





# Our Services



## Melksham Community Support

- These services support older people, providing home visits for a Guided Conversation to identify how we can support

The difference we can make



# Our Services



## Information & Advice

The Information & Advice service provides comprehensive information and advice on a wide range of issues including:

- welfare benefits and money;
- arranging care and support;
- housing options; finding local services and later life planning.

The I&A team can help people to complete benefit applications through a dedicated team of volunteers. Last year we helped people to claim **£2.3 million !**



# Our Services



## Wellbeing Service

- Our Wellbeing service provides short-term support to help older people regain their confidence
- Wellbeing also provides telephone befriending for older people for an indefinite period. This is generally a weekly telephone call with the aim of providing social contact and signposting to other forms of support.



# Our Services



## Wellbeing Checks with Meals

- A two-course hot meal (main meal and dessert) is delivered to people's homes
- It is available 364 days a year
- As part of the wider Age UK Wiltshire team, the Wellbeing Checks with Meals staff can provide a direct link to other AUKW services.
- Currently in Wiltshire, Swindon and parts of Bath and Gloucester. Coming soon to Southampton!

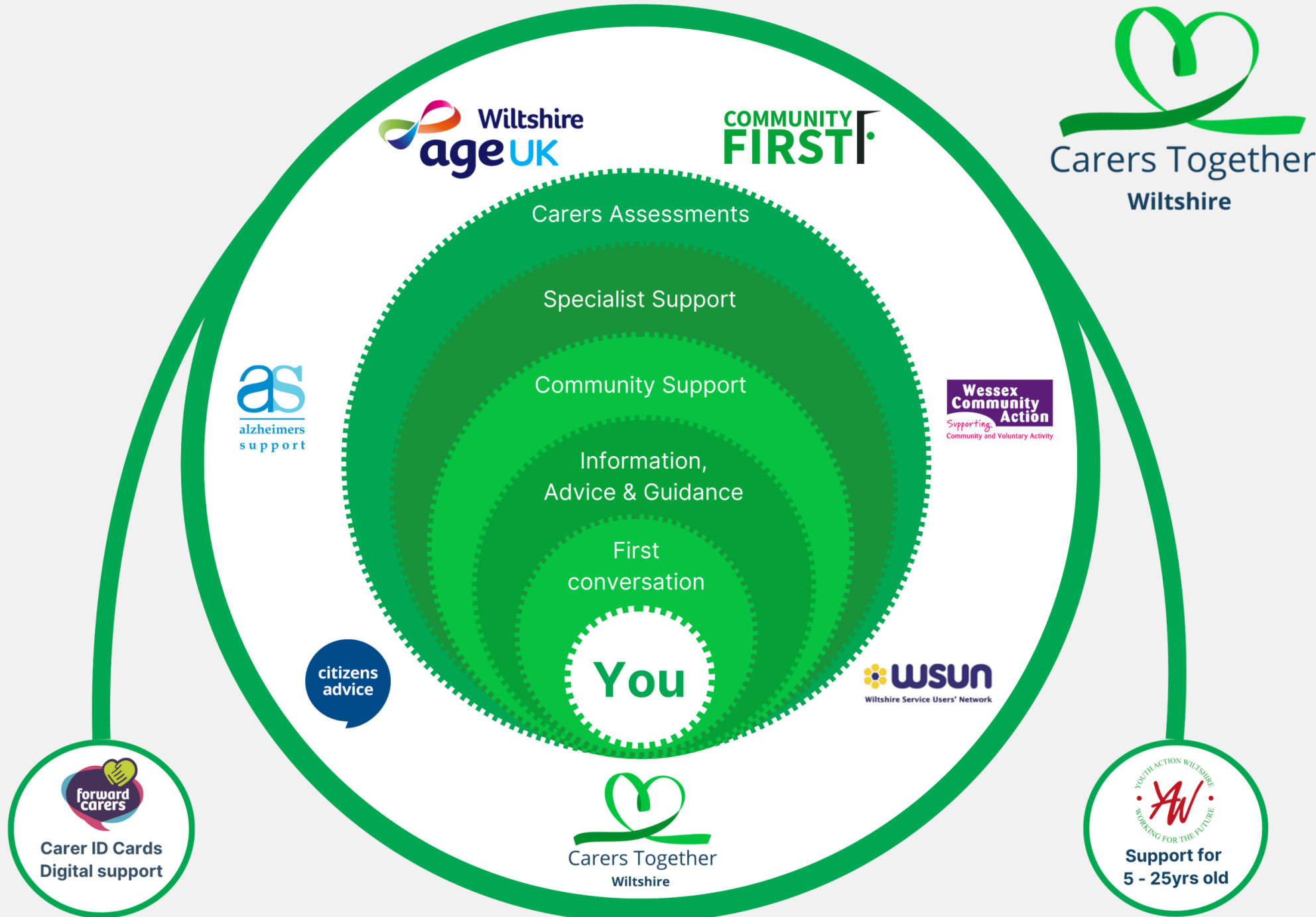
# Our services

## Fitness & Friendship

- Our Fitness & Friendship Clubs promote the health and well-being of older people
- There are currently 20 clubs throughout Wiltshire
- The clubs provide an opportunity for attendees to complete gentle seated and/or standing exercises in a safe and friendly environment as well as offering social activities.
- They are designed to help members maintain independence, keep active, stay healthy and to form friendships



# What we can offer:



# Carers Assessments

[Carers Assessment video](#)

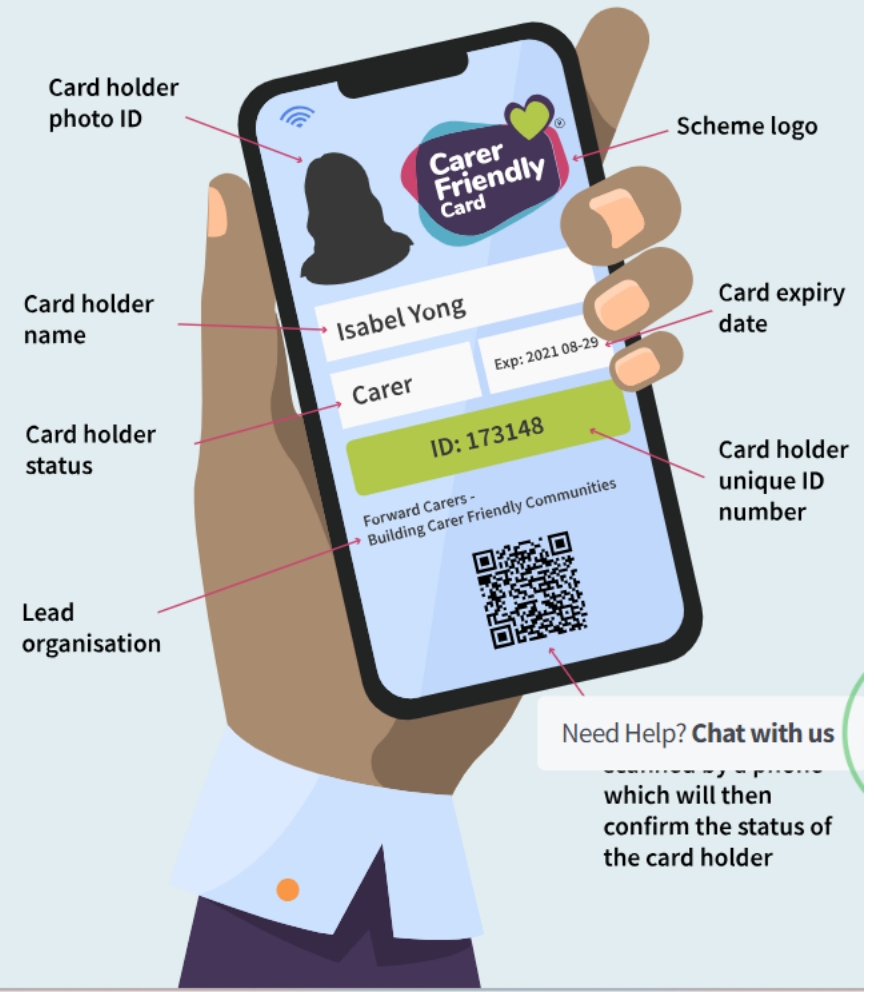
- **First Conversation**
  - Information, Advice and Guidance
  - Signpost or refer for support
- **Carers Assessment**
  - Self-Assessment, Telephone, Video and Face-to-face
  - Submitted to Wiltshire Council
- **Support Plan**
- **Review – 12 months post Carers Assessment**



## Physical Card



## Digital Card



[www.carerfriendlywiltshire.org.uk/about-caring](http://www.carerfriendlywiltshire.org.uk/about-caring)

# How to get in touch with Carers Together Wiltshire



[www.carerstogetherwiltshire.org.uk](http://www.carerstogetherwiltshire.org.uk)



01380 710300



[enquiries@carerstogetherwiltshire.org.uk](mailto:enquiries@carerstogetherwiltshire.org.uk)





# Age UK Wiltshire Shops with information points



Salisbury

Marlborough

Bradford on Avon

Devizes.... coming soon

Helping older people one donation at a time

# Winter Fuel Payments



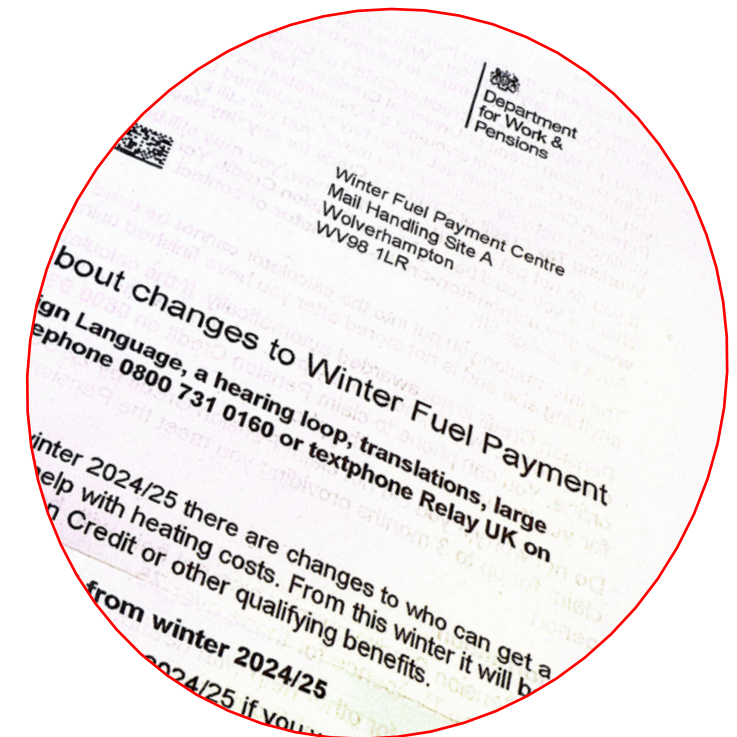
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To help cover heating costs over the winter months.

An annual tax-free payment for households that include someone born on or before 22 September 1958 (for 2024-25)

**Winter 2024/ 25** you will be eligible if in receipt of:

- Pension Credit
- Universal Credit
- Income Support



# Who might be eligible for Pension Credit ?

Check if you are eligible use our [benefits calculator](#)

There are two parts to Pension Credit

## 1. Guarantee Credit

- If you've reached State Pension age.
- And if your weekly income is less than:
  - £218.15 if you're single
  - £332.95 if you're a couple.

## 2. Savings Credit?

- There isn't a savings limit for Pension Credit. However, if you have over £10,000 in savings, this will affect how much you receive.
- If you're a mixed age couple, you normally have to claim Universal Credit until you've both reached State Pension age. Then you might be eligible to claim Pension Credit as a couple.

## How much Winter Fuel Payment could you get?

- If you are over State Pension age and receive a qualifying benefit, you could get **£200** towards your bills.
- If you are over 80, you could get **£300** to help with your bills in winter this year. Payments are made to the person claiming the benefit and are for the household.





# How to claim Pension Credit

Claim online on GOV.UK

Call Pension Credit claim line on **0800 99 1234** (open Monday to Friday, 8am-6pm)

Have the following details to hand before you get started:

- your National Insurance number
- your bank account details
- information about your income, savings and investments
- information about your pension (if you have one)
- details of any housing costs you have (such as a mortgage, interest payments or service charges)
- your partner's details, if you have a partner.

# Contact Us



Information & Advice – 0808 196 24 24  
Wellbeing Checks with Meals– 01793 27 9606

Email: [enquiries@ageukwiltshire.org.uk](mailto:enquiries@ageukwiltshire.org.uk)

Twitter: @AgeUKWiltshire

Facebook: @ageukwiltshire

Website: [www.ageukwiltshire.org.uk](http://www.ageukwiltshire.org.uk)