

LOVE LATER LIFE



Age Cymru Powys | Newsletter | Winter 24/25



OLDER PEOPLE'S COMMISSIONER



VOLUNTEER OPPORTUNITIES



WARM HOMES PROGRAMME

AND MUCH MORE INSIDE...

FREE COPY

Welcome to the Winter 24/25 Age Cymru Powys Newsletter

Season's Greetings to you from myself and the team at Age Cymru Powys. We're working hard to spread some winter warmth during these colder months as we know that for many, this will be an incredibly tough winter.

Following the recent change to the Winter Fuel Payment and the ongoing Cost-of-Living Crisis, I've heard from many of you worrying about how to keep your home warm enough and struggling to make ends meet.

You can read about our support on offer to you in this newsletter. We're enabling older Powys residents to access benefits, grants, energy-saving measures, food banks and community warm hubs. We're urging older people not to sit at home worrying, but instead please talk to us.

Our trusted handyperson, Steve, can conduct a free home visit for you to assess your heating needs, fit energy-saving equipment and give you advice to save on your fuel bills.

All our advice is free, impartial, and quality-accredited. I'm so proud that Age Cymru Powys is one of the few providers in Powys to be awarded the Advice Quality Standard (AQS), which is the quality mark for organisations that provide advice to the public on social welfare issues. You can view our commitment to quality on page 14 and rest assured that we offer advice you can trust.

Our Advice Team really is the A-Team! If you need advice, then why not ask the A-Team like Huw from Machynlleth did on page 15? Or would you prefer to speak to one of our friendly advisers? Then please do give us a call - we are here for you in Powys.

Wishing you joy and peace this festive season and into the New Year.

Gail x

Gail Colbridge
Chief Officer,
Age Cymru Powys



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**Age Cymru Powys
supporting older
people across
Powys**

Registered charity
1174222

Company number
08212122

Are you worried about losing the Winter Fuel Payment?



Call Age Cymru Powys to check if you're eligible for Pension Credit, Attendance Allowance, or other financial entitlements

The UK Government announced in July 2024 that to be eligible for the Winter Fuel Payment of £200 or £300 you must now have reached State Pension age and also receive a qualifying means-tested benefit. This will leave millions of UK pensioners struggling without money they rely on.

£200 million of benefits is unclaimed by older people in Wales every year, so it's important to check if you're missing out on money that is rightfully yours.

Even if you own your home, have savings, or are claiming benefits, you may still qualify for additional financial support and entitlements.

Pension Credit is a means-tested benefit for people over State Pension age. It tops up your income if you're struggling to make ends meet. By claiming Pension Credit, you might become eligible for other benefits such as help with health and housing costs.

Attendance Allowance is a benefit for people over State Pension age who need help with personal care or supervision because of an illness or disability. Attendance Allowance is not means-tested, so your savings or income won't affect your claim. It can help you get other benefits such as Pension Credit, Housing Benefit, or Council Tax Support.

CLAIMING PENSION CREDIT MAY HELP YOU GET OTHER BENEFITS:

Winter Fuel Payment

Council Tax Support

Carer Addition Payment

Support with mortgage interest, ground rent, or housing benefit

Cold Weather Payment

Free TV Licence (age 75+)

Severe Disability Payment

NHS dental treatment & help towards glasses

Help with costs of transport to hospital

Call Age Cymru Powys: 01686 623707 or visit www.ageuk.org.uk to use the Benefits Calculator

Older People's Commissioner for Wales Visits Age Cymru Powys' Rural Advice Van



Age Cymru Powys was delighted to welcome the new Older People's Commissioner for Wales, Rhian Bowen-Davies, on tour with the charity's Rural Advice Van

Rhian joined Steve Cadwallader-Jones, driver and project lead for the Van, first visiting Boughrood to see how we're working alongside the Mobile Post Office Van to reach out to residents in rural villages. Rhian then enjoyed chatting to older people visiting the van at Tesco in Llandrindod Wells for the afternoon.

Steve explained the importance of the Commissioner's visit:

"Rhian's support of Age Cymru Powys' new service was appreciated by everyone who visited us on the day. There were plenty of older people calling at the Advice Van for advice and support, which is testament to the importance of this service and the benefit to older people living in rural Powys. I am passionate about the service and want to express my grateful thanks to Rhian for taking time out of her busy work schedule to join us on the road."

Rhian Bowen-Davies, Older People's Commissioner for Wales, said:

"Joining the Age Cymru Powys Rural Advice Van for visits to Boughrood and Llandrindod Wells, I saw first-hand the difference that can be made through face-to-face contact with older people within their communities, sparking conversations that tease out important details about people's circumstances and the support that might be available, and building relationships and trust.

Every older person who spoke to the team was offered an opportunity to connect with some form of practical support, including help to claim Pension Credit and other entitlements, home visits to check energy efficiency, nail-cutting and foot care, befriending and other peer support services.

Older people who visited the van were provided with a phone number they could contact for advice, something clearly highly valued in an increasingly digital world.

The older people I spoke with shared common issues, including the impact of rising living costs, with much anger and concern about the loss of the Winter Fuel Payment. Many older people also highlighted a lack of suitable transport options as a barrier affecting their quality of life which often made it difficult to do things such as attend medical appointments, get to the shops, or meet up with family and friends.

I'd like to say a big thank you to all the older people I met with for giving me such a warm welcome, and for sharing so much with me so openly and honestly. I'd also like to thank the team at Age Cymru Powys for all the valuable insights they shared.

As Commissioner, I will ensure that older people's voices are heard, and I will bring their experiences and concerns directly to decision and policymakers, which will be crucial to deliver my vision of a Wales that leads the way in empowering older people, tackling inequality and enabling everyone to live and age well."

WARM HOMES PROGRAMME



FREE HOME ENERGY CHECKS



We're helping older people stay warm and well this winter

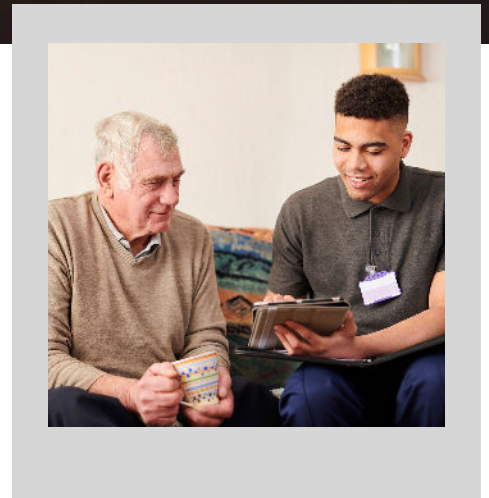
Our expert handyman service conducts home energy checks for older people who are finding it difficult to keep their homes warm. The sessions include a home assessment, helpful tips and information, and installation of simple energy efficiency equipment

Could your home be warmer?

Our trusted handyman can visit your home to check how energy efficient it is. The handyman can fit simple equipment to increase energy efficiency including:

- Energy-saving light bulbs
- Draught excluders
- Reflective radiator panels
- Chimney balloons

Age Cymru Powys' handyman can also offer advice and practical tips to help you keep your fuel bills down.



"My husband is disabled and needs to be warmer all the time. The home energy check has helped a lot and with the extra knowledge we know how to keep warm without spending more money."

Book your free Home Energy Check
Call Age Cymru Powys on 01686 623707
Email enquiries@acpowys.org.uk

➤➤➤ Please don't struggle alone this winter - We are here for you in Powys <<<<

WARM HOMES PROGRAMME



BENEFIT ELIGIBILITY CHECKS



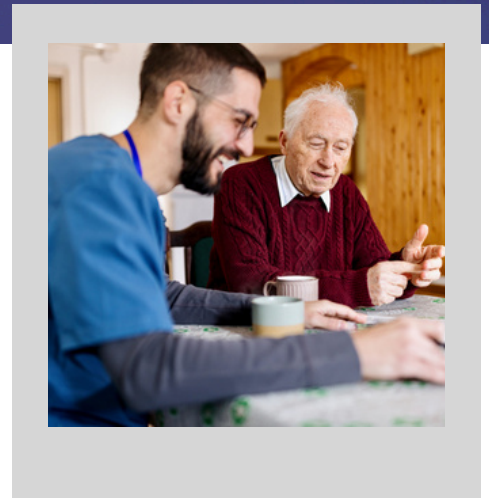
We're helping older people stay warm and well this winter

Are you worried about paying your energy bills? Our expert teams are conducting benefit entitlement checks and home energy checks to ensure that those who need our help have the money, advice and energy efficiency equipment to keep warm in their home

Are you missing out on money?

We help local older people apply for the benefits they are entitled to through Benefit Entitlement Checks. Maximising income lessens the stress of paying energy bills in winter.

In 2023/24, Age UK/Cymru local partners identified over £59 million of unclaimed benefits for nearly 14,000 older people. An average of over £4,200 per year for each older person who had a Benefit Entitlement Check.



"The check was so helpful. I value my independence but realise that I can ask for help when needed and not struggle alone. With the extra money, it's enabled me to buy things that make my life easier."

Book your free Benefit Check
Call Age Cymru Powys on 01686 623707
Email enquiries@acpowys.org.uk

➤➤➤ Please don't struggle alone this winter - We are here for you in Powys <<<<

DO GOOD - FEEL GOOD!

Age Cymru Powys relies on volunteers to help us provide vital services in our local communities. Would you like to join our super-friendly team?

We have many different volunteering roles available, with a few examples below - please get in touch for a friendly chat and we will match your interests to our fantastic opportunities...

FRIENDSHIP

Could you be a Community Helper or a Telephone Friend? Face-to-face or telephone friendship. 1:1 or in a group. Sharing interests, hobbies and skills. Only 30 mins to 1 hour required per week or fortnight. Help end loneliness in Powys!



FOOTCARE

Could you help older people who struggle to cut their toenails? Only 3 hours per month required. Our volunteers love this opportunity to do something wonderful for older people, that helps them get out, socialise and helps prevent falls.

FORM-FILLING

Could you help an older person get the support they need? Visit older people weekly or monthly in your area to complete applications such as welfare benefit or disabled parking forms. Your skills can make a life-changing difference.



We offer ongoing support, quick and easy flexible training, paid expenses and lots of fun!
Call Janet & Amy on 01686 623707 or email enquiries@acpowys.org.uk to find out more



Do good - feel good! Enjoy volunteering with Age Cymru Powys

For more information please contact us

01686 623707

Email enquiries@acpowys.org.uk

Or Visit ageuk.org.uk/cymru/powys

Registered charity number 1174222. Age Cymru Powys, Parkers Lane, Newtown, Powys, SY16 2LT.

ATTENTION POWYS EX-SERVICE PERSONNEL!



VOLUNTEER YOUR SKILLS TO HELP POWYS VETERANS

Ready for a new challenge? Sign up now to show your support for lonely and isolated Veterans across Powys

☎ 01686 623707

✉ enquiries@acpowys.org.uk

🌐 ageuk.org.uk/cymru/powys

THE ARMED FORCES
COVENANT FUND TRUST
Funded by HM Government

Powys
age Cymru

Do you know someone in Powys aged 50+ who served in the Armed Forces?

Tell them about the new services for Veterans from Age Cymru Powys to help support our Armed Forces community.

Many older Veterans in Powys are missing out on money and specialist Veterans support that is rightfully theirs. Many services have moved online, but if Veterans are unfamiliar with the internet, this can also leave them cut off from help. We're asking local people to tell their family, friends, colleagues and neighbours who have military connections about the two new Veterans services.

APPEAL

Help Age Cymru Powys reach out to older Veterans in Powys who are not online!

Please spread the word about our services for Veterans –
NEW Camaraderie Telephone Social Club & Veterans MOT

01686 623707 / enquiries@acpowys.org.uk



Veterans
Camaraderie
Club



Supporting our
Armed Forces Community

Camaraderie Club – a new social telephone club for Veterans aged 50+. Regular group calls to reconnect with old friends, make new ones, and be part of a great community. No technology or equipment is needed – just a landline or mobile phone.

Veterans MOT – A new 'Check-Up' service for Veterans aged 65+. Covering all aspects of getting older, supporting Veterans to enjoy later life. Help with the Cost-of-Living; health & wellbeing; support at home; future planning; connections to Veterans services.

Who is a 'Veteran' in the UK? Anyone who has served for at least one day in Her Majesty's Armed Forces (Regular or Reserve) or Merchant Mariners who have seen duty on legally defined military operations.

If you, or a Veteran you know, would like more information, please contact Gwyneth Davies, Veterans Officer, on 01686 623707 / enquiries@acpowys.org.uk

Keeping warm and well

Here are some simple ways to stay warm, healthy and well during the colder weather months.

Keeping warm

- Make sure your home is heated to a steady and comfortable temperature, around 18°C, you might prefer your living room to be slightly warmer.
- Wrap up warm and wear non-slip footwear both indoors and out. Wearing more loose layers of clothing helps to trap in warm air, keeping you warm.
- Have hot meals and drinks to keep you warm.
- Be prepared for cold weather – have enough food and prescription medicines at home.
- Don't put off getting your winter vaccines, like the flu jab and Covid booster. If you're eligible, make sure you get them.
- Have your boiler checked.
- Ensure doors and windows are draught proof.
- If there are rooms you don't use, turn off the radiators in them and close the doors.
- Keep radiators and heaters clear so hot air can circulate. Draw your curtains and tuck them behind radiators to minimise heat loss.
- Use an electric blanket or hot water bottle.
- Keep moving. Try not to sit still for very long periods, keeping moving will keep you warmer and help with strength and mobility.
- Contact our Information & Advice team to check you are getting all the help you are entitled to – such as benefits schemes.

For more support on keeping warm...

There are lots of ways we can help keep you warm and well this winter – including help with your energy bills. Please get in touch with our helpful Information & Advice team and find out what support is available.

 01686 623707

 enquiries@acpowys.org.uk



Getting a good night's sleep

Our sleeping patterns naturally change as we get older, so it's not unusual to have trouble sleeping. Everyone is different, but on average, adults need between 7 and 9 hours of sleep.

We need the same amount of sleep as we get older, but many of us can struggle to get to sleep or stay asleep as we age.

Experts agree that practising good 'sleep hygiene' can make an important contribution to a good night's rest.

This is just another way of saying that you need to get into good sleeping habits. Here are our top tips on how to get a good night's kip!

- #1** Go to bed and get up at the same time every day and avoid lying in where you can.
- #2** Establish a bedtime routine – relax by reading a book or having a bath.
- #3** Make sure that your bed and bedding are comfortable and your bedroom is cool and dark – the ideal temperature is 18°C.
- #4** Avoid caffeine, nicotine and alcohol in the evening, and try not to eat a heavy meal late at night.
- #5** Avoid exercise in the evening.
- #6** Ban TV and computers from the bedroom – the bright light can make you more awake.
- #7** Try to avoid napping during the day. If you do enjoy a daytime nap, schedule this for roughly the same time each day.
- #8** Ensure you get some natural sunlight during the day – this helps keep your circadian rhythm healthy which helps regulate sleep.

If you are experiencing chronic sleep problems, (more than a month) and self-help measures don't seem to be working, it's a good idea to see your doctor. Chronic sleep problems should not be regarded as either an inevitable, or a normal part of the ageing process.

Our Services

We provide a wide variety of services including:

- **Information & Advice**
- **Later Life MOT**
- **Friendship & Wellbeing Support**
- **Footcare clinics across Powys**
- **Welfare Benefits Advice**
- **Money MOT & Cost-of-Living Help**
- **Community Helpers & Advocacy**
- **Volunteering Opportunities**
- **50+ Forums Influencing Services**
- **Social Activities & Events**
- **Specialist Veterans Service**
- **Talks for groups**
- **Rural Advice Van across Powys**
- **Farming Community Support**
- **Free Home Energy Checks**
- **Advice and assistance to access care and support at home**

To find out more please contact:

01686 623707

enquiries@acpowys.org.uk

www.agecymru.org.uk/powys

Registered charity number: 1174222



Our commitment to quality

Age Cymru Powys is proud to hold the Age UK Charity Quality Standard.

This Standard requires us to demonstrate that we:

- ensure the safety and wellbeing of older people.
- value diversity and promote equity and inclusion.
- protect people's data and ensure there are no surprises about how we use it.
- encourage, listen to and act on feedback.
- plan and review our activities strategically, making sure we use our resources effectively to respond to local need.
- value our volunteers and staff, ensuring we have the right people with the right skills and support to deliver our plans.
- anticipate and manage risk effectively to ensure we are resilient and responsive to change.

Assessed by leading experts

The Standard is externally assessed by industry leaders SGS who undertake a rigorous review of our working practice through interviews, observation, and review of our key documents and records.

Age Cymru Powys

Email: enquiries@acpowys.org.uk

Phone: **01686 623707**

**Gwasanaeth Cwbl Achrededig
Fully Accredited Service**



darparu gwybodaeth a chyngor o safon i bobl Cymru
a hynny mewn modd sy'n gyson

providing a consistent approach to quality information
and advice for the people of Wales

**ASK THE
A-TEAM**

Age Cymru Powys Advice Team - Advice You Can Trust!

ASK US ANYTHING!

The Age Cymru Powys Advice Team offers expert, impartial and quality-accredited advice to help you make the most of later life.



“Dear A-Team, I don’t drive anymore, but I often go out with my family who find it difficult to park close enough for me to manage with my walking frame. Is there anything you can suggest please?” Huw, 83, from Machynlleth

Dear Huw,

Thanks for asking this important question, as many people don’t know that you can have your own disabled parking ‘Blue Badge’ as a passenger only – it doesn’t matter if you don’t drive.

A Blue Badge is a parking permit for drivers or passengers that allows people with disabilities or health conditions to park closer to their destination and use more accessible parking options, including disabled parking spaces.

You may be eligible for a Blue Badge if you have a mobility disability, health issue that affects walking such as arthritis, heart, breathing conditions, or if registered blind.

There is no charge for the Blue Badge in Powys. To apply you can either phone the Blue Badge Assistance Team on 01597 827466 or make an application online. If you experience any difficulty applying, then we at Age Cymru Powys can help you.

Many people say that the Blue Badge makes a great difference to their quality of life.

You may also like to explore the option of applying for Attendance Allowance, a financial benefit for people with a long-term physical or mental condition or disability. Attendance Allowance is not means-tested and can help make life so much easier.

Get in touch with Age Cymru Powys if you need support - we are here for you in Powys.

Do you have a question for the Advice Team?

Write to: Age Cymru Powys, Old Warehouse, Parkers Lane, Newtown SY16 2LT

Email: enquiries@acpowys.org.uk

Call: 01686 623707

GET IN TOUCH

We are your local independent charity supporting older people, their families and carers in Powys.

Every year we secure over £1.5 million of unclaimed benefit payments for older Powys residents.

Age Cymru Powys delivers quality - accredited advice and support, reduces poverty and social isolation, and improves quality of life.

We want everyone to be able to love later life.

We are here for you in Powys.



"I feel I am alive again because now I can afford to buy what I need. I have an easier life and feel that a weight has been lifted off my shoulders."

Irene, 82, Ystradgynlais



Age Cymru Powys
Old Warehouse, Parkers Lane
Newtown, Powys SY16 2LT

Call: 01686 623707

Email:
enquiries@acpowys.org.uk

Website:
www.agecymru.org.uk/powys

Donate:
localgiving.org/charity/age-cymru-powys/

www.facebook.com/agecymrupowys