs to compete with other big national corporate brands. Our users are primarily concerned with local issues and local services. We believe AGE UK's corporate focus would dilute our local focus and undermine our ability to work with our community to develop our organisation in their interests.

Opportunities

AGE UK has certain legal rights to the Age Concern name and logo, so we may need to change our name. If we do, we will ensure that we maximise the opportunities that this opens up for us. The history of Age Concern Kingston stretches back over 65 years; an organisation founded by local people to help and support local people (see page 4). Over this time we have evolved and thrived. Working with older people, we have won awards, raised standards, delivered popular quality services, as well as achieving numerous external accreditations. Over the years this has allowed us to develop a high level of distinctiveness – a distinction that the new AGE UK brand would only mask.

Identity

Age Concern Kingston is, and always has been, an independent charitable enterprise, dynamically delivering both free and paid for services. We believe that maintaining our individual local identity is really important, and is the best way to continue to get support from the community now and in the future.

It is our intention to cooperate with, and support, AGE UK – nationally it is vital that older people have a strong voice. Regionally we are still members of AGE UK London.

We are aware that these changes are not easily explained, but the key point is: we continue to be an independent charitable organisation, providing services which benefit local people.

We will continue to evolve and thrive; we will continue to focus on building local partnerships with the council, Your Healthcare, Kingston NHS and with other voluntary organisations who share our aims and objectives.

What do you think? Get in touch and let us know...

Join us on facebook

There's a new way to follow Age Concern Kingston – we have joined facebook. Find us at <http://www.facebook.com/ageconcernkingston>. This is a great new way to keep up to date with news on all our activities, and we'll be posting photographs and stories of interest. And, if you have a facebook account, you can support us by 'liking' our page and get updates sent straight to your inbox. Our facebook page is also somewhere you can add your own comments, views and questions about Age Concern Kingston. Why not start a discussion?

So what's all the fuss about? Facebook is a social networking service, which since it was founded in 2004, has attracted an estimated 600 million users. If you're reading this and wondering what it all has to do with you, why not come along to the next internet café at The Bradbury Centre on the first Tuesday of every month, 2.00pm – 4.00pm. We can help you set up your own account so that you can keep in touch with friends and family, near and far. You can exchange photos and set up your own interest groups. Find out how to catch up on missed radio and TV favourites for free. Call the centre for more information on **020 8549 1234**, or email bradbury@ageconcernkingston.org.

We also offer beginners' computer classes at both Raleigh and Bradbury, in association with BBC First Click. Contact us for more information.



Call for a dedicated Minister for Older People

Our Government faces significant challenges as it prepares to serve the ageing population. The UK has no choice but to ensure that older people can live comfortably and enjoy dignity and respect in their later years.

Despite making up 40% of voters, there is no Government minister dedicated to the well-being of older people. Theresa May MP is Minister for Women; Sarah Teather MP is Minister of State for Children and Families, but as it stands, older people's issues are scattered throughout various Government departments. What is lacking is a centralised portfolio that prioritises the needs of older people and ensures that their views and interests receive dedicated attention.

Many governments around the world, including those of Ireland and Canada, have a dedicated Minister for Older People. Both Wales and Northern Ireland have appointed an Older People's Commissioner, but all those living in the UK deserve a centralised post that looks after their needs.

Anchor is England's largest not-for-profit provider of care and housing and has launched a petition about this important issue. We support Anchor in its call on our Government to provide real leadership for the UK's older people: to listen to their issues, give voice to them, and help all UK citizens enjoy happy living in the years ahead. You have to go online to sign the petition: www.gopetition.com.

First Contact ● 020 8408 8170

Age Concern Kingston telephone helpline number, open Monday to Friday 10.00am – 12.00 noon

Don't miss out – give First Contact a call

Every year, up to £5 billion of Pension Credit, Housing Benefit and Council Tax Benefit – money intended for people on low incomes – goes unclaimed by older people in the UK. Last year, we helped many Kingston residents to put more money in their pockets by advising them on the benefits they were missing out on.

These benefits can help you keep your independence and improve your standard of living by helping with housing costs, care needs and general expenses.

Benefits rates, and sometimes rules, can change at any time; even if you haven't been entitled to these benefits in the past, it may be worth making a claim now. So it's well worth giving us a ring on the number above to see if you're claiming all that you're due.

You can also drop in to our advice surgery at the Hawks Road Clinic, off Hawks Road in Kingston. We are there every third Tuesday of the month between 9.15 and 11.15am. Come and see us.



Better off – by over £300 a week

Mr C, 63, rang First Contact because he had been turned down for Employment and Support Allowance. He was very concerned because he was not able to work due to his poor health; his wife was also not well and he did not know how they were going to cope financially. Our advisor immediately identified that Mr C could claim Pension Credit and that he might also qualify for the DLA disability benefit. When our advisor visited him, his wife was also advised to make a claim in her own right. As a result of Mr C's call, he and his wife were awarded disability benefits and guaranteed pension credit which increased their joint income by £334.65 per week. Mr & Mrs C made the right call when they rang First Contact.

Houseproud works in South West London



From The Home Improvement Trust ©

Houseproud is run by the Home Improvement Trust (a 'not for profit' organisation) in partnership with your local Council to assist older homeowners with repairs, improvements and adaptations to their homes. It can offer a safe and worry-free way of getting jobs done and if finding the money to pay for it all is a problem, Houseproud can help with that too. Our sole aim is to help older homeowners to continue to live safely and independently in their own homes and thereby helping to prevent poor health and reducing the need for residential care.



Worcester Park resident Mrs A in front of her replacement window.

Kingston couple Mr and Mrs W, who converted their garage into an en-suite bedroom with help and assistance from Houseproud, were pleased with all the work which went into it. "It's wonderful" Mrs W said, "it's changed our lives".

Long term Croydon resident Mrs B, still living in the house in which she was born, had work carried out on her kitchen and bathroom and a security upgrade. "I don't know what I would have done without Houseproud" she says, "it's greatly improved my way of life".

Mr and Mrs N, from Kingston, received technical support from Houseproud with a recent side extension to their house, which included a wet room to assist with Mrs N's mobility problems, and a utility room.

Worcester Park resident Mrs A has recently had work done to her home including replacement windows. "I'm really pleased with the work; this will make a difference to my life, no more draughts and cheaper fuel bills".





Give your home a new lease of life.

With Houseproud, the home improvement scheme for older homeowners.

If you're receiving income-related or disability benefit and are age 60 or over, Kingston's Houseproud scheme can help. They can arrange flexible loans from £3000 at affordable rates for home improvements, repairs and adaptations.

No set-up costs for 2011. No fear of negative equity or repossession. They even help you plan the work and get it done. Houseproud is the worry-free way to look after your home so that it can look after you. Phone free or return the freepost coupon for more details.

Call 0800 783 7569 free
www.houseproud.org.uk

Also available in South West London in these boroughs:













Name _____
 Address _____
 Post code _____ Tel _____

Tick one of the following:

I/We are in receipt of an income-related or disability benefit.

I/We do not know and would like Houseproud to check eligibility for an income-related or disability benefit.

Return this free (no stamp needed) to:
 Elderly Accommodation Counsel (HP),
 FREEPOST LON15755, London SE1 7YZ.

Please send me a free Houseproud DVD along with an information pack.



From The Home Improvement Trust ©

ACK3 05/11

Raleigh House

Raleigh House provides a warm and friendly environment for those over 60 who are seeking friendship and daily activity.

You can choose to attend for a full day or half day. Those who attend for a full day will be provided with a hot lunch.

Transport is available to and from the centre for those who need it, every day except Wednesday, or we can help you access alternative transport.

The centre is spacious, with a large lounge and dining room, an arts and crafts room, a coffee lounge and a pleasant courtyard garden and terrace.



Opening times: Monday – Friday: 10.00am – 4.00pm

Raleigh House, 14 Nelson Road, New Malden KT3 5EA

Telephone: **020 8949 4244**

Email: **dcadmin@ageconcernkingston.org**

Centre Manager: **Cathy Weight**

Music for dementia



The Raleigh Saturday Club is working in partnership with Arts4Dementia, Live Music Now and Kingston University in an innovative venture which will bring live music into the homes of people living with dementia.

We have matched six families for the Live Music Now project operating in the borough. Music students from Kingston University work with a family for an hour per week over eight weeks, performing for them at home. This will be followed by a concert to which all Saturday Club members will be invited.

Research has documented the positive effects of music on people with dementia. Professor Paul Robertson of the world-renowned Medici String Quartet has spent years researching the relationship between music and dementia. He believes that music can unlock memories when recollections appear locked away, temporarily helping to reconnect people suffering from dementia while the music is playing.

LMN is the largest provider of live music to the UK's welfare, educational, justice and health sectors, with a unique resource of specially trained musicians.

A big thank you to **Tesco** at Shannon's Corner for their support and donations to the Raleigh Centre. Over recent months volunteers from Tesco have redecorated the hair salon and rejuvenated the garden, providing both labour and materials!

Thanks also to **John Lewis**, Kingston, who have donated a fantastic snooker/table tennis table to The Bradbury. Come on down to the centre if you fancy a game.

The Bradbury

The Bradbury offers an exciting range of affordable social, keep-fit, health-related and learning activities for the over 50s in a friendly, lively and welcoming environment. It is located 10 minutes from Kingston town centre. There is a café serving drinks, snacks, lunches (including roast lunch every Wednesday) and homemade cakes, as well as a patio area.

The Bradbury, 37b Grange Road, Kingston KT1 2RA

Telephone: **020 8549 1230**

Email: **bradbury@ageconcernkingston.org**

Centre Coordinator: **Lucy Webster**



What you said – 97% positive feedback

The Bradbury Centre renews its membership every year. This year's user feedback survey has been responded to at the time of going to press by over 100 members.

97% rated The Bradbury either 'good' (37%) or 'great' (60%).

76% agreed, or strongly agreed, that being a Bradbury member had helped them go out more.

69% agreed or strongly agreed that being a member had helped them feel less isolated.

70% agreed or strongly agreed that being a Bradbury member had helped improve or maintain their health.

79% agreed or strongly agreed that Bradbury had improved their quality of life.

76% agreed or strongly agreed that membership had helped improve or maintain their independence.

77% had learned a new skill or taken part in a new activity as a result of their membership.

74% said they had been able to make a contribution and/or use their own skills and abilities through their membership.

56% felt they were involved in decisions that were made about The Bradbury, perhaps reflecting uncertainty over the future of the centre in the current funding climate.

Members also gave the Bradbury staff high ratings for treating them with dignity and respect, and respecting their religious/cultural practices.

Comments from respondents included:

'Bradbury has made a tremendous difference to the quality of my life,' 'Keep up the good work and services,' 'Bradbury is an excellent place which keeps your mind and body active, and so doing, keeps you fit and perhaps out of hospital with illness'. One person simply wrote the word, 'togetherness'. There were many favourable comments about The Bradbury's staff, volunteers, and, of course, the food.

The Government is recognising the importance of socialising as we grow older, with the launch of a 'material deprivation' indicator to assess quality of life. Announcing the initiative, Pensions minister Steve Webb said: 'Material deprivation is more complicated than income alone. Some people lack everyday things many of us take for granted and financial causes are not the only reason why. This indicator raises important questions about how we go beyond the issue of income to help transform lives.'

If you have not yet responded to the survey, there is still time! Your views are important to us; the deadline for responses is 30th June. Full survey results will be published on our website after this date, and in *The Bradbury Bulletin*.

Fancy trying The Bradbury for yourself? If you're not a member, show this article to receive a free tea or coffee. Our friendly staff and volunteers will be happy to welcome you.

Volunteers wanted for a special new service

Would you like to help a carer and their loved one get the best quality of life in the time they have left? Carers of people at the end of their life say that they just want a listening ear, someone to be there for them as a person, someone to share the emotional, as well as the practical burden of their situation.



A Horizons Helper is a trained volunteer who will provide support to the carer of someone who is in the final stages of their life to cope more effectively and with more confidence. The volunteer will help to get the most out of the services, support and choices that are available to families in these circumstances and to provide information and advice. The service will be free of charge. Volunteers are asked to commit a minimum of 3 hours a week for 12 months.

If you feel you are self-aware and emotionally stable, are friendly and sensitive, with a respect for individuals and confidentiality issues and are able to meet the time commitments of the service, please contact **Mary Macan** on **020 8942 8256** for more information and an application pack.

Help@Home: prevention in practice

Miss B suffers from Diogenes Syndrome, a condition of severe self-neglect which had caused her to hoard clothes; her flat had become uninhabitable and she was sleeping in her car in mid winter. As a consequence of this, she was compulsorily admitted to hospital and when she was discharged, had to stay in a care home. Miss B was referred to ACK's Help@Home service by Social Services. A package was put in place to enable Miss B to return to her own home. Help@Home worked with Social Services to support Miss B in de-cluttering her flat to gain liveable access. The flat was then deep-cleaned and ongoing arrangements for cleaning and social support were put in place. Four months on, the support provided by Help@Home continues to help Miss B maintain her independence and ability to live in her own home, whilst providing a speedy connection with other services should the need arise.

To find out more about **Help@Home**, contact us on **020 8942 8256**.

Fitness for mind and body

The Big Lottery has awarded Age Concern Kingston another year's grant to continue to help older people lose weight and get fit. This time we will be focusing on older people who may be suffering from depression, early stage dementia, or other mental health conditions.

If you, or someone you know would like to find out more about the free Fit as a Fiddle courses please contact **Grace Shorthouse** (Fit as a Fiddle Coordinator) on **020 8942 8256**, or email grace@ageconcernkingston.org.

DIARY DATES

Age Concern training and events

Malden Fortnight

Saturday 9th July, New Malden High Street
Arts & crafts sale in aid of Age Concern Kingston, plus information and advice.

Raleigh Saturday Club

A service for people living with dementia and their families and carers.
Second Saturday of the month, 11.00am – 2.00pm at Raleigh House.
Next dates: 9th July (Summer Barbeque), 10th September, 8th October, 12th November
£3 per person including refreshments and a light lunch (served at 12.00 noon).

Contact Raleigh House on **020 8942 8256/020 8949 4244** or email saturdayclub@ageconcernkingston.org if you would like to attend and for more information.

Mobility Club

For people using mobility scooters or wheelchairs
Second Wednesday of the month, 3.00pm – 4.30pm at Raleigh House

Contact Cathy on **020 8942 8256/020 8949 4244** or email cathy@ageconcernkingston.org if you would like to attend and for more information.

Lunch clubs

In partnership with RBK in Chessington and New Malden.

The Fountain Court Lunch Club	The Charles Lesser Lunch Club
Tuesdays (12.00pm – 2.00pm)	Wednesdays (12.00pm – 2.00pm)
Fountain Court, New Malden	Charles Lesser House, Chessington

For more information call **020 8942 8256**.

Summer Fair, Raleigh House

Saturday 3rd September 2011, 1.00pm – 3.00pm.

What's on in Kingston

Kingston Pensioners' Forum

Second Monday of the month at Richard Mayo Hall, United Reformed Church, Eden Street, Kingston. For more info call the Secretary on **020 8241 9913**.

U3A Kingston

First Monday of the month, 1.30pm at the Richard Mayo Hall.

For more information see the website www.kingstonu3a.org.uk or call **020 8399 0163**.

National Carers' Week

Friday 10th June, 11am – 1.30pm – 'The True Face of Carers' – MPs and Carers event
Guildhall, Kingston KT1 1EU. Local MPs, Ed Davey and Zac Goldsmith will meet carers to tell them about the coalition's plans to support carers and an opportunity for carers to talk about what's important to them. Council Health and Social Care managers will also be there to listen to what carers feel are the priorities for local service development.

For details of Carers' Week events contact Kirstie Cochrane, Carers' Support and Service Development Coordinator, on **020 8547 6124** or email kirstie.cochrane@rbk.kingston.gov.uk.

Cambridge Road Estates Community Fun Day

Saturday 20th August 2011, noon – 4pm

Radio Jackie, Fun Fair, Face Painting, Tombola, Raffle, refreshments, plus help and advice on topics such as Health, Jobs & Careers, advice for young people etc.

Do you or anyone you know, need help with any of the following?

- Cleaning
- Laundry and ironing
- Shopping, collecting prescriptions and posting letters
- Cooking and other household tasks
- Regular social outings

Help really is at hand!

As we grow older, managing the everyday practicalities and tasks of a home in later years can be both difficult and daunting and can also be a worry for our family and friends.

Help@Home provides support with a range of practical tasks in and around the home, as well as social support and a direct link to all of Age Concern Kingston's other services, such as our In Touch telephone befriending scheme and Handyperson service. All staff members are trained, fully insured and CRB checked and can make sure that you get the right help if your circumstances change.

How does the Help@Home service work?

We will arrange an initial home assessment at a convenient time for you, and then match you with an experienced Home Helper. You will also receive an information pack about our full range of services.

How much does the Help@Home service cost?

There is a straightforward hourly charge of £14 (plus any expenses such as petrol for shopping trips).

To find out more contact us at Age Concern Kingston on **020 8942 8256**.



Little jobs need doing? Get them fixed for spring

Our **Handyperson** service can carry out small repairs, maintenance and adaptations which you might find difficult to do yourself, such as fitting a grab rail or curtain rail, changing a light bulb, hanging a shelf or fitting window locks and door chains.

We aim to ensure that our customers remain safe and secure within their homes. We can carry out tasks that help prevent falls and improve home safety.

The service is open to anyone over 55 years old and any adult with a disability who lives in the Borough of Kingston. It costs £20 for up to two hours, with materials charged at cost.

Plus! We can provide one to one computer tuition and help with setting up laptops, tuning in digiboxes, DVD recorders and players.

For more information or to book an appointment call Heather on **020 8408 8177** or email: heather@ageconcernkingston.org.

