

SUPPORTING OLDER PEOPLE  
IN OUR COMMUNITY



*Helping Older People Feel Less Alone*

# OUR HISTORY

**Age Concern Epsom & Ewell is a local independent community charity.**

Since 1947 we have been focused on empowering older people in the Borough of Epsom & Ewell to live the most fulfilling lives they can.

We provide many services including Information and Advice, Medical Transport, Social Support and Befriending. None of our services would be possible without our dedicated and wonderful team of staff and volunteers, as well as the support of our local community.



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## Our Values

- **Professional** *"It really made me happy to know you are there and care not just for me but for other people on their own." Client*
- **Passionate** *"I love using my skills to raise money... it feels great." Fundraising Volunteer*
- **Caring** *"They have given purpose to my day." Client*
- **Collaborative** *"My life has been enriched by the experiences they have shared." Volunteer Befriender*
- **Innovative** *"We work with other local organisations to improve the lives of older people in the borough." I and A Volunteer*

# INFORMATION AND ADVICE

We offer a wide range of confidential advice on issues that affect older people including:

- Benefit Entitlement
- Community Services
- Disability Aids and Equipment
- Moving into Residential Care
- Support Organisations
- Advice for Carers
- Help at Home
- Tradespeople Lists
- Safety and Security
- Legal and Financial Matters
- Will Writing
- Lasting Power of Attorney
- Leaving a Legacy



*If we are unable to help you directly we will refer you to other appropriate services.*

Our Information and Advice desk is open **9.30 am - 1 pm, Monday - Friday** at the Old Town Hall, Epsom.

This is a drop-in service, appointments are not necessary or you can call directly on 01372 732 456.

Alternatively, you can email your enquiries to:

**[info@ageconcernepsom.org.uk](mailto:info@ageconcernepsom.org.uk)**

# HOME VISITING

## Assistance with Benefits and Services

We can arrange for our Home Visitor to visit you to offer support applying for the following benefits:

- Attendance Allowance (AA): A benefit for people over State Pension age, who have needed help with personal care or supervision due to illness or disability for at least six months. It is a non-means-tested benefit, meaning income or savings do not affect eligibility.
- Blue Badge: A scheme providing a parking permit for people with severe mobility problems, allowing easier access to shops, services, and public spaces. The scheme takes other disabilities into account providing mobility is also significantly affected.
- Pension Credit: A means-tested benefit designed to top up the weekly income of people over State Pension age, ensuring they have a minimum guaranteed income. It can also provide access to other benefits and discounts.

*“She was so kind and helpful, supporting us to fill out those tricky forms!”*  
Home Visiting Client



Our Home Visitor assists you by completing the forms during the visit. This typically takes around two hours for Attendance Allowance and just over one hour for a Blue Badge. There is a charge for this service. You could also apply for these benefits yourself.

Additionally, our Home Visitor can advise you about other community services, including dementia support, befriending schemes, or carers' support, which offer opportunities for socialising and connecting with others.

## Keep updated with our seasonal newsletters.

Get news, updates, invitations to activities and fundraising events, inspiring client stories, and the latest on what we've been up to all delivered straight to your inbox or by post.

### Ways to sign up

Visit our website to sign up on our home page

[www.ageconcernepsom.org.uk](http://www.ageconcernepsom.org.uk)



Alternatively you can email : [info@ageconcernepsom.org.uk](mailto:info@ageconcernepsom.org.uk)  
or call: **01372 732 456** to subscribe.

#### Age Concern Epsom & Ewell Advertising Disclaimer

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458 Reigate Road, Epsom, Surrey, KT18 5XA

# MEDICAL TRANSPORT

If you are of state retirement age, live in the Borough of Epsom & Ewell, and find it difficult to use public transport, our Medical Transport Scheme can help. We provide safe, reliable transport to medical appointments both within the borough and further afield.

Our team of friendly volunteer drivers will collect you from your home, take you to your appointment, and bring you back safely. If you'd like someone to accompany you to your appointment, we can take an extra passenger at no extra cost.

Our service is for health-related appointments only such as hospitals, GP surgeries, dentists, opticians, footcare and medical support groups. We also take members of the scheme to visit relatives or friends in hospitals or care homes.

If you would like to register for the Transport Scheme, please call **01372 732 456**

***Please note: We are unable to accommodate wheelchairs.***

## How to Join

There is an annual registration fee to join the scheme and a charge is made each time the service is used.

Once your registration is complete, you'll be able to book journeys to your medical appointments with the support of our friendly volunteers on the transport desk.

If you have a Disabled Person's Parking Badge (Blue Badge), please bring it with you when using the service.

- *All parking charges are the client's responsibility.*



***"The service  
couldn't be better!"***  
Client

Alternatively, if you think you have what it takes to become a volunteer driver for our Medical Transport Scheme, then please register your interest at:

**info@ageconcernepsom.org.uk**

or call **01372 732 458**

# SOCIAL SUPPORT

## Befriending Service



At Age Concern Epsom & Ewell, our Befriending Service brings volunteers and older people together. Weekly visits take place in the comfort of our clients' homes. Whether it's sharing stories, laughter, or simply enjoying a cuppa, these moments of connection mean so much and can brighten someone's day, build meaningful friendships, and help someone to feel less alone.



Our Social Support Coordinator carefully matches those who are feeling lonely or isolated with our volunteer befrienders. Friendships that are made can be truly life-changing.



### Why Befriending Matters

Loneliness can affect anyone, especially in later life. Our befrienders bring warmth, understanding, and a listening ear - reminding older people that they are valued and not alone.

If you, or someone you know, lives alone and could benefit from regular company or conversation, please get in touch.

Call us today on **01372 732 456** to find out how our friendly volunteers can bring warmth, conversation, and companionship.

Or, if you can spare just an hour or two each week, you could make a real difference to someone's wellbeing.

**Get in touch today to find out how you can become a Befriender and help bring companionship and connection to those who need it most.**

## Monthly Sunday Teas



Our Sunday Tea is a wonderful chance to relax, enjoy good company and conversation. Clients come along on the second Sunday of the month to enjoy tasty sandwiches, delicious cakes, and plenty of refreshments, all accompanied by lovely entertainment.

If you need a lift, we can arrange transport – just let us know! Come along, share a laugh, and enjoy a friendly, welcoming atmosphere with others from the community.



- Booking is essential, and if you need a lift, transport can be arranged – just let us know.
- Sunday Tea with sandwiches, cakes and that ever important cup of tea, are provided for a small charge.
- The hall has full disabled access, ensuring everyone can join comfortably.



**For more information please get in touch.**

**Tel: 01372 732 456**

## Advertisements



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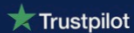
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## Men's Group

Our Men's Group welcomes men of pensionable age in Epsom & Ewell to meet monthly, make new friends, and enjoy good company in a friendly, inclusive setting. There's always something to look forward to at these social gatherings with shared activities and meals out organised by our coordinator. New members are always welcome, although a waiting list may apply when the group reaches capacity.

## IT Support

**Need a little help with your technology?** Our IT volunteers are here to support you in the comfort of your own home. Whether it's your phone, tablet, or computer, we'll guide you, at your own pace. We'll help to solve problems, answer your questions and build your confidence using your devices. There is a small charge per visit to help keep the service running. Any extra equipment or materials required would need to be paid for by the client.




**DIY**

**AGE CONCERN**  
EPSOM & EWELL

**Let us help with your small DIY Tasks**

## Did you know that we can help you with small DIY jobs?

We have a team of volunteers who can put up a shelf, a mirror or a few pictures, install a blind or curtain rail, or do other small tasks for you, for a minimal charge.

*(Please note that we cannot deal with electrical or plumbing problems, or anything which would require a volunteer to be more than 10ft from the ground)*

**For further information about any of our services please contact:**

**Tel: 01372 732 456 Email: [info@ageconcernepsom.org.uk](mailto:info@ageconcernepsom.org.uk)**

## What Else Do We Offer?

### Local Professionals and Tradespeople

We hold lists of local tradespeople and professionals such as hairdressers, decorators, gardeners, local doctors and solicitors.

### Smoke Alarms

Signposting to the Fire Service for a FREE fire safety check and smoke alarm.


### Information Sheets

We have compiled information on local services including social clubs and centres, exercise activities, mental health, dementia support and shopping.

### Useful Guides

We hold a wide and varied selection of useful guides, ranging from 'Adapting Your Home', 'Caring For Someone With Dementia', 'Your Hospital Stay' and 'LGBT+'.

## Advertisement



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**020 8394 0050**  
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## Message in a Bottle

### The bottle found in the fridge!

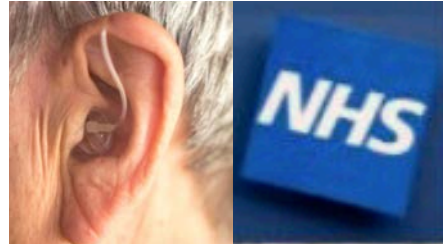


This bottle enables the Emergency Services to find essential information to identify you and advise on any relevant illnesses and medication, should you suffer an accident or sudden illness in your home.

Complete the form, which is in the bottle, pop it back in and leave the bottle in your fridge door.

## Hearing Aid Batteries

We provide FREE NHS hearing aid batteries. To request these please call 01372 732 456 or visit us in The Old Town Hall.



**Both these items can be collected from our office between 9.30 am - 1 pm Monday - Friday.**

## A PEACEFUL SPACE FOR REFLECTION AND CONNECTION

We warmly invite you to visit the newly planted Age Concern Epsom & Ewell 'In Memory Woodland' in Long Grove Park, Epsom, KT19 8TF.

Whether you're remembering a loved one or simply enjoying the peaceful woods, take a moment to sit on our benches and enjoy the beauty of nature. As seasons change, this tranquil space offers a place for contemplation and connection with the cycle of life. From the vibrant green of spring and summer to the rich hues of autumn and the bare branches of winter, this woodland is a testament to nature's enduring power. **Plan your visit today.**

IN MEMORY  
Woodland  
AGE  
CONCERN  
EPSOM & EWELL  
Long Grove Park, Epsom

### FIND OUT MORE

Plan your visit and find out more about the 'In Memory Woodland' journey at...

[www.ageconcernepsom.org.uk](http://www.ageconcernepsom.org.uk)

# VOLUNTEERING



## Why volunteer with us?

Volunteering is more than giving your time – it's a chance to connect, grow, and make a real difference.

At Age Concern Epsom & Ewell, volunteers are at the heart of everything we do. From befriending and driving to IT support, fundraising, or serving as a Trustee, your time and skills help us support older people, reducing isolation, and improving wellbeing in our local community.

We couldn't continue our vital work without you. Every hour you give makes a lasting impact.

**Join a community of over 150 passionate volunteers across a wide range of roles, including:**

- **Befriending**
- **Driving**
- **IT Support**
- **DIY**
- **Fundraising**
- **Event Assistance**
- **Office Support**
- **Social Support**
- **One-off Projects**
- **Trustee Roles**

*"I want to make a difference and give something back to the local community."*

*Age Concern Epsom & Ewell Volunteer*



## How you can volunteer

### Get Involved

We're a friendly bunch, and you can be as involved as much as you would like. Some volunteers love being at the heart of all the fun and activities, while others prefer to dip in and out, focusing only on the roles they enjoy most. Whatever your style, we welcome and value everyone's contribution.

Please contact us at the office or visit our website to download an application form and take the first step towards becoming a valued volunteer. You have nothing to lose and so much to gain!

To see current opportunities and to apply please visit our **Volunteer Vacancies Page** on our website: [www.ageconcernepsom.org.uk](http://www.ageconcernepsom.org.uk)



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[homeinstead.co.uk/epsom-dorking](http://homeinstead.co.uk/epsom-dorking)  
Email: [danielle.peet@emv.homeinstead.co.uk](mailto:danielle.peet@emv.homeinstead.co.uk)

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# FUNDRAISING

## Why We Need Your Fundraising Support

At Age Concern Epsom & Ewell, our mission is clear: to enrich the lives of older people in our community by helping them stay connected, independent, and supported.

As a completely independent charity, we receive no statutory funding. We rely solely on the generosity of donations, legacies, fundraising and local business support to keep vital services running.

Throughout the year, we host a variety of exciting and engaging events – quiz nights, concerts, comedy evenings, and charity dinners – which are essential to funding our work.

## Fundraise For Us

There are many ways to support Age Concern Epsom & Ewell whether you join an event, volunteer your time, or organise your own fundraiser.



## Ideas to inspire you

- Take on a challenge event such as a Snowdonia trek, marathon, or skydive.
- Host a coffee morning or quiz night in your community.
- Get baking and organise a community Bake Off.
- Run a book sale or car boot sale.
- Join our knitting and crafting campaigns.
- Sign up for our monthly lottery and help spread the word.
- Ask your school to host a mufti day or cake sale on our behalf.



Whatever you choose, we'll support you every step of the way and celebrate your achievements on our social media pages.

You can find **@ageconcernepsom** on Facebook, Instagram and LinkedIn - a 'like' and a 'share' go a long way in helping us to reach a wider audience.



# HOW YOUR DONATIONS HELP

**Every amount raised, no matter how big or small, can have a big impact on our charity.**

- £20 helps to cover a month of support for our dedicated volunteer befrienders.
- £50 helps to fund the daily running of our Information & Advice desk every weekday morning.
- £150 helps to support one of our monthly Sunday Tea events, bringing joy and companionship to isolated older residents.



## Support Us - Please join our monthly Lottery!

We rely entirely on donations and fundraising to continue supporting older people in our community.

By joining our Lottery Club, you'll not only have the chance to win monthly prizes, but you'll also be helping us provide vital services that bring reassurance, friendship, and practical support to those who need it most.

Each month, three lucky winners share prizes worth over £100. Every ticket sold makes a difference – with 60% directly supporting our services and 40% funding the prize pot.

It's a simple way to support local older people while being part of something meaningful in your community.

## Corporate Partnerships

We offer a range of opportunities for local businesses to support Age Concern Epsom & Ewell, including **event sponsorship, employee volunteering, and choosing us as your organisation's Charity of the Year.**

Partnering with us not only helps older people in our community, but also offers meaningful benefits for your organisation, from team engagement to positive local impact.

**For further details please contact our office on 01372 732 456**

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## WILL YOU REMEMBER A CHARITY?

Leave a Legacy.  
Make a Gift for the Future.

### SUPPORT YOUR COMMUNITY FOR GENERATIONS TO COME

As an independent charity, Age Concern Epsom & Ewell **rely on gifts in Wills** to ensure we can **continue being there for older people** in Epsom & Ewell.

After providing for your family and loved ones, you may wish to leave Age Concern Epsom & Ewell a gift in your Will. Even a small percentage can **make a lasting difference**, helping us plan ahead and support the growing number of older residents in our borough with friendship, reassurance, and practical help.

There may also be financial benefits. In England, leaving at least 10% of your net estate to charity could **reduce the inheritance tax rate** on the rest from 40% to 36%, helping your gift go further.

By including Age Concern Epsom & Ewell in your Will, you help protect an independent local charity - and the older people who depend on us every day.

**To find out more talk to your solicitor or request an Age Concern Epsom & Ewell 'Will Writing & Legacy Pack' Call 01372 732 456 (Mon-Fri, 9.30am-1pm)**

Registered Charity No: 1139652



**Age Concern Epsom & Ewell**  
**The Old Town Hall**  
**The Parade**  
**Epsom**  
**KT18 5AG**

You can find information on all of our services at:  
**[www.ageconcernepsom.org.uk](http://www.ageconcernepsom.org.uk)**

You can also find us on:



If you would like to speak to us please call:  
**01372 732 456 9.30 am - 1 pm Monday - Friday**  
**Email: [info@ageconcernepsom.org.uk](mailto:info@ageconcernepsom.org.uk)**

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