

A photograph of two elderly women with white hair, smiling and looking towards each other in an outdoor setting with trees in the background. The woman on the left is wearing a light-colored jacket and a patterned scarf, while the woman on the right is wearing a white sweater and a brown scarf.

# Services & Activities

Supporting older people in later life





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# Welcome to Age UK Hull & East Yorkshire

At Age UK Hull & East Yorkshire, we're dedicated to improving the lives of older people in our community. For over 75 years, we have been providing essential services and support to help older adults lead fulfilling and independent lives. From practical help and social opportunities to advocating for the rights of older people, our goal is to make a real difference.

## Our Mission and Values

Our mission is straightforward: to empower older people to love later life. We envision a world where everyone can age with dignity, and we are committed to supporting our community with compassion, respect, and inclusivity. Every service we offer is rooted in these core values, and we are proud to be a trusted source of support for older individuals and their families.

## Contact Information

For more information about our services or to get in touch, we'd love to hear from you!



<https://www.ageuk.org.uk/hulleastyorkshire/>



**Age UK Hull & East  
Yorkshire, 350 Preston  
Road, Hull HU9 5HH**



**01482 324644**



**hello@ageukhey.org.uk**



# Information & Advice Helpline

We offer a free, confidential Information and Advice service to residents over the age of 65 living in Hull and East Yorkshire. Our team is here to help with a wide range of topics, from claiming benefits to finding community support. If you have questions or need guidance on issues related to care, residential homes, social groups, activities, home adaptations, or anything else, don't hesitate to reach out to us. Our helpline is available Monday to Friday, from 9.00 am to 4.00 pm.

**Contact us using the number below.**

**This service is available to all residents of Hull and East Yorkshire.**

# 01482 324644

# Home Support Service

We have an established team of trusted, trained, and experienced Home Support Workers who you can rely on to help you.

Although some of us may have a 21-year-old mindset, our bodies can let us down the older that we get, and everyday chores can become a little difficult from time to time. At Age UK Hull & East Yorkshire, we pride ourselves on supporting and encouraging older people to live independently in their own homes, so why don't you visualise a Home Support Worker who you can trust to regularly visit you in your own home to do just that and carry the load for you for the things you may find not as easy to do these days.

You can rely on our Home Support Workers to help you with:



- Cleaning
- One Off Spring Clean
- Laundry/Ironing
- Meal Preparation
- House Sitting Calls
- Medication Prompt
- Shopping (with you or for you)

- Escorting to Appointments - or going for a coffee & a chat
- Walking your Dog
- Holiday Packages - Support for you whilst family are on holidays.
- Anything else we can help you with, just ask us & we will see what we can do.

\*Please Note - We do not provide personal care or medical care\*

From as little as 1.5 hours weekly or 2 hours fortnightly on a short or long-term basis, meeting individual needs.

All our Home Support Workers are trained & DBS checked.

All Home Support Workers have been carefully selected by Age UK Hull & East Yorkshire. They are sensitive to the needs of people in later life and are trained to provide a high-quality standard of Home Support Services. We aim to ensure that the same Home Support Worker visits you on each visit wherever possible to ensure consistency in the services that they provide for you.





# Falls Prevention

Do you find yourself feeling unsteady or experiencing dizziness? Have you had a fall recently or are concerned about the risk of falling in the future? If so, our Falls Prevention Service is here to provide essential support.

The Age UK Hull & East Yorkshire Falls Prevention Team can visit you in your home and carry out a holistic risk assessment to identify any potential risks in the home as well as offer advice on how to prevent any further falls occurring. Our team also go out into the community and offer Information & Advice to Social Groups, as well as other professionals working in Health and Social Care.

Take action now to protect your well-being and enhance your safety at home.

# Volunteering Opportunities

Volunteering is a rewarding way to contribute to your community while gaining new skills and making meaningful connections. Whether you can spare a few hours or want to commit regularly, there's a place for you at Age UK Hull & East Yorkshire.

## Types of Volunteer Roles:

- **Fundraising Volunteer:** Help raise vital funds through events and campaigns.
- **Positive Activities Volunteer:** Assist with organising social groups and activities.
- **Reception Volunteer:** Support our office team with telephone enquires.
- **Events Volunteer:** Help with planning and executing events.
- **IT Training Volunteer:** Teach older people how to use technology.
- **Information and Advice Volunteer:** Provide guidance and support.
- **Donation Pot Collector:** This includes collecting, delivering, and returning pots, as well as helping locate new business hosts.
- **Volunteer Befriender:** Provide direct companionship and support through our befriending services.



# The Gift of Friendship Service

The Gift of Friendship Service is an initiative designed to support older individuals through tailored companionship, based on their specific needs in Hull and surrounding areas.

Following a referral to the service, clients are assessed and offered either direct befriending support or matched with a Friendship Companion.

Friendship Companions provide support for up to six months, helping clients engage with local social groups, encouraging social interaction, and assisting them in becoming more independent and active within their communities.

If additional support is needed after the initial six-month period, clients are then offered continued assistance through the telephone befriending service for as long as needed.

If you would like to make a referral to this service please complete the referral form from our the website and return to [referral@ageukhey.org.uk](mailto:referral@ageukhey.org.uk).

If you would like to discuss a client for this service please call 01482 324644



# Social & Community Activities

**Looking for companionship and a chance to meet both old and new friends?**

Our social groups offer a variety of activities in a warm and welcoming environment. From engaging social events to valuable information and advice, there's something for everyone. Join us for any of these sessions to enjoy good company - We look forward to seeing you there!

## Monday

- 'Bee Social'
- 12:30 pm - 2:30 pm | £3.00
- Springhead Golf Club, Willerby Road, Hull HU5 5JE

## Tuesday

- 'Streetlife'
- 11:00 am - 1:00 pm | £3.00
- Wilberforce Learning Centre, Streetlife Museum, High Street, Hull HU1 1PS
- 'Brough Group'
- 10:30 am - 12:30 pm | £3.00
- Blackburn Leisure Club, Prescott Avenue, Brough HU15 1BB

## Wednesday

- 'Vill**AGE** People'
- 9:30 am - 11:30 am | £3.00
- The Club House Community Centre, Elm Avenue, Garden Village Hall, Hull HU8 8PZ

## Thursday

- 'The Brunch Bunch'
- 9:30 am - 11:30 am | £3.00
- Anlaby Park Community Library, The Greenway, Hull HU4 6XH
- 'Feel Good Thursdays'
- 1:00 pm - 3:30 pm | £5.00
- Barrington Pop In, Florence Nightingale Court, Barrington Avenue, Hull HU5 4BW
- 'Walkington Social Group'
- 10:00 am - 12:00 pm | £1.00
- Walkington Village Hall, End End, Walkington HU17 8RX

## Friday

- 'Friday Folk'
- 11:00 am - 1:00 pm | £3.00
- Age UK Hull & East Yorkshire, 350 Preston Road, Hull HU9 5HH



# Befriending Services

Our Befriending Service is dedicated to reducing loneliness for people aged 50 and over in Hull and East Yorkshire. We recognise the importance of feeling connected, and our volunteers are here to offer consistent, friendly phone calls that provide companionship and emotional support. This service aims to alleviate feelings of isolation and help rebuild confidence.

We offer three types of befriending to meet your preferences and needs:

- **Home Visiting Befriender:** If you would value in-person companionship, a Home Visiting Befriender can visit your home to provide friendly conversation and support. This option is ideal for those who may feel socially isolated and prefer face-to-face interactions.
- **Telephone Befriender:** For those who enjoy or require support over the phone, a Telephone Befriender will make regular calls to offer a friendly voice and engaging

conversation. This service provides connection and companionship from the comfort of your own home.

- **Penpal Befriender:** If you prefer to write, our Penpal Befriender service offers monthly letters. This option provides warmth and connection through personal correspondence, helping to reduce feelings of isolation.



# Good Neighbour Support

Humber & Wolds Rural Action and Age UK Hull & East Yorkshire are working in partnership to provide the Good Neighbour Support. This neighbourhood support offers help to fellow residents of their town or village.

Each Good Neighbours Support Volunteer provides support which may vary depending on the range of skills and time. Support options includes:

- light gardening
- emergency shopping
- collecting prescriptions
- simple practical tasks around the house, such as putting up a shelf
- Light pet care, such as feeding, dog walking or vet appointment

Volunteers are not trained professionals but can help with the occasional things that can make all the difference.

It is popular with people who require emergency help, as they benefit enormously knowing they can rely on a trustworthy and friendly face.

All the tasks are undertaken for free and are NOT long term solutions, this service is designed for neighbours to support on occasions.

The service is available across East Yorkshire only.

The number of volunteers are growing – please call Age UK Hull & East Yorkshire on 01482 324644 or HWRA on 01652 638814 for volunteer availability in your area.

# Boost your IT Skills

## Basic IT Training

Are you over 50 and looking to improve your computer skills? Join our Free Basic IT Course, tailored specifically for older adults. Over 8 weeks, with 2-hour sessions each week, you'll learn essential skills such as using the internet, online safety, and basic keyboard functions. The course is available in Bridlington and Hedon, making it easily accessible across East Yorkshire.

## IT & Biscuits

Join us for IT & Biscuits, our friendly and informative monthly sessions in partnership with KCOM. These sessions are designed to help you gain confidence in using technology. Whether you're looking to stay in touch with loved ones online, manage your household bills, or explore new interests, we're here to guide you.

- **When:** Every second Monday
- **Time:** 10:00 am - 12:00 pm
- **Where:** KCOM's Learning Zone, Carr Lane, Hull

Each session offers a relaxed, supportive atmosphere with complimentary biscuits and refreshments. It's a great opportunity to improve your digital skills in a comfortable setting.



# Walking Football

Discover the joy of Walking Football, an enjoyable and accessible way to stay active while connecting with others. Perfect for anyone over 50, our sessions offer a low-impact alternative to traditional football, allowing you to enjoy the game at a comfortable pace.

## Details:

- **Tuesdays:** 10-11 am at Haltemprice Leisure Centre, 3G Pitch, Springfield Way, Anlaby, HU10 6QJ
- **Thursdays:** 10-11 am at Costello Stadium, Indoor Large Sports Hall, Anlaby Park Road North, HU4 6QX

Each session is just £4.00 and is open to people of all skill levels, whether you're an experienced player or new to the sport.



# Lasting Power of Attorney and Will Writing Services

Age UK Hull & East Yorkshire can book you in with a local Solicitor, Brewer Wallace, for a free 30 minute appointment. If you would then like to take out the Powers of Attorney or a Will there is a charge involved. They can help you in making decisions regarding later life, depending upon your personal circumstances.

## They can advise on:

- **Wills and Estate Planning**
- **Powers of Attorney**
- **Trusts**

If you would like to book an appointment please contact the office on 01482 324644.

## heyfeet Foot Care

heyfeet offer a 30 minute appointment for £30. They are able to do the following foot health treatments:

- **Routine nail cutting & file**
- **Thickened/fungal nail reduction**
- **Ingrown nails**
- **Callus (hard skin) reduction**
- **Corn treatment**

Appointments are the last Friday of the month and must be booked. To book an appointment please contact the office on 01482 324644. If you require a home visit please contact heyfeet directly on 07498 067688



# Get Involved with Age UK Hull & East Yorkshire

## How Your Organisation Can Help

Corporate Social Responsibility (CSR) offers an opportunity for your organisation to make a meaningful impact. By partnering with us, you can help improve the lives of older people while meeting your CSR goals.

## Fundraising Opportunities

There are many creative ways to raise money for Age UK Hull & East Yorkshire. Whether it's a bake sale, a sponsored walk, or another unique event, your efforts will directly support our vital services.

**If you're interested in partnering with us, contact:**



01482 324644



[fundraising@ageukhey.org.uk](mailto:fundraising@ageukhey.org.uk)

# Make a Lasting Impact

## Support Age UK Hull & East Yorkshire with a Direct Debit Donation

At Age UK Hull & East Yorkshire, we're committed to improving the lives of older people by providing essential support, friendship, and practical help. But we can't do it without you.

**Only 40% of our services receive funding—the rest depend on generous donations.** Right now, we're spending more than we have because we refuse to let older people go without the help they need.

By setting up a regular Direct Debit donation, you can make a lasting impact. Even a small monthly contribution helps fund vital services like befriending calls, social activities or benefit advice, ensuring no one struggles, feels alone or forgotten.



**£3**  
A Month

Will help to provide refreshments for a social group, where we welcome over 150 older people every week



**£5**  
A Month

Will create a hamper for our Christmas Shoe Box Appeal, which will be given to a local older person.



**£10**  
A Month

Contributes to the venue hire for a Walking Football session so we can support physical activity.



**£20**  
A Month

Allows us to DBS check and train our befriending volunteers so we can help combat loneliness.



# Useful Numbers

- **Age UK National:** 0800 678 1602
- **Age Co Products:**
  - **Home and Contents Insurance:** 0800 028 7601
  - **Car Insurance:** 0800 323 4437
  - **Travel Insurance:** 0800 030 4885
  - **Motor Breakdown Insurance:** 0800 731 3933
  - **Legal Services (Wills, POA, etc.):** 0800 055 6314
- **Samaritans:** 116 123
- **Hull City Council General Enquiries:** 01482 300300
- **Hull City Council Safeguarding:** 01482 616092
- **East Yorkshire Council General Enquiries:** 01482 393939
- **East Yorkshire Council Safeguarding:** 01482 396940
- **Citizens Advice:** 0800 144 8848
- **Community Navigators (Hull):** 01482 217670
- **Sight Support:** 01482 342297
- **Cherry Tree Centre:** 01482 871993
- **Alzheimer's Society:** 01482 211255
- **Pickering and Ferens Homes:** 01482 223783
- **Butterflies Memory Loss Support Group:** 07821 519212
- **Hull Council of Disabled People:** 01482 326140
- **Dove House Hospice:** 01482 784343
- **Patient Advice and Liaison Service (PALS):** 01482 875875



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