



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:

- **Events Volunteer:** You will assist at a variety of events or attended by Age UK HEY across the region.
- **Reception Volunteer:** You will be the welcoming face and voice of Age UK HEY.
- **Friendship Companion:** Offering friendly companionship and supporting clients in getting out and about.
- **Befriender:** Regular telephone calls and visits to local older people.

More roles can be found via our website or alternatively email volunteer@ageukhey.org.uk



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.

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 Welcome Club'
- 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.



Digital Connections

Age UK Hull & East Yorkshire and Quickline are working together to help people learn how to use the internet, access online services and build confidence with digital devices, such as smartphones, tablets and laptops. We can visit peoples homes and help please on a one to one basis.

Help at Home

Our Digital Connections service brings friendly, one-to-one digital support straight to people in their own homes. We help individuals feel more confident using the devices they already have — whether it's a smartphone, tablet, laptop, or other everyday tech. During each home visit, we offer patient, practical guidance on staying connected with family and friends, accessing useful online services, and making daily tasks simpler and more enjoyable. Everything is paced to suit the individual, creating a comfortable, relaxed learning experience that builds genuine confidence and independence.

In order to qualify for the service you need to be:

- Aged 50 +
- Live in East Yorkshire
- Housebound
- Have no access to additional digital support, such as family and friends.

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.



External Services

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

Brewer Wallace

Lasting Power of Attorney and Will Writing Services

Age UK Hull & East Yorkshire can book you in with a local Solicitor for a free 30 minute appointment with Brewer Wallace. 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.

Powers of Attorney

A power of attorney is a legal document that allows someone to make decisions for you, or act on your behalf, if you're no longer able to or if you no longer want to make your own decisions.

Will Writing

A will is a document that contains your direct wishes for your property and assets, as well as the care of your dependents.



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

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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Donate
to us!



EAST RIDING
OF YORKSHIRE COUNCIL