



age connects  
neath port talbot.

# Products and Services

Strong History • Bright Future



Independent • Local • Listening

# Welcome to Age Connects Neath Port Talbot

Age Connects Neath Port Talbot is the operating title of Age Concern Neath Port Talbot. We are an independent local charity and not for profit company. Our aim is to provide people aged 50 plus with the assistance, support and services that are needed to live a healthier, more active and independent life. This is no small task, as Neath Port Talbot has an ageing population amongst the highest in Wales.

## Information & Advice

We offer a wide range of free information and advice to help older people stay in their own home, and make life as easy as possible.

Our dedicated staff and volunteer team offer independent and confidential information, advice and support covering a wide range of issues. This includes, but is not limited to, care, legal, health, housing, income and benefits, consumer, leisure, learning and work advice.

## Neighbourhood Information Points

Look out for our Neighbourhood Information Points, which are located across the County Borough, including the lobby of the Neath Port Talbot Hospital. These contain free information leaflets on a variety of topics.

## Meeting Facilities

We have a range of meeting/training rooms with free Wi-Fi available to hire.

Please call **01639 617 333** for more information.

Alternatively, visit our office in Alfred Street, Neath between 9am - 3pm, Monday to Friday.



## Outreach Services

We have a number of community outreach bases located across the County Borough, and are always looking for new accessible locations. These act as an extension to our current services and ensure that people living in more rural areas have access to our services.

In addition to formal outreach services, we also attend public places such as shopping centres and supermarkets throughout the County Borough to promote our range of services and products.

## Benefit Checks

We provide full benefit checks, identifying which benefits to claim, help to complete claim forms in full and can offer an appeals service for unsuccessful applications.

**Are you missing out? If you think we can help, please call: 01639 617 333.**



## Income Maximisation

Every year, millions of pounds of welfare benefits remain unclaimed and often it is those most in need who do not claim their entitlements. As a recognised Department for Work and Pension (DWP) Alternative Office, we provide a professional and confidential service. Our specialist team of experienced staff and volunteers provide information and advice on a range of welfare benefits including:

- Attendance Allowance (AA)
- Disability Living Allowance (DLA)
- Personal Independence Payments
- Pension Credit
- Carers Allowance
- Council Tax Benefit
- Employment Support Allowance
- Housing Benefit





## Nail Cutting Services

We have a dedicated team of trained and fully insured health professionals who will cut your toe/finger nails at a time and location convenient to you.

Choose from one of our local venues, the comfort of your own home or attend our walk in clinic.

Please note, this is a chargeable service and some medical exclusions apply. Please contact us for more information on our clinic locations, appointment times and prices.

## Social and Leisure Activities

We can help you to live life to the full by offering a variety of social and leisure opportunities. We work in partnership with a wide range of other providers and local groups who offer community based activities for the over 50's.

This includes physical activity classes, walking groups, art and crafts, lunch clubs and computer classes. We're confident that there is something for everyone to enjoy!



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## Home Fire Safety Checks

In partnership with Mid and West Wales Fire and Rescue Service, a member of our specially trained team can visit your home to identify any potential fire risks and advise on specific issues of concern. We can then fit, free of charge, a range of fire safety equipment which includes smoke alarms, hard of hearing alarms, fire retardant bedding and night wear etc.

## Home Energy Efficiency

With increasing energy prices and on-going benefit reform, it is important that older people are aware of fuel poverty. We provide advice, support and guidance on reducing energy costs, tariff advice and if necessary can help to switch energy providers. We provide up to date information on winter fuel payments, cold weather payments and various grant monies available.

## Contact Us

For more information on any of these services, please call Age Connects Neath Port Talbot: **01639 617 333**.



## Befriending

Our befriending services aim to reduce loneliness and isolation for those with little or no social networks. Services help to improve general health and well-being, by encouraging and supporting involvement in community based activities.

Volunteer led group befriending schemes encourage the formation of friendship groups and offer reciprocal and on-going support.

**For more information or to find out if you are eligible, please contact: 01639 617 333.**

## Independent Advocacy

Many older people are completely independent, able to make informed choices, speak up for themselves and have family or friends who support them. However, advocacy is there for the growing number of older people who do not have anyone to support them and are being ignored, excluded or unfairly treated.

We have a number of staff and volunteers who can deal with various advocacy matters, including safeguarding issues involving abuse or neglect.

**Please do not hesitate to contact us for further information.**

## Volunteering

Volunteer effort is essential to our organisation. Our diverse volunteer team work directly with older people, provide administrative support and/or help with community fundraising.

Volunteering can develop new skills, increase confidence, self-esteem and well-being and is a great way to help form new friendships. You may want to give something back to the local community, gain valuable work experience, or maybe just want to be more socially and physically active.

**If you have any spare time and would like to volunteer, call us today to find out about our exciting volunteering opportunities.**



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## Standing Order Form

If you would like to make regular donations to Age Connects Neath Port Talbot, please complete all of the form below then detach and send the form to: **Age Connects Neath Port Talbot, 37-38 Alfred Street, Neath, SA11 1EH.**

Or to make a **one-off donation** only, complete your name and address section and send the form with your payment. Don't forget to tick the box at the bottom to Giftaid your donation.

### To the Manager

Your bank

Your branch

Bank address

Postcode

Please transfer £  from my

Type of account, e.g. Current Account

Account number  Sort code  -  -

To: **Age Connects Neath Port Talbot**  
At: **Barclays Bank Plc, 37-38 Alfred Street, Neath**  
Account No: **00959979** Sort Code: **20-84-41**

On the (full date)  and on the (date)

day of each subsequent month until further notice.

Signed

Date

Full name (print)

Address

Postcode

Increase your donation at no extra cost! Simply tick the box ☐ *giftaid it*

I confirm I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for the current tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities and Community Amateur Sports Clubs (CASCs) that I donate to will reclaim on my gifts for the current tax year. I understand that other taxes such as VAT and Council Tax do not qualify. I understand the charity will reclaim 25p of tax on every £1 that I have given.

## Advant~AGE Products

We have developed a range of products and services with the needs of older people in mind. Through our Advant~AGE partnership we offer the following products:

- Funeral plans
- Stairlifts
- Personal alarms and key safes
- Equity release
- Legal services inc Will Writing
- Daily living aids
- Wealth Management & Financial advice
- Flowers & Gifts
- Energy Provision

For more information,  
please visit [www.acnpt.org.uk](http://www.acnpt.org.uk)  
or call 01639 617 333.

## Independent Charity

As an independent charity, we raise all of our own funds and rely heavily on donations to maintain our vital support. The smallest gift can make an enormous difference, and your generosity and kindness will help to safeguard the future of our much needed services.

You can help to build a better future for local older people by:

- Making a donation
- Donating regularly through standing order
- Remembering us in your Will
- Fundraising for us
- Making "In Memory" donations to us instead of flowers
- Purchasing Advant~AGE products or services

## Donations

If you would like to make a donation, please make cheques payable to: **'Age Connects Neath Port Talbot'**

And send it to:

**Age Connects Neath Port Talbot**  
**37 - 38 Alfred Street, Neath**  
**SA11 1EH**

Or use the Standing Order Form provided on **page 06**.

Please help us make a difference to the lives of local older people.

**Give Local • Help Local**





**Independent • Local • Listening**

## Useful Telephone Numbers

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Age Connects Wales	0845 305 4134
Action on Hearing Loss, Wales	0808 8080 123
Aids and equipment loan (British Red Cross)	01554 749 374
Alzheimer's Society	01639 633 400
Care and Repair, Neath Port Talbot	01792 321 122
Carers Service, Neath Port Talbot	01639 642 277
Citizens Advice Cymru	08444 772 020
Department for Work and Pensions (DWP)	08456 060 265
Emergency (Police, Fire or Ambulance Service)	999
Non-emergency helpline	101
Elder Abuse Helpline	0808 8088 141
Enfys (to donate unwanted furniture)	08450 094 646
Fire Safety and Rescue	0870 606 0699
Step Change Debt Charity	0800 138 1111
Older Peoples Commissioner for Wales	03442 640 670
RNIB Cymru	02920 828 500
Social Services, NPT Gateway Team	01639 686 802
Social Services, NPT Older Persons Team Duty Officer	01639 765 505
Swansea Bay Regional Equality Council	01792 457 035
Telephone Preference Service (stop unwanted calls)	08450 700 707
Victim Support, All Wales	0300 303 0161

# HELPLINE: 01639 617 333

Web: [www.acnpt.org.uk](http://www.acnpt.org.uk) • Email: [info@acnpt.org.uk](mailto:info@acnpt.org.uk)  
Registered address: 37-38 Alfred Street, Neath, SA11 1EH



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