



# Newsletter

## Summer/Autumn 2018

### LATEST NEWS

#### **Important Notice: "Grooming" of Clients**

We have been made aware of an escalation of 'adult grooming' by Age UK. As a consequence we have arranged for a representative from Age UK to come and give a talk to our volunteers (details below) which we encourage you to attend. May we please remind you not to introduce outsiders to a client however much help they are willing to offer. Please refer any new people willing to help the charity to the office so that we can check their background with a DBS check.

#### **SAVE THAT DATE!**

#### **Safeguarding Training - 23 October, 11am - 1pm**

A vital issue for all volunteers and staff and encompasses a range of issues affecting our clients, including scams, fraud and 'grooming'. The session will be held at the Wilberforce Centre, St Paul's Church, The Ridgeway, NW7 1QU.

#### **Volunteers Social Evening - 28 November, 7-9pm**

The next volunteers' social evening will be on Wednesday 28 November and will be held at the hall of the Annunciation Church. If you've not been there before the address is: 4 Thirleby Road, Burnt Oak, HA8 OHQ

#### **Christmas Musical Tea Afternoon - 4 December 1.30-3pm**

Our Christmas treat this year is a musical tea afternoon with the choir of Mill Hill County High school and the pupils of St Paul's Primary school. This is one of the big events in our year and we will need volunteer support both to help run the event and also to give lifts.

#### **Annual General Meeting 14 January 8pm-9.30pm**

Our AGM will be held at the hall of the Annunciation church and Derrick has invited a guest speaker.

#### **The Good Neighbour Scheme for Mill Hill and Burnt Oak**

enables volunteers to provide neighbourly support to elderly and disabled people living in Mill Hill and Burnt Oak in the Borough of Barnet. Our services address the issues of fragility, loneliness, depression and bereavement.

Our services include: 3 weekly lunch clubs for most of the year, we facilitate 2 low cost chiropody clinics, lifts and transport to surgeries and hospitals, sign-posting, advice and support, a weekly shopping bus, gardening service and outings and trips

The GNS delivers its services mainly through the goodwill of volunteers who give a few hours a month of their time. A heartfelt **thank you** to all of you .



### Summer News

It has been a very busy summer for Cheryl and Loraine organizing our summer outings. These included a cream tea afternoon at the Dutch Nurseries, a fish and chip lunch and the

ever popular bingo session. All the events were sold out and it is a big thank you to Cheryl and Loraine whose hard work brought so much enjoyment to our members.

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### Chiropody Clinics - A Big Success



Last year our first session of our Burnt Oak chiropody clinic - a collaboration between ourselves, Oak Lodge Medical Centre and Craig Barrell, 7 people were treated. In the last session held in August Craig treated 30 patients in a day! There is a cost to us though as we

fund the clinical rooms. In order to keep up with demand Androulla now runs 3 clinics a month in the Retail Trust. It is an achievement we are all proud of but at our current capacity it is fair to say we have reached a saturation point.

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### TSB Partnership Extended



The GNS' partnership with the TSB branch in Burnt Oak has been extended for another year. In the last year the bank has been a positive and proactive partner. It has run raffles and promoted our services in the branch. In the Spring Karina, one

of the financial advisers, ran the *Tough Mudder* challenge to raise money for the GNS. The staff have raised £1200. It has been a joy to collaborate with the branch and look forward to more of the same in the coming year.

### We Need More Drivers and Escorts

Apart from our general need for volunteers, we currently are suffering from an acute shortage of volunteer minibus drivers and escorts.

Without volunteers, the GNS has to pay for drivers. This can easily almost double the cost of hiring a minibus for lunch club duties. At a time when we are looking to keep our finances under tighter control, this is a cost we could reduce with the help of volunteers.

So, if you are interested in finding out more about helping out as a driver, please contact the office

Training is paid for by the charity for all our drivers. This is a short MIDAS course which is run by Barnet community Transport.

## INFORMATION FOR VOLUNTEERS AND OUR CLIENTS

### **Grahame Poulton - Correction**

In the last newsletter we stated that Grahame had taken over as treasurer from Martin Crane. This was incorrect and Grahame has kindly asked us to correct the title of his position. In fact, Grahame's post is that of book keeper.

Apologies to Grahame for our error.

### **Lunch Clubs' Attendances At An All Time High**

Our lunch clubs are vital in helping our clients to socialize and integrate more into the community. They also enable us to monitor their welfare and, if necessary, offer assistance.

Liz and Cheryl have worked hard to increase the lunch clubs' popularity. The result of their efforts has been to achieve record attendances at both clubs. At Mill Hill we are averaging 30-35 per week, while our Burnt Oak club is reaching 25-30.

### **Log All Interventions**

It is important to remember that because our grant from Barnet is directly related to the number of our clients, and the number of services we offer in total, if you do anything for a client which we have not organised, can you let us know please?

We are aware that our volunteers do far more than we arrange (e.g. extra shopping, befriending by phone or in person). By adding these interventions to our total could make a difference to the level of funding we receive.



### **Message in a Bottle**

We are participating in the **Message in the Bottle** emergency information scheme. This is intended to make medication details easily and quickly available to the emergency services. A client's medical details are stored in a clearly labelled plastic bottle in their fridge door. Matching labels are also displayed in the home alerting services to the availability of the information. Please make clients aware of this scheme. Bottles are available from the office.



### **Winter Warm Packs**

There are **Winter Warm Packs** available in the office which can be distributed to clients. These are free packs to help clients cope with cold winters and consist of:

- Blanket.
- Water Bottle
- Thermos Flask

Again please make clients aware of the availability of the packs.



Thursdays 2pm-2:45pm

### **Keep Fit Classes**

The NW7hub is now hosting weekly kip fit classes for those requiring a less strenuous form of exercise. The cost is £3 per session and is held every Thursday, 2pm-2.45pm at:  
The Library Building,  
Hartley Avenue,  
Mill Hill,  
NW7 2HX.  
020 8906 3125  
Email:  
host@nw7hub.org.uk



### Free Movie Afternoons

We have some fantastic film afternoons coming up:  
The Road to Rio- starring Bob Hope, Bing Crosby and Dorothy Lamour - on 24 October.  
Oklahoma - with Shirley Jones and Gordon MacRae - 28 November.

#### Venue

The films will be showing at Trinity Church, 100 The Broadway, Mill Hill, NW7 3TB. Doors open at 2pm, the film starting at 2.15pm. Light refreshments will be served during the afternoon.



### Stay Warm this Winter

Some basic tips to pass on to our clients:

**Keep your house** at the correct temperature- the main living room for older and vulnerable people should be around 21°C (70F)

**In bed** you can also use a hot water bottle or layers of blankets to keep warm.

**Have regular** hot drinks and soups.

**Keep all doors shut** to prevent draughts and draw your curtains at dusk to keep the heat inside.

**If the radiator** is below a window, tuck the curtains behind it.

**Contact your GP** to get your vaccinations,



### Home Library Service

Barnet provides a free personal delivery service to residents who are unable to visit their local library.

The service visits each borrower once every 4 weeks. It offers a selection of books in standard and large print, audio books and music on CD. DVDs are also available to rent for a small charge.

For more information call:  
020 8359 3901

## NOTICES



### Neighbourhood Watch: Recent telephone scam

There have been reports of a new telephone scam. Below is the text of an email sent by Charlene James, Police Community Support Officer:

Police have been made aware of a number of reports stating they had received phone calls stating they owe money to HMRC.

The scammers explain that you need to pay some money into an account so they would not execute an arrest warrant. The scammer's do not give you an exact amount but say the amount is approximate before taxes and penalties. All the calls seem to be coming from the following number 0203 287 4777.

Please be aware this is a scam and the number does not belong to HMRC. Kindly pass this on to your elderly friends and family.

If you need to reply regarding this message, click on this email address:  
[millhill.snt@met.police.uk](mailto:millhill.snt@met.police.uk)

It is worthwhile volunteers giving a gentle reminder of this issue to our clients. For more information about fraud and scams in general see the next section.

## FRAUDS AND SCAMS

**Frauds and scams** perpetrated against the elderly and other vulnerable groups are continuing to be a problem and in fact two of our members have recently been hit with a telephone scam. Please pass on this message to our clients. Whenever you answer the door remember to: **LOCK, STOP, CHAIN, CHECK.**

**LOCK** - Secure all your other outer doors as the person at the door may intend to distract you while an accomplice gets in through a back door

**STOP** - Think about whether you're expecting anyone.

**CHAIN** - Put the door chain on or look through the window or spyhole to see who's there.

**CHECK** - Ask for an identity card and examine it carefully - you can always tell the caller to come back another time when someone will be with you.

### **Put up a deterrent sign:**

You could put a 'no cold callers' sign up on your door or window which should deter any cold callers from knocking on your door.

### **Call the police**

Remember that you can dial **999** if you're suspicious or the caller won't leave. Call the police non-emergency number **101** if you're not in immediate danger but want to report an incident.

### **What to do if you've been the victim of scam**

There's no shame or embarrassment in falling victim to a scam - it happens to lots of people. It is important to report the offence because it may help to prevent others from experiencing the same thing. **Call the police** and you can also report it to [Action Fraud](https://www.actionfraud.police.uk) - **0300 123 2040** - because it may be able to track down the fraudster.

### **Telephone Scams Reminder**

If you are suspicious about a call and intend to ring an organization to verify its legitimacy, **never call back immediately** because the fraudsters will still be on the line. **Please wait at least 15 minutes** to let the line clear before doing so.

## Board Changes

Joan Leith has stood down as the trustee representing The Sacred Heart Church and has been replaced by Mary Scott. Mary is an active member of the church and is also a volunteer with the charity. Francis Cheasty has also joined the board representing Mill Hill East Church and Frances Dymock has joined the board representing the Annunciation Church.

A warm welcome to Francis, Frances and Mary to the Board of Trustees!

Staff	In Office
Co-ordinator - Cheryl Trott	Tue, Wed, Thu, Fri and other times as required.
Deputy Co-ordinator - Loraine Williams	Mon, Tue, Wed.
Development and Digital - Herakles Koumoullou	Thu
Mill Hill Lunch Club - Liz Sykes	Tue
Burnt Oak Lunch club - Liz Sykes	Thu at the Annunciation in Burnt Oak.

  

Trustees	
Chairman - Derrick Edgerton	Trustee - Pauline Seaton
Book keeper - Grahame Poulton	Trustee - Frances Dymock
Secretary - Natalie Layman	Trustee - Francis Cheasty
Trustee - Maggie Lamb	Trustee - David White
Trustee - Mary Scott	Trustee - Margaret Parrock

## Contact Us

Office telephone no: 020 8906 3340

Lunch Club mobile - 07483 983217

Email: [good.neighbours@yahoo.co.uk](mailto:good.neighbours@yahoo.co.uk)

Website: <http://www.thegoodneighbourschememhbo.com/>

Facebook: <https://www.facebook.com/goodneighbourscheme/>

Charity No: 1130578