

## How Age UK works

We are an independent, local charity which has been supporting older people in Settle & North Craven for over 30 years. We have seven local trustees; all the money we raise is all invested back into supporting older people in North Craven.

We partner with Age UK, the National Charity, by working together and receiving support from them. Age UK is a national charity that is based in London and focuses on campaigning and influencing national policy.

In April 2019 Jonathan Kerr became our new Chief Officer replacing Sue Bradley.

## Information and Advice

Age UK North Craven offers a confidential Information and Advice service — nothing will be shared with any other organisation or individual without your express permission.

We can:

- Check your income and entitlement to extra benefits.
- Help complete complicated application forms.
- Help keep yourself and your home warm.
- Advise on issues about housing and property

If we aren't able to help, we will always try to signpost you to someone who can.

We can provide quick answers by phone on **01729 823066** or if your query needs time and face to face discussion, we can arrange to visit you at your home, or meet in a venue of your choice. In all cases we will respond within 48 hours.

You can contact us at the Age UK offices on weekdays from 9am - 1pm or leave a message on our answerphone service. We will get back to you at the first opportunity.

## Good Friends- Befriending

Age UK North Craven provides a befriending service with the aim of reducing isolation and loneliness.

We have a team of befriending volunteers who take time to work side by side with people, supporting their interests and helping through introducing new

activities, clubs and events, as well as providing ongoing support and friendship.

If you would like to discuss how you can get involved as a Good Friend (or to be matched with a Good Friend) and help us make a difference to the lives of older people in North Craven.

## Independence Support

We provide support and information for people and their families especially when they are facing significant changes in their lives e.g. a new diagnosis, bereavement, moving to a new area and many more.

Our support worker can provide on-going help for people in need, to help them solve problems and move forward within the difficult circumstances that they are facing.



## Getting out in North Craven

We provide transport to health related appointments at doctors' surgeries, hospitals, dentists, opticians etc. This is provided by

volunteers operating from all over North Craven to local destinations.

In 2018/2019 the team made 1470 journeys, picking people up from their doors, to get them to appointments on time and ensuring a safe return home. The administration required to ensure everyone gets to the right place at the right time is significant and we are pleased to welcome volunteers to support our operation by driving for us or by helping the planning and organisation of the service.

## Social opportunities

Our **Blokes at the Oak men's club**, at The Royal Oak in Settle it gives a chance to get together, have a nice lunch, catch up with friends and get



The club is designed for chaps that prefer to meet in a pub setting, membership is now around 12 men and we can welcome more!

Thirteen social clubs meet regularly in village locations all over North Craven. There are two in Long Preston, Hellifield, Austwick, High Bentham, Low Bentham, Horton-in-Ribblesdale, Malham, Rathmell, Settle Coffee and Chat, Settle Friday Club, Settle Monday Lunch Club, and Blokes at the Oak, also in Settle.

*Strong and Steady* is a friendly and fun exercise group specifically designed for people who have had a fall or are at risk of falling, it currently takes place at Limestone view in Settle on Thursday and Friday mornings.

**Please check our website for all of the clubs and groups details.**

### Our Volunteers



We have over 200 wonderful volunteers and we could achieve very little without them.

We appreciate and value our volunteers and they all seem to enjoy and get lots of benefits from volunteering with us.

During the last year we recruited over 30 new volunteers and a number are ready to start with us soon.

If you want to help in any way then we can ensure that you can make a real difference to help people in need. If you have a skill, a gift, experiences that you think could be useful then get in touch.

There are always volunteering opportunities available, we have lots of regular roles including driving, befriending, working in our shops, supporting our clubs, helping with our E-bay shop, helping behind the scenes and many others. We are equally very happy to meet with you to discuss and develop an individual, bespoke volunteering opportunity for you based on your interests and experience.

### Our Shops

Age UK North Craven is working hard on reducing the waste in the area, enabling the recycling of goods, providing great value and great pre-loved clothes, books, toys, household items, pictures and traditional and quirky pieces of furniture.

The money we raise from our charity shop is vital to our work and we could not provide the range of services and help without the constant supply of good quality donations.

We accept clothing, shoes, bric-a-brac, books, toys, linen and now furniture— everything helps.

We are bringing an empty property back into use with our new **Second Time Around Furniture Shop**. This is situated on the High Street in Settle.

In both shops we use the Gift Aid scheme, where every £1 that your donations achieves means that we can make



an extra 25p, as we reclaim the tax from the government. To get this we need you to fill in a simple form once. If you come back with further donations, we then only need to take your name and postcode, or you can put it with your donations.

Please continue to support our shops by visiting, buying, donating and maybe even volunteering there.

This year our shop has raised over £170,000 to help fund our services. We are an independent, local charity, so everything raised in our shop gets invested locally in the services that we offer.

### Looking Forward

Next year will see us continuing to serve North Craven, and our new shop will be fully operational. It will provide great items for sale and opportunities for volunteering. Country Connect is a developing project that will take out isolated and lonely people into our beautiful countryside, it will also support our clubs to thrive and support the development of new opportunities including book clubs, gardening groups at our new allotment, friendship groups, walking and walking football and cricket.