



We are your local independent charity working with and for older people across Cambridgeshire and Peterborough.

Our objectives are to help older people to maintain their independence, health and well-being, by providing services that meet individual needs.

www.ageukcap.co.uk

Services Overview



We are Brand Partners of the National Age UK but are independently funded.

We deliver 12 different services across the county that are either commissioned or privately funded.

All our services work in holistic way to give every older person a complete wraparound service.

We support practical, emotional and social needs



Our aims are to support older people to:

- Be more independent and enjoy a better quality of life, with less need for more intensive services, whilst feeling safe within their own homes and communities
- Be well informed, aware of, and able to participate in their local communities
- Enjoy improved health and wellbeing
- Reduce their loneliness and isolation through community participation
- Promote resilience and self-help

www.ageukcap.co.uk

Our Services:

Friendship Clubs
Information & Advice
Home Support Service
Community Wardens
Day Services
Telephone Befriending
Handyperson Service
Household Support Fund
Hospital Discharge & Admission Avoidance Support Service
Home Checks
Sharing Time
Girton Older Peoples Service



Information and Advice: 0300 6669860

For whom: Anyone seeking advice for someone over 60.

Where: Countywide

Cost: Free Service

We can provide information on:

- Welfare benefit entitlements; consumer; cost of living
- Personal health and disability; Housing care choices including residential care; Transport/Blue badges
- Employment; Leisure activities (including lunch clubs)
- Advice on the full range of Age UK Cambridgeshire and Peterborough Services

Available 365 days a year (local 9am-4.30pm, diverted to Age UK National out of hours)

Email: infoandadvice@ageukcap.org.uk

Last year, dealt with 11,176 enquiries, more than 500 benefit claims, helping older people to access approx. £1.9 million in welfare benefit take up.



Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales. Registered charity no. 1165856

www.ageukcap.org.uk



Hospital Support Services: 01354 691896

For whom: Over 60s

Where: Countywide

Cost: Free Service

As a Service, we can support safe discharges home from hospital and help prevent an admission or readmission. We offer an assessment in your own home to identify personal needs. We are proud of our wraparound, holistic service which supports the regaining or retaining of independence.

We can help with:

- Furniture and bed moves
- Key safe fitting prior/ upon discharge
- Grab rail fitting
- Essential food shops
- Urgent welfare visits or welfare phone calls
- Support to identify and navigate to longer term services needed



"I couldn't have sorted this out on my own! I really appreciate the help provided."

Email: HDsupport@ageukcap.org.uk

Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales. Registered charity no. 1165856

www.ageukcap.org.uk



Single Point of Access

In November 2023, working as part of the Voluntary Sector Alliance, we launched our Single Point of Access for hospitals and social care professionals, across Cambridgeshire and Peterborough.

This allows Age UK Cambridgeshire and Peterborough, Care Network Cambridgeshire and Caring Together to work collectively to support people to leave hospital safely, aid independence and avoid unnecessary hospital admissions.



Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales. Registered charity no. 1165856

www.ageukcap.org.uk



Community Wardens: 07812 496004

For whom: Over 60s

Where: Various villages/ wards/ towns (check website for locations)

Cost: Chargeable Service

Our Community Wardens:

- Provide regular contact (Mon-Friday), either by a personal visit or telephone call
- Help collect prescriptions and essential food shopping
- Support reading post or taking post and making phone calls
- Accompany older people to medical appointments or elsewhere to aid confidence
- Provide a preventative service and are able to notice a decline in health or mental wellbeing and often prevent hospital admissions by booking GP appointments at the right time. They can reduce the need for more intensive interventions
- Provide information and advice, signposting to other support services

Email: wardens@ageukcap.org.uk

“The help you give to my Dad makes me feel much better, knowing someone else is also looking out for him and popping in really helps.”



Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales. Registered charity no. 1165856

www.ageukcap.org.uk



Where and charges?

Peterborough

Cambridge City

East Cambs - Ely, Littleport

Fenlands – Fenland South

Hunts – Huntingdon, Ramsey

Swavesey, Stapleford, Waterbeach, Landbeach and Chittering, Willingham and Over

South Cambs – Cambridge Northwest, South Villages, Cambridge Southwest, Girton, Histon and Impington, Linton, Longstanton, Small Villages

A weekly charge of £15 for an individual and £18 per couple.

www.ageukcap.co.uk




Day Services and Friendship Clubs: 01733 806336

For whom: Over 60s
Where: Centres located in Cambridge, Peterborough, March and Wisbech
Cost: Chargeable Service

The **Day Services** offer opportunities to socialise and feel secure in a happy and stimulating environment. They are run by staff and have the support of volunteers. At the sessions, we offer teas and coffees, and a hot meal is provided at most of the clubs. We offer varied activities such as quizzes, speakers, games, arts and crafts, entertainment and day trips. Some have free transport, or we can support the older person to arrange transport to and from the centre

The **Friendship Clubs** are run by volunteers and are in and around Peterborough. The clubs meet once a week and offer a place to enjoy the company of others, and some even offer a home cooked meal!

Email: dayservices@ageukcap.org.uk/ friendshipclubs@ageukcap.org.uk

“I love it here. I have made friends and get to have a laugh and good conversation. I feel a lot happier with life than I did a few months back.”

Age UK Cambridge & Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales. Registered charity no. 1165856

www.ageukcap.org.uk



Befriending Services: 01733 554963

For whom: Over 65s

Where: Countywide

Cost: Free

Sharing Time and **Telephone Befriending** offer an opportunity to receive regular contact (in person or by phone) from a fully trained volunteer whose aim is to share their time and friendship, reducing feelings of isolation and loneliness in the older person.

A volunteer can offer:

- Conversation- listening and talking.
- Give reassurance – it can help to know someone is contacting you regularly.
- Provide a link to other services and support.

Our volunteers are matched with an older person, looking at similar interests, hobbies etc. The relationship evolves into a trusting friendship.

Email: sharingtime@ageukcap.org.uk



“Thank you for introducing me to the volunteer. It was really good just to have another human being in the room.”

Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales. Registered charity no. 1165856

www.ageukcap.org.uk



Cambridgeshire Handyperson: 01480 700205

For whom: Over 65s or any adult (18 or over) with a disability, whether short or long term

Where: Cambridge City, South and East Cambs, Hunts and Fenland

Cost: Chargeable Service

Falls Prevention:

The Handyperson Service aims to reduce falls and accidents by offering a free Home Safety Check. The Trusted Assessors can advise on aids and adaptations in the home and install grab rails around the home free of charge where the need is identified.

General DIY:

The handypersons can carry out small jobs around the home from putting up curtain rails, shelves, general carpentry, to installing a stair banister or galvanised rails.

Hospital Discharge Facilitation:

The handypersons can support safe and timely discharges made by health professionals, through installing key safes, moving beds downstairs or fitting grab rails.

Email: chp@ageukcap.org.uk



“Being able to get around my house has transformed what I’m able to do.”

Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales. Registered charity no. 1165856

www.ageukcap.org.uk



Household Support Fund 6: 01223 221929

For whom: Over 65s

Where: Cambridgeshire

Following the government extension of the Household Support Fund, Age UK Cambridgeshire and Peterborough continue working in partnership with Cambridgeshire County Council to administer support.

Eligibility:

- £24, 876 per single person living alone.
- £34,494 per couple/joint application. If you live with a spouse or partner, you must make a joint application for your household. Your eligibility will depend on your partner's income and savings, as well as your own.
- Savings of up to £16,000 only - You (and your spouse/partner) have £16,000 or less in money, savings and investments.
- The support is set at ONE claim of £110 per person/couple.

Email: hsf@ageukcap.org.uk

Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales. Registered charity no. 1165856

www.ageukcap.org.uk



Get involved: 01223 221925

For whom: Over 18s

Where: Countywide opportunities

If you have some spare time, there are lots of things you can do, whether you want to give your time by volunteering, take part in a fundraising event, help with our campaigns, or partner with us as a business.

Ways to get involved!

- Volunteering
- Fundraising
- Make a Donation
- Leave a legacy
- Make us your Charity of the Year

Email: volunteering@ageukcap.org.uk

Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales. Registered charity no. 1165856

www.ageukcap.org.uk



Gateway to all Services!

Age UK Cambridgeshire and Peterborough Information & Advice helpline*:

0300 666 9860

* All services have direct contact numbers. However, our Information Officers can help navigate and identify the most appropriate support for you.

Email: infoandadvice@ageukcap.org.uk

Website: www.ageuk.org.uk/cambridgeshireandpeterborough

Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales. Registered charity no. 1165856

www.ageukcap.org.uk

 Cambridgeshire & Peterborough
ageUK

Questions?

Lynette Hurren – Deputy CEO

 Lynette.Hurren@ageukcap.org.uk

www.ageukcap.co.uk