



Everyone should have someone to turn to

.....

Your guide to our services



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Who is this guide for?



Age UK Hillingdon provides a wide range of services that make later life better in Hillingdon. We are well established in the Borough, working with and for older people for over 25 years.

Whether you need advice and support for yourself, a loved one, a friend or family member, we hope that you will find the information you need from within the pages of this guide.

Our aim is that everyone should have someone to turn to. Whatever is concerning you, turn to us and if we can't help you, we can direct you to someone who can. No-one should have no-one.

Our services are all about staying independent, safe, healthy, strong and active. We are here to help everyone make the most of later life, to enable you to make choices which suit YOU.





Mr Taylor* 93 from Hayes was visited at home to discuss his housing options. He was quite clear he wanted to move into a care home. We discussed the charges and the needs of people who are in a care home. Mr Taylor is still quite independent and can get around on a mobility scooter and manage most aspects of his life.

Mr Taylor was advised of Abbeyfield supported living in Hayes where he could remain independent but be around people of his own age, still have his carers to support him and have 2 hot meals a day which would be included in his monthly rent.

We supported the client with the sale of his flat and the move into Abbeyfield. Mr Taylor feels this was the best decision he has ever made as there are staff around if he needs them and he has made new friends so feels less isolated.

(*not real names)

Getting the advice you need



Information and Advice Line 01895 544250

As we grow older we find ourselves having to address situations we have not had to consider before. Whatever you need advice on, whatever issue is concerning you, your family, or your carer - turn to us.

You can call our advice line above between 8am and 7pm daily, including weekends and Bank Holidays or you can come to one of our Information and Advice Centres between 10am and 1pm, with appointments and surgeries at other times.

You can also access information and advice via our website at **www.ageukhillington.org.uk**. If you can't get out, we can even come to your home.

We can help in many ways, from ensuring you make the most of your money, helping you to move, to making sure your wishes for the end of your life are carried out.

The following pages give more details on our Information and Advice Services. Even if you don't see what you're looking for, please still call us, we will be able to point you in the right direction.



Getting the advice you need



Information and Advice Line 01895 544250

Money matters

Every year, our team helps hundreds of older people in Hillingdon to claim over £1,000,000 in benefits, allowances, pensions and grants.

There may be many reasons you have not claimed. You may simply not know what financial help is available or how to go about getting it, or you may feel too proud to claim. There may be money which is rightfully yours and having it will make a real difference to your quality of life so please call us on the number above or drop in at one of our Information and Advice Centres. We can advise you on what you might be entitled to and help you to make your claims.

Housing and Care Options

Thinking about moving house, downsizing or making adaptations to your existing home can be daunting at any stage in life. You may also be considering care options. The thought of leaving somewhere that you have been familiar with for many years can be overwhelming.

Our team can guide you through all your options so that you can make the right choice for you. We offer practical and emotional support at all stages of your move and for up to six weeks after. Please call us on the number above or drop in at one of our Information and Advice Centres.

Getting the advice you need



Information and Advice Line 01895 544250

Will Writing

Another important part of making sure your wishes are carried out is to write a Will. Our local solicitors will work with you to write your Will. Our Will Writing Service is free but we very much appreciate any donation you feel able to give.

If you would like to make an appointment to see one of our solicitors at one of our Information and Advice Centres, please call the appropriate telephone number below.

Get in Touch

Uxbridge Information and Advice Centre (Closed Mondays)

63a High Street, Uxbridge UB8 1JP

01895 231841

Tues-Fridays Drop Ins morning, Appointments only in afternoons.

Ruislip Information and Advice Centre (within our retail shop)

105 High Street, Ruislip HA4 8JN

01895 633207

Drop Ins mornings, Appointments only in afternoons.

Townfield Centre

Townfield Road, Hayes UB3 2EL

Appointments only- Please telephone 01895 238593 to make an appointment



Mrs Maxwell* in Ruislip tells us

“I have Macular Degeneration and shopping was becoming a nightmare! Then I heard about Help at Home and it has been such a great help to have someone getting me fresh food weekly”

Mrs Smith* in West Drayton wrote

“My family are happy I now get regular help. I enjoy the help and company – the girls are always cheerful and happy to help”

Mrs Riley* in Northwood says

“I have arthritis in my feet and ankles so having someone to do my weekly shopping is a great help as pushing a trolley is very painful for me”

(*not real names)

Staying safe and well at home



If you need a little bit of help to get things done at home, turn to us and we can support you. All our staff are fully checked through references and the Disclosure and Barring Service (formerly Criminal Records Bureau). They are all fully trained and insured, reliable and trustworthy. If you have any worries, you can tell our staff in confidence and they will be able to direct you to other services who can help you.

Help at Home

Whatever the reason that you find yourself less able to do things around the house, contact our **Help at Home** team. We will come to your house so that you can tell us what you need, then your Home Helper will visit on a regular basis to suit you, whether that is daily, a few times a week, weekly, fortnightly, monthly or as a one-off. The average time for a visit is one and a half hours.

Some examples of the sort of help you might need are: shopping (both for food and non food items), taking you to appointments, cleaning (ranging from a general clean to a full spring clean or de-clutter), helping to pay bills, collect prescriptions, laundry & ironing, helping to prepare light meals.

Please note we do not provide Personal Care.

The cost of this service is £19.00 per hour* which we ask you to pay by Direct Debit to help keep administrative costs as low as possible. There is a one-off fee of £20.00 for the initial assessment visit. If you are worried that you might not be able to afford the service, please talk to one of our staff as you may be entitled to financial benefits which will help with the cost.

**2017 prices*

To find out more, with no obligation please call us on 020 8756 3040 or Email enquiries@ageukhillington.org.uk

Staying safe and well at home



Handyperson

When something goes wrong at home, you need someone trustworthy to come and put it right. If you need small jobs done around the house, turn to our **Handymen** who will be able to carry out all sorts of small jobs such as:

- Plumbing - leaks, tap washers, toilet/bath/shower repairs
- Carpentry - putting up shelves, curtain rails, draught proofing and easing doors
- Minor electrical - alarm battery replacement, lighting repairs, changing light bulbs
- Heating - checking and repairing radiator valves and thermostats
- Fitting grabrails and other equipment to keep you safe and mobile

The cost of this service is £25 per hour* (*£25 minimum charge*)
*2017 prices

You will always be given a quote to confirm how much the work will cost and you will only pay once the work is completed to your satisfaction.

If you are worried that you might not be able to afford the service, please talk to one of our staff as you may be entitled to financial benefits which will help with the cost.

If your job is too big for our Handymen, give us a call and we will help you to find a trusted tradesperson from our Business Directory.

**To find out more, with no obligation,
please call us on 020 8756 3040 or
email enquiries@ageukhillington.org.uk**



***Mrs Fewell from Eastcote says
(pictured above with kind permission)***

“Age UK Hillingdon’s handymen provide a fantastic service, it is second to none. We have used the service many times. They do a professional job and are thorough in every way. From a leaking toilet, fitting new taps, putting up a blind, you name it, they will do it. We are lucky to have such a good service and would recommend them to all.”

Mrs Brown* wrote in

“I was so impressed and delighted by the excellent results, I felt I had to simply write to say what a first class piece of work has been done by your handyman. He is a real craftsman, takes pride in his workmanship and is a credit to Age UK Hillingdon.”

(*not real name)

Staying safe and well at home



Hospital & Community Support

Finding yourself in hospital can be a stressful time, not just for you, but also for your family particularly if they do not live close by.

We have a team of **Support Workers in the Accident and Emergency Department** at Hillingdon Hospital that you can turn to for help. They will help you with tasks such as notifying your family, making you a cup of tea, helping you to eat and liaising with medical staff for you.

If you're ready to go home after a hospital stay or admission, you may be able to make use of our **Take Home And Settle** service. One of our workers will ensure you get home safely, help you get settled and offer you a daily call for up to three days after your discharge.



Once you are settled in at home, there may be issues following your stay that you had not thought about, such as adaptations to keep you safe at home; benefits you may now be entitled to and many other matters.

Our **Home From Hospital** team can look at the bigger picture with you and offer advice on what practical help and support is available to keep you safe and well at home in the 10 weeks following your discharge home.

If you would like our help, whether it's for yourself or a relative, please call us on 020 8756 4390 or email enquiries@ageukhillington.org.uk

Staying safe and well at home



Preventing falls

Many simple things around the house can lead to a trip or fall however you can reduce your risk of falling. By turning to our **Falls Prevention service**, you can be assured that your home is as risk-free as is reasonably possible.

A member of the team will come to your home to carry out an assessment. You will then be able to make choices on a range of aids, adaptations and other support which is available. You can also have a personalised home exercise programme to help you regain balance and muscle strength.

There is no charge for any of our Hospital and Community Support Services.

If you would like to find out more about preventing falls, please call us on 020 8756 4390 or email falls@ageukhillington.org.uk



Mrs Johnson* is 90 and an active member of our Ageing Well group in Hayes.

Despite having to take two buses, she made the effort to come as the group gave her comfort and friendship. The group helped her to organise Dial A Ride to make her journey easier. We were also able to help her after a fall and she was delighted when she was able to come back to the group as she had really missed all her new friends.

Mrs Johnson* says

“I really enjoy coming to the group. It gives me a sense of belonging. I’ve made friends and it’s the highlight of my week”

(*not real name)

Keeping well, strong and active



Making the most of your later life is about maintaining your independence, taking part in activities that keep your mind and body well, socialising with like-minded people and most of all not feeling isolated or alone.



Many older people are caring for a loved one and this can be tough. If you are in this situation, make sure you also take care of yourself. Simple things like meeting up with others for a cup of tea and chat can make all the difference if you're feeling a bit down.

On the following pages you will find information on all the different groups and activities you can get involved with to keep you well, strong and active.

Our Townfield Centre

Why not come down to the Townfield Community centre and try out our Art and Knitting class.

You can also book the centre for events and meetings. For more details please contact us.

**Townfield Community Centre,
Townfield Road,
Hayes
UB3 2EL**

**To find out what's going on at Townfield,
or to make a booking, please call us on 020 8756 4390
or email enquiries@ageukhillington.org.uk**

Keeping well, strong and active



Ageing Well Groups



Our seven **Ageing Well groups** take place in sheltered housing schemes throughout the Borough but are open to anyone. You can come along and get together with others to make friends and take part in activities. The Ageing Well Groups take place at the following venues:-

**Ascott Court,
Farmlands,
Eastcote
HA5 2LL**

**1.00pm to 3.30pm
Every Monday**

**Wallis House,
Cottage Close,
Off Sharps Lane,
Ruislip, HA4 7JA**

**1.00pm to 3.30pm
Every Tuesday**

**Drayton Court,
The Glebe,
West Drayton
UB7 9JE**

**1.00pm to 3.30pm
Every Wednesday**

**The Buntings,
Boniface Road,
Ickenham
UB10 8BY**

**1.00pm to 3.30pm
every Friday**

**Childs Court,
Hemmen Lane,
Hayes
UB3 2JY**

**1.00pm to 3.30pm
Every Thursday**

**Barden Court,
Hall Drive,
Harefield
UB9 6LP**

**10.00am to 12.30pm
Every Friday**

**Yiewsley Court,
Horton Road,
Yiewsley
UB7 8HQ**

**1.30pm to 4.00pm
every Friday**

**If you'd like more information on any
group or activity,**

**please call us on 020 8756 4390
or email us on
enquiries@ageukhillington.org.uk**

Keeping well, strong and active



Mrs J* joined the Ascott Court group. After suffering a mild stroke, which magnified her hearing loss, Mrs J became withdrawn and lost her confidence. Gradually we built up a relationship with Mrs J. She enthusiastically joined in and we encouraged her to do exercise sessions and go for walks around the centre. We also informed her about getting a digital hearing aid and this has had positive results. Mrs J's confidence is now returning, she can hear much better, her speech is recovering and she has the confidence to go to local shops with her walking aid.

Mrs J* says

“Your gentle support encouraged me to take actions for myself. I am not sure I would have done anything without your support”

(*not real name)

Keeping well, strong and active



Active Ageing Group

Keeping active is the key to staying fit, mobile and independent. If you're looking to keep fit both in mind and body, then come to our **Active Ageing Group**, which runs in collaboration with Ruislip Methodist Church and Healthy Hillingdon.

You'll soon find yourself making friends and taking part in many activities.

The Active Ageing Group - Every Tuesday, 1.30pm-3.30pm
Ruislip Manor Methodist Church, Torrington Road,
Ruislip Manor, HA4 0AS

To join please call us on 020 8756 4390 or email
enquiries@ageukhillingdon.org.uk



Keeping well, strong and active



H4All Wellbeing Service

If you are over 65 and finding it hard to manage because of your health condition - whether it's a social, housing or financial worry - you can turn to the H4All Wellbeing Service which Age UK Hillingdon delivers in partnership with other local voluntary organisations.

Through your GP, Wellbeing Officers will support you to identify and achieve goals that will enable you to manage your health condition. They will liaise with healthcare professionals, your carers, friends and family members to ensure the most appropriate support for you. Why not check with your GP to see if there is a Wellbeing Officer connected to your surgery.

For more information on the H4All Wellbeing Service, please telephone 01895 442 929 or email info@h4all.org.uk



Mrs Patel* says

“I have been coming to **Interactive Club** for two years. I lost my husband when I was very young and I brought up my children on my own.

I used to be very healthy and do my house work. But now I have poor health and I can't do much and then I used to get depressed and get more stiff. I was thinking about the past and getting more depressed and my friend told me about the **Interactive Club**.

I started coming to the club and my health has improved by joining in to do exercise. I have gained knowledge by discussions, like about healthy eating. It gives me a reason to get ready to come out”

(*not real name)

Being part of your community



We are lucky in our Borough to have a rich mix of diverse cultures and our groups reflect this, with some focussing on specific cultural interests.

Interactive Older People's Club

If you'd like to experience activities and food from other cultures as well as socialising with a lively, large group of people, then you will enjoy our **Interactive Older People's Club**. There is a small contribution required if you have lunch at the Club.



If you can speak Somali, Urdu, Hindi or Punjabi you would be especially welcome as a member or volunteer.

The Interactive Older People's Club meets at the Hayes Methodist Hall, 4 Station Road, Hayes UB3 4DA on Tuesday, Wednesday and Thursday between 10.00am and 1.30pm.

If you are interested in attending, please contact us as below or just come along and have fun!

If you'd like more information on any group or activity, please call us on 020 8756 4390 or email enquiries@ageukhillington.org.uk

Being part of your community



Fáilte Irish Club

If you are Irish or have Irish friends and are missing the “craic”, why not come down to our Fáilte Irish Club at the Immaculate Heart of Mary Church Hall, Botwell Lane, Hayes on Mondays between 12.30am and 3.30pm. You’ll enjoy Irish music and bands, exercises, bingo, special parties and much more, washed down with lots of tea and cake.

There is an annual membership fee and small weekly subscription to help the club cover its costs.

If you are interested in joining the Fáilte Irish Club, please call 020 8756 4390 or email enquiries@ageukhillington.org.uk

One of our members says

“Before I joined the **Irish Club** I was feeling very lonely and depressed and I didn’t know many people. Since joining the Club a couple of years ago, I have met some wonderful people and have been on lots of different outings. I look forward to going to the Club each week. My family have noticed the difference the club has made to me. They can’t believe the “new me”. I feel so much happier.”

If you’d like more information on any group or activity, please call us on 020 8756 4390 or email enquiries@ageukhillington.org.uk

Being part of your community



Befriending Services

Home Visiting

If you are over 65, live alone, don't currently have regular social contact and are housebound, or unable to get out unless accompanied, you might like a Befriender who will visit you in your home once a week to provide friendship.

Good Neighbour Scheme

Being online is becoming part of all our everyday lives so you might like to learn how to use your computer, mobile phone or tablet at home. You might need help to attend a health appointment, sorting out paperwork, or simply going for a walk.

Our “**Good Neighbour**” volunteers can help you with many tasks that a good neighbour would carry out for you, whether it's one off or occasional help.

Our Good Neighbours make a real difference

“Mrs LJ is extremely happy with the volunteer she has had visiting her helping with her laptop. She said she is a really nice person and is delighted to be receiving such high level support. She is now very keen to explore new things on the laptop as a result of this ongoing support”

Phone Pals

A chat on the phone with someone who shares your interests can really brighten up your day so if you feel you'd benefit from this we have volunteers who can telephone you once a week.

If you or someone you know, would like to find out more, please contact us on 020 8589 0071 or email enquiries@ageukhillington.org.uk



Sue Thomas, 65 (by kind permission) talks about volunteering

“My stepfather sadly passed away in November 2013 but very generously left me a legacy that allowed me to leave full time employment and retire early. Initially I enjoyed the freedom of not having to “clock in” everyday but soon felt I should look for something to occupy me that would also benefit others. My first port of call was the local Dogs Trust where I would visit one morning a week to walk the dogs. While this was enjoyable I missed the interaction and conversations I liked having at work. Having seen an advert for volunteers at Age UK Hillingdon I applied and was accepted. I then joined the HR team based at Chapel Court Hayes, covering their admin work, very familiar ground as I’d been an administrator throughout my working career. They are great people and I love being part of the team and feel it’s keeping the old grey matter on its toes while helping them too”

Get involved, make a difference



Helping us with our work

If you would like to get involved to help us with our work, from actively raising money for us, to setting up a regular donation, leaving us a gift in your will, to volunteering in one of the many roles within the organisation...We need you!

Without your help, the simple fact is that we would not be able to sustain many of our services, so your support is invaluable to us and it really does make a difference to the lives of older people.

If you'd like to get involved and make a difference, please call 020 8756 3040 or email enquiries@ageukhillington.org.uk

Volunteer with us

Without our dedicated team of volunteers, we would not be able to maintain the wide range of vital services we offer the residents of Hillingdon. Volunteering is a great way to use your existing skills or to learn new ones. It really does make a difference not only to the volunteer themselves, but to the person/people they are helping.

People offer to volunteer for various reasons, they have some spare time and want to give something back to their community, to make a difference, to socialise and make new friends or to simply keep busy. You can get involved in any part of our work from helping in our retail shops that raise valuable income to sustain our services, to helping in our Information & Advice Service, Hospital & Community Services, Home Services, and Social Wellbeing Services, Fundraising or helping in our Head Office.

Keep checking our website www.ageukhillington.org.uk for all staff and volunteer vacancies.

If you'd like to chat about volunteering, please call us on 020 8756 3062 or email volunteering@ageukhillington.org.uk



Elena (by kind permission) talks about volunteering in our shops

Elena read an article about our work back in 2000 and wanted to help older people so she started volunteering at our first shop in Hayes. She still works at both our Kingshill Avenue and Ruislip shops.

Elena is involved with all aspects of the shop - working on the tills, helping with sorting and steaming clothing- anything that's required, she's happy to help and will always come in to do an extra shift at short notice.

Elena says

“Especially since my husband died, this has been a godsend. Although I have family, I am still alone and this job keeps me going. I love Age UK Hillingdon and the fact that whatever money the shops raise goes to such a good cause”

Our charity shops



Our two retail shops, in Hayes and Ruislip make a significant contribution to our income, without which we would not be able to sustain many of our services. We pride ourselves on the quality of our stock and consider ourselves much more than a “charity shop”. We sell clothes, books, ornaments, toys, wool and much more and always need donations of items to sell.

Support our shops by donating any unwanted items if you’re having a clear out or are moving house. Even if clothes are tatty, don’t throw them away, give them to us as we can still recycle them. You can help generate donations by having one of our stock donation bins at your workplace, school or club.

giftaid it

If you are a UK tax payer, please ask and sign up for **Gift Aid**. This enables us to add an additional 25% onto the value of your goods sold, at no cost to you.

Come in to our shops, bag yourself a bargain, make a difference!

Our shops are at:-

266 Kingshill Avenue, Hayes UB4 8BY

Tel: 020 8839 8516

Opening hours

10am to 4:00pm Monday - Saturday

105 High Street, Ruislip HA4 8JN

Tel: 01895 625730

Opening hours

9am to 5pm Monday - Saturday

11am to 3:00pm Sunday





Help us to make later life better in Hillingdon

Thank you for considering Age UK Hillingdon for a monthly gift. Please complete the form below and return it to: Fundraising, Age UK Hillingdon, 2 Chapel Court, 126 Church Road, Hayes UB3 2LW

If you are a UK tax payer, please also complete the Gift Aid Declaration below so that we can increase the value of your donation by 25% via HMRC

Your details

Title:	Forename:	Surname:
Address:		
		Postcode:
Tel:	Email:	

Your regular gift

I would like to set up a Direct Debit (complete the form overleaf)

for £5 £10 £25 Other £.....
to be taken Monthly Annually from the account detailed overleaf.

Gift Aid Declaration

I want to Gift Aid my donation of £..... and any donations I make in the future or have made in the past 4 years to **Age UK Hillingdon**

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all my donations it is my responsibility to pay any difference.

Signature Date

Please notify Age UK Hillingdon if you:

- want to cancel this declaration
- change your name or home address
- no longer pay sufficient tax on your income and/or capital gains

If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code

Age UK Hillingdon is a trading name of Age Concern Hillingdon which is a registered charity (number 1051711) and company limited by guarantee. Registered in England and Wales number 3136052. Registered office 2 Chapel Court, 126 Church Road, Hayes UB3 2LW

IG 003

Regular Giving Donation

Oct 16





Age UK Hillingdon

Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

Age UK Hillingdon
2 Chapel Court
126 Church Road
Hayes
UB3 2LW

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Reference

Service User Number

2	8	9	9	2	4
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FOR Age UK Hillingdon OFFICIAL USE ONLY

This is not part of the instruction to your Bank or Building Society.

Important - Please complete these details:

Account Holder(s) Name & Address:

Name:

Address:

Postcode:

Email Address:

Instruction to your bank or building society

Please pay Age UK Hillingdon Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Age UK Hillingdon and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

DD11

This guarantee should be detached and retained by the Payer.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Age UK Hillingdon will notify you five (5) working days in advance of your account being debited or as otherwise agreed. If you request Age UK Hillingdon to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Age UK Hillingdon or your bank or building Society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
 - If you receive a refund you are not entitled to, you must pay it back when Age UK Hillingdon asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building Society. Written confirmation may be required. Please also notify us.

Help ensure every older person has someone to turn to...



At **Age UK Hillingdon**, we are proud that we are able to provide the wide range of services found in this booklet. Because we only provide our services for residents of the London Borough of Hillingdon, we have been able to adapt and shape these to specifically meet your needs.

Our goal is to build on these services and ensure we are reaching out to the most vulnerable older people in Hillingdon. Our aim is simple - to ensure that every older person in Hillingdon has someone to turn to: for information and advice; for support in the home; and to maintain an active lifestyle within their local community. To achieve this aim, the contribution and support from you, volunteers, friends, families, carers, local agencies and businesses is absolutely critical.

You will have read in this guide about our new **Good Neighbour Scheme**. Loneliness and isolation is a growing problem for many older people so our **Befriending Services** help by reaching people who cannot get out to attend our clubs, go shopping, do the garden, or simply want a cup of tea and a chat. **If you would like to volunteer as a Good Neighbour** and help someone in ways any “good neighbour” would, please get in touch. **We also welcome any donation you are able to make** to help support our Befriending Services.

Age UK Hillingdon works in partnership with the national Age UK organisation but we are a charity in our own right. You can be certain therefore that any donation you make will only be used to maintain local services and support the most vulnerable older people in Hillingdon.

We truly appreciate your support. Thank you!

Julian Lloyd, Chief Executive Officer



We would like to gratefully acknowledge the generosity of our staff, clients and volunteers who appear in the photographs within this Guide.

Age UK Hillingdon

2 Chapel Court, 126 Church Road, Hayes UB3 2LW.

Tel: 020 8756 3040

Email: enquiries@ageukhillington.org.uk

Website: www.ageukhillington.org.uk



Follow us - www.facebook.com/aukhillingdon



Follow us - www.twitter.com/aukhillingdon

Age UK Hillingdon is committed to safeguarding and promoting the well-being of all older people and children within the London Borough of Hillingdon. If you have any concerns about potential abuse of an older person you can report it by calling, in confidence 01895 556633 or e-mailing: reportabuse@hillington.gov.uk

Age UK Hillingdon is a trading name of Age Concern Hillingdon which is a registered charity (number 1051711) and company limited by guarantee. Registered in England and Wales number 3136052.

Registered office 2 Chapel Court, 126 Church Road, Hayes UB3 2LW

Guide to Services v5 March 2017