

# A Guide to our Services



Helping to improve  
the lives of older  
people in Essex

Charity No. 1091058





# About us

Age UK Essex was established over 70 years ago and is a local charity supporting older people across Essex. Our aim is to work with older people to combat the debilitating effects of loneliness and social isolation whilst promoting their wellbeing and help them live fulfilling, independent and enjoyable lives.

Our services enable older people to access the help they need, when they need it. Last year our Information and Advice Service secured over £1.5 million of benefits for vulnerable older people, while our Befriending Service helped over 400 lonely people. Our Active Befriending Service enabled people to get out and about within their local community. In the past year all our services have reached over 55,000 people.

## Updates to services

Whilst we do all we can as a charity to make our services as sustainable as possible we are at the mercy of our funders and the effects of changes within our community. Therefore please note that some of our services may be delivered differently to stated in this guide. We have put measures in place to protect our clients, staff and volunteers throughout the Coronavirus but we advise checking our website for the most up to date information about the services we provide.

## Head Office

Widford Hall, Widford Hall Lane,  
Off Tattersall Lane,  
Chelmsford, Essex CM2 8TD

General enquiries line:  
**01245 346 106**

Email: [info@ageukessex.org.uk](mailto:info@ageukessex.org.uk)

Website:  
[ageukessex.org.uk](http://ageukessex.org.uk)



Find us, like us, follow us.

The information contained in this booklet can be translated and/or made available in alternative formats, on request.

Information quoted is correct at the time of going to print (September 2020).

For our privacy policy visit  
[www.ageukessex.org.uk/privacy-policy](http://www.ageukessex.org.uk/privacy-policy)

Registered office: Widford Hall, Widford Hall Lane, Off Tattersall Way, Chelmsford, Essex CM2 8TD



Registered with  
**FUNDRAISING  
REGULATOR**



Charity No.  
**1091058**



# Information and Advice

The Age UK Essex Information and Advice Service offers free, confidential support to anyone aged 50 or over, their friends, family, professionals and carers.

Through a team of professional advisers Age UK Essex provides up to date information and advice on a range of topics including:

- Benefit advice and support
- Housing options and adaptations
- Social care services
- Making a will
- Community transport
- Local services and support
- Bereavement support

*“Thank heavens for Age UK Essex. I feel like a weight is off my shoulders. Thank you so much.”*

## Are you getting all you're entitled to?

For a benefit check and advice appointment contact Age UK Essex on 01245 346 106. Home visits are also available.



## Support Us



The Information and Advice service is not funded so we rely on donations from individuals and grants to fund the work we do. If you would like to support this service and help us to provide support to many more of the most vulnerable people in our communities then find out about becoming a supporter on page 8.

Money raised in Essex for the people of Essex.

## Contact Us

Get information online by visiting [www.ageukessex.org.uk](http://www.ageukessex.org.uk)

 **01245 346 106**

email: [info@ageukessex.org.uk](mailto:info@ageukessex.org.uk)

Lines open Mon, Tues, Thurs & Fri (closed on Weds) between 10am and 3pm. Outside these hours and when lines are busy, calls will be diverted to Age UK's national helpline who can offer you useful information and advice too.





# Befriending Service

## Are you lonely? Or know someone that could benefit from our Befriending Service?

We spend our entire lives building friendships. They are our support network and make us who we are. However, as we get older we may find it difficult to get out and about, we may have lost touch with our friends and relatives and we may find ourselves feeling lonely.

This is where the Age UK Essex Telephone Befriending Service can step in! If you are over 60 and feeling lonely we can offer you friendship through one of our volunteers.

We will carefully match you to one of our Telephone Befriending Volunteers who will call once a week. Just like a true friend, our volunteers will take time to listen to you and have a friendly chat. The aim of the service is to reduce social isolation and to help make life more fulfilling.

Age UK Essex offers this service free of charge.



### Contact Us

For more information, please call:

 **01268 525 353**

visit: [ageukessex.org.uk](http://ageukessex.org.uk)

### Support Us

The Befriending Service relies on donations from individuals and grants from commissioning bodies to provide this invaluable service. If you would like to support the work we do and enable us to befriend many more lonely and isolated people then find out about becoming a supporter on page 8.

Money raised in Essex for the people of Essex.



## Home or Telephone - Countywide Befriending Service

Our Countywide Befriending Service offers companionship through a weekly home visit or phone call. It's the perfect opportunity to relax in your own home and have a good catch up over a cup of tea with one of our screened and trained volunteer befrienders.

Age UK Essex offers this service free of charge.

**For more information please call:  
01268 525 353.**

**"I never realised how much I missed having someone to chat to until I met my befriender. His call is the highlight of my week."**

**Interested in becoming a  
volunteer befriender?  
Go to page 8 to find out more**

## Befriending Service in Thurrock

The Age UK Essex Thurrock Befriending Service helps people over 60 who are feeling lonely and in need of companionship and friendship. You will be matched with one of our local Befriending volunteers, who will visit you once a week at home for a friendly chat.

We offer a range of Befriending services in Thurrock, including:

- **Telephone Befriending**
- **Home Befriending (a visit within the home)**
- **Active Befriending (accompanied activity where possible outside the home)**

Age UK Essex offers this service free of charge.

**For more information please call:  
01708 866 684.**

This service is funded by Thurrock Council.



**thurrock.gov.uk**



# Fundraising & Community Engage

We engage with thousands of older people every year, providing companionship, advice and support for vulnerable older people who need it the most. We rely heavily on the generosity of the public and the amazing support from our brilliant volunteers. All funds raised are used to deliver services for older people across Essex.

## There are lots of ways that you can support Age UK Essex

### Fundraise for us

Why not organise a fundraising event or take on a challenge and get people to sponsor you. We love to discuss ideas. Email us: [fundraising@ageukessex.org.uk](mailto:fundraising@ageukessex.org.uk).

### Make a donation

Visit [www.ageukessex.org.uk/donate](http://www.ageukessex.org.uk/donate) and make a one off donation or become a regular supporter

**Donate by phone**  
by calling 01245 207065

**Donate by cheque**  
Make your cheque payable to **Age UK Essex** and send it to: Fundraising Team, Age UK Essex, Widford Hall, Widford Hall Lane, Off Tattersall Lane, Chelmsford, Essex CM2 8TD

**Leave a gift in your Will**  
Make your money benefit the people of Essex by ensuring your donation is payable to Age UK Essex.

## Get your organisation to support us

It's a great way to meet corporate social responsibility objectives, engage employees, understand more about what is important to older people, get some great PR and help Age UK Essex to support vulnerable people in the local community. It could be as simple as running a bake sale, organising your own fundraising event or choosing us as your charity of the year.

**Contact us:**  
[fundraising@ageukessex.org.uk](mailto:fundraising@ageukessex.org.uk)  
or call our fundraising team on 01245 207065.



## VOICE Network

### Connecting communities with Age UK Essex

Find out more about services for older people. Would you like an Age UK Essex speaker to attend your club, group, organisation or event?

An Age UK Essex representative will deliver a free talk on:

- Age UK Essex services
- Becoming a supporter of Age UK Essex
- Information on local services



**During the Coronavirus outbreak you can still contact the Voice Network by calling 01245 200936 or email [events@ageukessex.org.uk](mailto:events@ageukessex.org.uk).**

### Become a regular supporter -

#### How your support can help us do more...

£5 a month	£10 a month	£20 a month	Other
could pay to provide expert information that opens up vital services to older people who desperately need them.	could pay to answer two calls to our advice line from older people needing information and reassurance to cope with the long-term impact of the pandemic.	could help to pay for regular befriending calls to some of the most vulnerable people in our communities.	Your monthly donation could help pay for free information guides and factsheets for an older person and their loved ones plus help to expand the free services offered to older people across Essex.



# Volunteering

There are many reasons why it's great to volunteer. It's an ideal way to give something back to your community and make a difference in people's lives. It can provide an opportunity to develop new skills or build on existing experience and knowledge. It's also a great way to meet others and spend time with people.

We could not function without our dedicated team of volunteers who help us deliver vital services to older people in Essex. Whatever your talents and interests, we're bound to have a voluntary opportunity where you can share your knowledge, make new friends and have fun! You'll also get the chance to learn new skills and gain important experience to add to your CV.

All our volunteers are offered full training and will get ongoing support and advice from our volunteer management team.

So if you have the time, no matter how little, there are many ways in which you can get involved.

We have opportunities for volunteers in Befriending, Information and Advice, the Voice Network, Fundraising, Reception, Administration and many other roles, so there really is something for everyone.

**"Volunteering is very rewarding. I always end my day happy, knowing I've brought someone the companionship that is so needed."**



## How do I apply?

Find out about volunteer roles and apply online at [www.ageukessex.org.uk/volunteer](http://www.ageukessex.org.uk/volunteer) or call:

 **01245 207 011**