

## Contact us

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

### Information and Advice

**01904 634061**

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

**firstcall@ageukyork.org.uk**

**Or you can visit our website:**

**www.ageukyork.org.uk**

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



Registered Charity No: 1118346

Registered Company No: 6006449

## Other Services

Age UK York offers a range of free and paid for services for older people. Our services include:

- Information and Advice
- Money and Benefits Advice
- Befriending Service
- Carer Respite Service
- Day Clubs
- Out and About
- Home from Hospital services
- Cleaning service
- Wills and Power of Attorney
- Home care agency
- Trusted Trader Directory

Age UK York First Call Service is supported by the City of York Council.



## Information, Advice and Signposting

**Supporting older people in York for 50 years**



## 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.

## What can we help with?

Our team has a wide knowledge of what support is available 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 house warm
- Home security
- Befriending and home visiting services
- After hospital support

## Money and Benefits 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 any benefits and support you to make any relevant claims. Our service is free, confidential and impartial.

## How do I contact you?



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