



## Other Services:

*Age UK York provides a range of services for older people. Our services include:*

- Befriending
- Care at Home (CQC Regulated Personal Care)\*
- Dementia Day Clubs\*
- Dementia Support and Advice
- Social Clubs\*
- Supporting Independence Service
- Home Help/Cleaning Service\*
- Keep your Pet
- Money and Benefits Advice

\*Chargeable service.



## Contact Us:

**There are several ways you can contact us to find out about the services Age UK York offer.**

**01904 634061  
(Mon - Fri, 9.30 am - 3 pm)**

**Email Age UK York:  
[firstcall@ageukyork.org.uk](mailto:firstcall@ageukyork.org.uk)**  
**Or you can visit our website:  
[www.ageukyork.org.uk/ourservices](http://www.ageukyork.org.uk/ourservices)**



**Age UK York, St Edmund's House,  
Margaret Street, York, YO10 4UX**

Registered Charity No: 1118346  
Registered Company No: 6006449

Age UK York is a non-profit making organisation



## Information & Advice

**We provide free and confidential information and advice to enable older people to access the support they need to remain independent and safe at home.**



**Local. Independent. Here for You.**

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# Information and Advice

## What do we do?

We provide free and confidential information and advice to enable older people to access the support they need to remain independent and safe at home.

Our services are available for older people and for those who support them.

We hold the Advice Quality Standard which demonstrates that we provide consistent, relevant and effective advice.

## Signposting and Guides

We have good relationships with other organisations in York and can signpost you to them for more specialist support. We also have a wide range of useful guides and factsheets which give advice on areas such as money, health, housing, benefits and paying for care.



## How can we help?

Our team has a wide knowledge on the support available to you, including:

- Getting help at home
- Local social & leisure activities
- Aids & adaptations
- Local transport options
- Housing & care options
- Support for carers
- Local health services
- Keeping your home warm
- Home security
- Befriending and home visiting services
- After hospital support

## Specialist Advice

We offer advice to people over state pension age on benefits, paying for care, housing and other money matters, including:

- Pension Credit
- Council Tax Support
- Housing Benefit
- Carer's Allowance
- Attendance Allowance
- Charitable Grants

Our specialist team can advise on your entitlement to benefits and support you to make any relevant claims. Our service is free, confidential and impartial.

*“The information I got from Age UK York helped me immensely.*

*They know so much about what's available for older people in York”*

**Local.**

**Independent.**

**Here for You.**