

Winter Fuel Payment and Pension Credit

The UK Government has announced that this winter, the Winter Fuel Payment will be means-tested. The Winter Fuel Payment is an annual payment of between £200 and £300 to help older adults with energy costs. To qualify, you will need to be State Pension age and receiving Pension Credit, Universal Credit or certain other means-tested benefits during the week of **16th-22nd September 2024**, and meet other qualifying conditions.



Your claim for Pension Credit can be **backdated by up to three months** if you qualified for it for the whole of that period. You must therefore claim Pension Credit by **21st December 2024** to qualify for a Winter Fuel Payment this winter.

You can claim Pension Credit by phone, online or post.

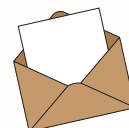
Call the **Pension Credit claim line:**

- Telephone: [0800 99 1234](tel:0800991234)
- Textphone: [0800 169 0133](tel:08001690133)
- [Relay UK](#) (if you cannot hear or speak on the phone): 18001 then [0800 99 1234](tel:0800991234)
- British Sign Language (BSL) [video relay service](#) if you're on a computer

Monday to Friday, 8am to 6pm

Claim online here: <https://apply-for-pension-credit.service.gov.uk/start>

To apply by post, print out and fill in the Pension Credit claim form or call the claim line to request a form.



www.gov.uk/government/publications/pension-credit-claim-form--2

Send the claim form to the Pension Service, or ask someone to do it for you.

Freepost DWP Pensions Service 3

Do not write anything except the freepost address on the envelope. You do not need a postcode or a stamp.

Help and Advice

- Call Cardiff Council's Advice Line on [029 2087 1071](tel:02920871071)
- Visit a Cardiff Hub
- Visit www.cardiffmoneyadvice.co.uk
- Email Advicehub@cardiff.gov.uk
- Contact the Independent Age Helpline on [0800 319 6789](tel:08003196789). You can also visit - www.independentage.org/get-advice/money/benefits/financial-help-cold-weather

New guide about accessing GP practices in Wales

The Older People's Commissioner for Wales has launched a new guide to help older people and their families better understand their rights when accessing their GP practice, and the kinds of services and support that should be available.

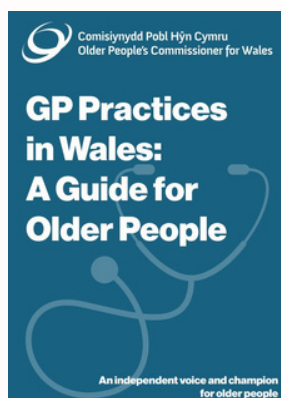
The guide includes information on a range of topics, from communicating with your practice, to finding the right service and professional, to the support that should be offered to help meet your needs, to what you can do if you're not happy with the service you are receiving. The guide also includes contact details for organisations that can provide help and support to older people and their families, including the Commissioner's own Advice and Assistance Service.

You can read the guide on the Older People's Commissioner for Wales' website: www.olderpeople.wales

Versions of the guide are available in BSL, Audio and Easy Read formats, alongside summaries in other languages.

If you would like a hard copy of the guide, please email ask@olderpeople.wales or call 034 4264 0670. Alternatively, pick one up from a Cardiff Hub.

The guide is being distributed to every GP practice in Wales.



Join Cardiff's Citizen's panel

Are you satisfied with the Council services you receive?

Do you want to make a difference to how services are delivered in Cardiff?

Cardiff Council has its own Citizen's Panel, made up of over 5,000 residents across the city who have signed up to share their views through a range of surveys, consultations, focus groups and workshops throughout the year.



You can join up by filling in the form online or picking up a paper copy at your local Hub or library.

Apply/download the form here: www.cardiff.gov.uk/ENG/Your-Council/Have-your-say/Cardiff-Citizens-Panel/Pages/default.aspx

New unpaid carers befriending project

Are you looking after a family member, friend or neighbour who is living with a long-term health condition? Would you like someone to talk to? Or, would you like to provide befriending support to someone who is looking after someone with a long-term health condition?

Cardiff Council has just launched the Unpaid Carers Befriending Project and are looking for volunteers to provide friendship support to unpaid carers across the city. Volunteers will be making a huge difference to the lives of unpaid carers by:

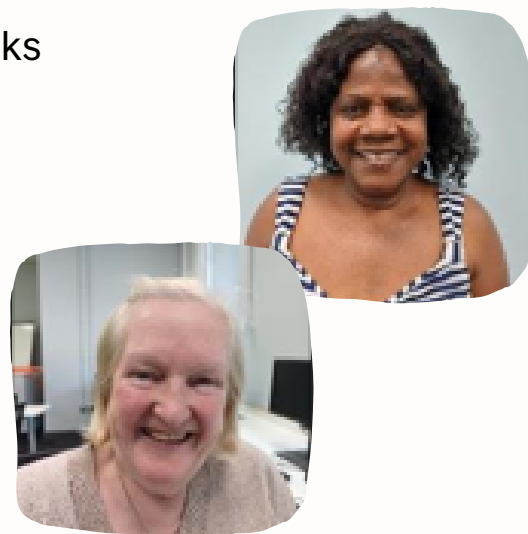
- providing friendship phone calls
- meeting unpaid carers in their homes or in the community for a tea, coffee and chat
- helping with light cleaning and gardening tasks
- helping with shopping

If you'd like to volunteer, or if you're someone who looks after someone with a long-term health condition and would like a volunteer befriender, please do get in touch.

To find out more, please call:

029 2023 4234 / 07977 729 249

Or email: CarersBefriending@cardiff.gov.uk



Are you a Council tenant or leaseholder looking to get out and socialise with people in your local area?

Tenants Together can help you form community groups with neighbours, as well as host coffee mornings and events in your area for you and your local neighbours. They offer advice and funding for setting up groups like painting, walking clubs or are open to suggestions on things you would like to do with your friends.

Feel free to contact Tenants Together on 029 2087 1777 or Tenants.Together@cardiff.gov.uk to find out when they are in a Hub near you. Come and have a cuppa and share your community ideas.

ARE YOU A COUNCIL TENANT?

HOW CAN WE HELP YOU?

What is a community Hub?

Age Friendly Cardiff is sometimes asked 'what is a community Hub?' This was raised at a recent engagement session that took place at Cardiff's Age-Friendly Forum. Members thought it would be very useful to share more information of what services, activities and benefits that visiting a community Hub can bring to older people in Cardiff.



Cardiff has 21 Hubs across the city, where you can access a range of Cardiff Council services, including:

- Money advice
- IntoWork advice services
- Adult Learning Cardiff
- Assistance with housing and benefit enquiries
- Access to food bank vouchers
- Ageing Well Information Sessions
- Rooms for hire
- Council Tax enquiries
- Support with free Concessionary Travel Card applications
- Public telephones
- Free computer access
- Free Wi-Fi
- General Tax enquiries
- Support applying for a Blue Badge
- Help with scanning documents
- Citizens Advice
- Cardiff Wellbeing Support Services

A huge variety of events where older people can get active and engage with others take place in Cardiff Hubs, with just a few examples below:

- Chat and Craft @ Llanishen Hub
- Badminton and Table Tennis @ St Mellons Hub
- Tai Chi @ various Hubs
- Goldies singing @ various Hubs
- Gardening Club @ Llandaff North and Gabalfa Hub
- Ancestry @ St Mellons Hub



Hub services vary by location and may be available on certain days of the week. Please check that the service you require is available before travelling.

Most Hubs are also home to a library service, which you can join for free. As a library member, you can make the most of a range of physical books and electronic resources. Electronic resources include eBooks, eAudiobooks, eMagazines and newspapers. From a library computer, you can research your family history using 'Ancestry' and 'Find My Past'.

To find out more about Cardiff Hubs and library services, please call 029 2087 1071, visit www.cardiffhubs.co.uk or you can pop into your local branch.

Would you like to be able to cycle? Pedal Power can make it happen!

Pedal Power is an inclusive cycling charity that believes that you're never too old to cycle. Based in Pontcanna, the charity works with people of all ages and abilities to remove barriers to cycling.

With a fleet over 200 cycles, over half of which are adaptive, the charity has a huge range of cycles (including e-cycles) to suit most needs. Their experienced team carries out assessments to ensure the best match of cycle with individual need, and also offers cycling lessons and confidence building sessions – very useful if you haven't been on a bike for a while!

Their hire process is simple and affordable, with membership offering reduced hire rates and other benefits. Seeing is believing and they encourage people to come and speak to them and try one of their cycles to see what may be possible. For more information, go to www.cardiffpedalpower.org or call [029 2039 0713](tel:02920390713).

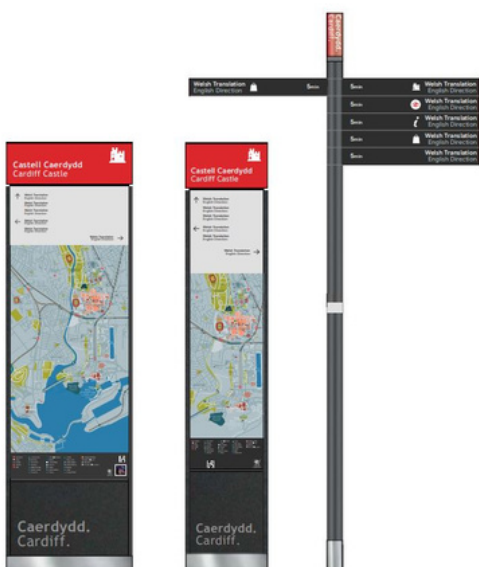


Plans to improve signage in the city centre and Cardiff Bay

Cardiff city centre and Cardiff Bay currently contain a mix of different types of pedestrian wayfinding (fingerposts and totems) that were installed at various stages between the late 1980's and early 2000's. This has contributed towards a lack of consistent guidance for pedestrians, as well as some signs being worn-out and out of date.

A new wayfinding project will see the removal of existing pedestrian wayfinding infrastructure. It will be replaced with a streamlined system of map-based totems and supporting fingerposts to help guide people through the area. The new wayfinding items will include bilingual text, icons and pictograms, walking distances and maps to help people understand the layout of the area and find their way around.

Installation is planned for late 2024/early 2025.



Reduce your risk of developing dementia

A new booklet to help residents of Cardiff and the Vale of Glamorgan understand how to reduce their likelihood of developing dementia has been published. It provides information about some of the risk factors associated with developing dementia and how making changes now can help keep your body healthy and prevent damage to your brain.

Some of the key lifestyle changes that can help to reduce your risk of developing dementia are:

- Look after your hearing
- Stop smoking
- Look after your mental health
- Stay connected with others and engage your brain
- Protect your head
- Keep an eye on your blood pressure
- Move more and move often
- Reduce your risk of type 2 diabetes
- Limit your alcohol intake
- Maintain a healthy weight
- Look after your eyes
- Treat high cholesterol



For more information and to find out about local services that can support you in making these lifestyle changes, read the full guide here:

www.cavuhb.nhs.wales/our-services/dementia/dementia-prevention

Hard copies of the guide are available at Hubs and libraries, GP surgeries, hospital information centres, and other community locations across Cardiff and the Vale of Glamorgan.

If you'd like to give feedback on the booklet, please email dementiafriendly@cardiff.gov.uk or phone [029 2087 2616](tel:02920872616).



**Reduce your risk
of developing
dementia**



My Community, Your Community, Our Community:

Make a real difference and become a volunteer for Good Neighbours in North Cardiff

Good Neighbours in North Cardiff (GNINC) are a local charity which offers voluntary services in the community to those in need of help and support. They help with transport, shopping, errands and companionship. They also can provide general advice to older or vulnerable residents in Thornhill, Llanishen, Lisvane, Heath, Roath Park, Lakeside, west Cyncoed and most recently has expanded its services to include Rhiwbina. Their service aims to support people to continue to live in their own homes for as long as possible.

“When she said in the car as I took her to the coffee morning, ‘I really look forward to seeing my friends, as sometimes it’s the only time I have a good laugh in the week!’ I knew it was worth being a volunteer for GNINC.”
(Volunteer)

To find out more or to apply to become a volunteer or client, please call: 029 2075 0751, email support@gninc.org.uk or visit their website: www.gninc.org.uk

gninc
cdync

Cardiff Council’s Replacement Local Development Plan 2021 to 2036



Cardiff Council is preparing the new Replacement Local Development Plan for Cardiff, which will help shape the city to 2036.

Later this year, a range of policies will be consulted on, which will help to ensure that development proposals assist in the delivery of cohesive communities and address the issues of inclusivity and accessibility, particularly making provision for the needs of older people, including:

- Promoting navigable environments with safe walking and cycling routes, open space and spaces to rest and meet
- Provision of public transport to help to reduce the inequality of access to shops and essential services for those without access to a car.
- Promoting safe and age friendly design of buildings and spaces.
- Provide a mix of market and affordable housing types
- Provide sufficient sites suitable to address the identified needs of older people, and promote sustainable residential mixed tenure communities

Cardiff Bus Interchange opens

On 30th June, Transport for Wales opened the new 14 bay Cardiff Bus Interchange.

Customer Ambassadors will be on hand during opening hours to help plan journeys using different modes, including making journeys between the bus interchange and Cardiff Central station, as well as nearby on street bus stops.

To assist blind and partially sighted customers, tactile flooring is available throughout the concourse area to guide customers to the bus bays, and there is an accessibility map to help customers locate the bus bays and facilities. The Bus Interchange also has a Changing Places room, fully accessible toilets, individual unisex toilets and a fully equipped family room to remove barriers and increase access for all.

Thank you, Heléna - new Older People's Commissioner announced

Heléna Herklots completed her six-year term of office as the Older People's Commissioner for Wales in August.



In 2008, Wales became the first country in the world to appoint an Older People's Commissioner. The Commissioner has a range of legal powers to help safeguard and promote the interests of older people. The role includes:

- promoting awareness of the rights and interests of older people
- challenging discrimination against older people
- promoting best practice in the treatment of older people
- reviewing legislation affecting the interests of older people

An overview of the impact of Heléna's work can be viewed on the Older People's Commissioner for Wales' website - www.olderpeople.wales

We'd like to thank Heléna for her hard work over the last six years and welcome Rhian Bowen-Davies who has been appointed as the next Older People's Commissioner for Wales, and will start her term on 30th September.

You can get in touch with the Older People's Commissioner for Wales by phoning [034 4264 0670](tel:03442640670) or emailing ask@olderpeople.wales.

Italus shop on Wellfield Road urges businesses to sign dementia-friendly pledge

Italus is a ladies clothing shop on Wellfield Road in Cardiff. It's owned by Eddie, age 98, who has run the shop for 42 years. We spoke to Anna, who has worked at the shop for 35 years, about their recent commitment to work towards becoming dementia-friendly.

What made you sign the dementia-friendly business pledge?

"We like to help everybody and be friendly to all. We are more than just a shop, we are a community – we often have coffee with our customers! We want everyone to feel welcome, including people with dementia."

What would you say to other businesses who are thinking of signing the dementia-friendly pledge?

"We encourage every business to sign up and work towards providing a welcoming environment for those living with dementia"

A list of organisations and local businesses that have signed the dementia-friendly pledge can be found on the Dementia Friendly Cardiff website:

www.dementiafriendlycardiff.co.uk/dementia-friendly-business-organisation



Eddie with Paul, a Dementia Friendly Communities Officer

For businesses and organisations that would like to sign the pledge, all you need to do is commit to three dementia friendly actions. For example, encouraging staff to be aware of customers who may need help and treating them with patience and empathy.

For more information, please contact dementiafriendly@cardiff.gov.uk or ring [078 5598 0955](tel:07855980955).

Llys Herbert brings the Olympics to Cardiff

Llys Herbert Care Home know that many residents loved participating in sports in their younger days and that for many, exercise is still a big part of daily life. With the Olympics taking place in Paris, they thought they would give Paris a (literal) run for its money by asking the local community along to join residents and family for their very own Olympics-themed sports day.

There was an opening and closing ceremony with musical entertainment, as well as some gorgeous food and refreshments in keeping with the French theme. A fantastic day was had by all!



**COFFEE
MORNING**



Gwasanaeth
Cymorth
Lles Caerdydd
Cardiff Wellbeing
Support Service

DIABETES UK

DEALL DIABETES. BRWYDRO DIABETES.
KNOW DIABETES. FIGHT DIABETES.

CYMRU

Diabetes UK Cymru are working in partnership with Cardiff Wellbeing Support Service to support people in the Cardiff area.

Come along to your local community Hub for a free cuppa and chat to find out how we can support your health and wellbeing!

Thursday **19th September** @ Fairwater Hub, 11am - 1pm

Friday **4th October** @ Grangetown Hub, 1pm - 3pm

Wednesday **13th November** @ Ely and Caerau Hub, 1pm - 3pm

Nautilus charity support for retired seafarers

Nautilus is a charity that specialises in providing holistic support to retired seafarers, including fishermen, members of the Royal Navy and the Royal Fleet Auxiliary (RFA), as well as their dependents. This includes cleaners, engineers, chefs and captains. They can help with topics such as welfare benefits, debt, housing, health, community care, well-being, charitable grants, socialisation, and referrals to other organisations.

To find out more, visit www.nautiluswelfarefund.org or ring [015 1346 8840](tel:01513468840).



Support for veterans

If you are a veteran or serving Armed Forces personnel, Cardiff Council can help you and your family with issues such as:

- housing
- employment
- benefits
- debt

They can also signpost you to other organisations. Please call Cardiff Council's veterans advice specialists on [029 2087 1071](tel:02920871071) or email veteransadvice@cardiff.gov.uk.

There are many organisations that offer support, including:

- Armed Forces charities:

SSAFA - www.ssafa.org.uk / [0800 260 6780](tel:08002606780)

Royal British Legion - www.britishlegion.org.uk / [0808 802 8080](tel:08088028080)

- **Veterans Wales** - www.veteranswales.co.uk / [029 2183 2261](tel:02921832261)
- **Change Step** - www.changestepwales.co.uk / [0300 777 2259](tel:03007772259)

Or visit the UK Government website: www.gov.uk/government/collections/support-services-for-military-and-defence-personnel-and-their-families

If you have concerns over your health that you think are linked to your service in His Majesty's (HM) Armed Forces, you should contact your GP and discuss this with them, making sure that you say you are a HM Armed Forces veteran.

Under the [Armed Forces Covenant](#), you are entitled to priority treatment in the NHS for conditions linked to your military service.

CWTCH CYMRU

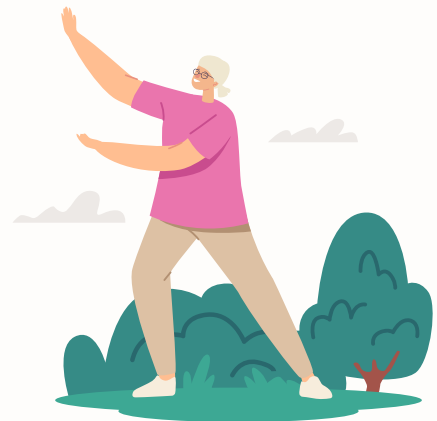
Supporting YOU to live well with arthritis.
Eich cefnogi CHI i fyw'n dda gydag arthritis.

Llanishen activity group (Tai Chi) for arthritis and MSK conditions

4th Wednesday of each month
(from 25th September)

Llanishen Baptist Church
Fidlas Road
Llanishen
CF14 5LZ

1pm to 3pm



This activity group is relevant for anyone who has an arthritic or MSK condition. We meet once a month for Tai Chi, activities, support or just to have a chat and it's FREE to attend!

Contact Wales Support for more information or come along to the next group meeting.

Email: walessupport@versusarthritis.org
[0800 756 3970](tel:08007563970)
www.versusarthritis.org

CYMRU
VERSUS
ARTHRITIS

Nine new Community Living Schemes planned in Cardiff

Cardiff Council has plans for nine more Community Living Schemes across the city, delivering an investment of more than £200m (600 older people's homes). The commitment to build new homes that meet older people's needs is part of the Council's wider housing development programme to create 4,000 new homes for Cardiff over the coming years.

Following recommendations set out in the Housing LIN report into best practice, a working group has now been established to ensure the new developments meet the needs of older people, including those living with dementia.

The project includes the development of an Older Persons Accommodation Gateway, to ensure allocation of properties is based on need. The Working group is arranging to meet identified best practice projects within the UK. The visits will be used to inform the building and development of any new schemes in the city to ensure that they will be in line with best practice.



Widening participation through Cardiff's Age-Friendly Forum

Cardiff's Age-Friendly Forum launched in May 2023 and meets on a quarterly basis. Consultation, information gathering and sharing is the main purpose of the Forum. It is attended by representatives of older person groups in Cardiff as well as partner organisations. It aims to act as a vehicle to collaborate, consult and scrutinise on issues that matter most to older people.

During the Council's budget proposals for 2024/25, the decision was made for the Forum to give their feedback on any proposal that would impact older people.

Proposals relating to Hubs & Libraries, Bereavement Services, Waste & Street Cleansing, Parking and Leisure & Sports were outlined by lead officers before attendees were given the opportunity to ask questions and give feedback. Following the session, Equality Impact Assessments were updated to reflect the discussion. There was a lot of positive feedback about the session and the opportunity it gave for older people to share their concerns and suggestions.

The decision has now been made that the Council will strengthen the involvement of older people in the Council's decision-making process by working with the Age Friendly Forum to consider any Equality Impact Assessments where older people are identified as being disproportionately affected.

An equality impact assessment is a tool that helps ensure decisions, practices and policies within organisations are fair and do not discriminate against any protected group. Encouraging civic participation and giving older people a voice in key decision making is an important feature of an age-friendly community. Age Friendly Cardiff is looking forward to delivering more involvement sessions in the future!

Spotlight on the world...

Bridging the digital divide: intergenerational learning in Kochi, India

Kochi's Yuva Vigyan program demonstrates a best practice in fostering age-friendly cities: intergenerational learning. College students act as tech teachers for older people, helping to equip them with valuable computer skills, promoting continued learning and social connection.

Following classes, students and older people often interact informally, creating opportunities for knowledge exchange in both directions and fostering a sense of community and mutual respect.

This program fosters social connections, helps to reduce isolation, and promotes lifelong learning for all participants, making it a powerful model for other communities looking to bridge the digital divide and create a more inclusive society.



This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg



www.agefriendlycardiff.co.uk



029 2087 2616



agefriendly@cardiff.gov.uk



@AgeFriendlyCDF



Caerdydd Sy'n Dda i Bobl Hyn / Age Friendly Cardiff