

A guide to our services



Making Norfolk a great place to grow older

About us & our services

Age UK Norfolk is an independent, local charity. We have 75 years' experience of supporting older people and their families living in Norfolk. We raise our own funds and fundraise locally to provide vital services across the county.

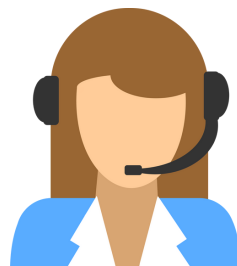
Our relationship with other Age UK charities allows us to share knowledge and expertise, and to actively promote the wellbeing of older people through collective national and local campaigning.

We are proud to be Making Norfolk a Great Place to Grow Older.

Information & Advice

Our FREE information and advice service is available to anyone aged 50 or over, their family, carers or professionals. Our experienced Age UK Norfolk staff can help you on a wide range of subjects including:

- Community care
- Age UK Services
- Welfare Benefits
- Grants and support
- Travel



Our helpline is open Monday - Friday 10am to 4pm
T 0300 500 1217 E advice@ageuknorfolk.org.uk
Visit: www.ageuknorfolk.org.uk



Advocacy

General Advocacy

Our Advocacy service supports and enables people over 50 to have their voice heard; we can help you with making phone calls and writing letters to help ensure you do not experience any inequality or discrimination.

Bereavement Advocacy

Our bereavement advocacy service provides support to people over 50 who are recently bereaved. Our specially trained advisors can help guide you through a difficult time by offering practical help with completing paperwork and notifying companies.

NHS Complaints Service

The NHS complaints service supports people over 60 who are making, or thinking of making, a complaint about NHS services or treatment.

Money Matters

Our Money Matters service offers one to one support from a dedicated volunteer to assist and empower over 65s to remain independent when handling the day-to-day management of household finances and paperwork.



To find out more about our Advocacy Services contact us:

T 0300 500 1217 E advice@ageuknorfolk.org.uk

Visit: www.ageuknorfolk.org.uk



Befriending

Our befriending service offers people aged 50 and over companionship by phone with a friendly chatty call from a dedicated befriender.

We call weekly for an enjoyable and stimulating chat and also offer the opportunity to take part in a fun quiz, all of which can help to ease feelings of loneliness and isolation.

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The Befriending Service is lovely, it is so nice knowing someone is out there contacting you to see if you are OK.

To find out more, contact us:

T 01603 785 223 E befriending@ageuknorfolk.org.uk

Visit: www.ageuknorfolk.org.uk



Norfolk Care Home Finder

Have you ever wondered what would happen if you or your family members needed to go into a care home? How do you find your way through the maze of choosing a home and paying for it?

Age UK Norfolk's Care Home Finder Service can help in just those circumstances. Visit our dedicated website and browse for local vacancies today.

Visit our dedicated website today:
www.norfolkcarehomefinder.co.uk



Digital Inclusion

We live in an increasingly online world, with the role of the internet becoming even more prominent since the outset of the COVID-19 pandemic. Our Digital Inclusion service aims to support and enable those over 50 who are less confident in their digital skills.

Let's Get Digital

Let's Get Digital provides one-to-one support for people 50+ on how to use a digital device, either their own or one that we loan to them for a 12-week period. Sessions will focus on a range of skills, from setting up messaging apps and making/answering video calls, to more advanced support like online shopping and setting up an email account.

engAge

engAge is a dedicated website for later life activities and resources across Norfolk featuring a whole host of age friendly activities to get involved in; whether it's a tea and coffee morning, arts and crafts tutorials or exercise classes . Simply browse our list of latest activities or search your local area for what's on to find the activity that's right for you.

To find an activity in your area, or if you are interested in listing your own activity for free, visit the engAge website for more information:

www.norfolkengage.co.uk



For more information about any of our Digital Inclusion Services, contact our team:

T 01603 863 811 E digitalinclusion@ageuknorfolk.org.uk



Retail

Charity Shop

Our shop is an ideal bargain hunting ground, filled with exciting and unusual items. We also stock a wide range of furniture, electrical items and white goods, all at incredible prices. We have plenty of parking on site and we'll even deliver any large items you purchase directly to your door!

FREE Collections

Don't throw away unwanted belongings - donate saleable items instead! When you donate items, not only does it prevent them from ending up in a landfill but funds raised by your donations will benefit older people right here in Norfolk.



Shop Online with us

Can't make it to our store? Not to worry, you can now shop for our latest bargains at our online eBay store, simply visit **www.ebay.co.uk/str/ageuknorfolkshops** or scan the QR code below with your smartphone. Happy shopping!

Pay us a visit: 31 Yaxham Road, Dereham, Norfolk, NR19 1HD

Opening Hours: Monday - Saturday 9:30am to 4:30pm.

**To arrange your furniture collection, call 01362 694 596
or email furnitureandmore@ageuknorfolk.org.uk**



How you can support us

There are a number of ways that you can support our work and help us to continue making Norfolk a great place to grow older.

Volunteering

Every year, thousands of people turn to Age UK Norfolk for support. Whether it's advice in a time of need, help filling out complicated forms or a friendly chat when they're lonely, we're here to help. But we couldn't do it alone.

Our dedicated team of volunteers are the backbone of our organisation and without their help; we simply would not be able to deliver all the services that we do.

Volunteering for Age UK Norfolk is an opportunity to get involved in the local community, meet new people and work within a friendly, professional organisation with the satisfaction of knowing you are making a real difference to people's lives.

Whatever your talents and interests, there is likely to be a voluntary opportunity where you can share your knowledge, make new friends and make a real difference to the lives of older people in Norfolk.

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Volunteering makes me feel worthwhile. I know I can potentially make a great difference to the lives of the people I support.

Contact our Volunteering Co-ordinator today:

T 01603 785 210 E volunteering@ageuknorfolk.org.uk

Visit: www.ageuknorfolk.org.uk



How you can support us

Make a donation

It's quick and easy to donate to Age UK Norfolk, simply scan the QR code below with your smartphone to make a donation via our JustGiving page. Don't have a smart phone? No problem, there are other easy ways to make a donation:

- Donate online, just visit: <https://www.justgiving.com/acnorfolk>
- Donate online by BACS: Account No: 03990538 Sort Code: 30-96-17
- Send us a cheque: Age UK Norfolk, Henderson Business Centre, 51 Ivy Road, Norwich, NR7 8BF

Hold a Fundraiser

There are many ways you can raise money for Age UK Norfolk. They can be simple and traditional, or creative and quirky - it's entirely up to you!

Leave us a Gift in your Will

We would be delighted if you felt able to leave us a gift in your Will after you've taken care of the people closest to you.

By doing this you would be leaving a lasting legacy, so that no matter what challenges lay ahead, we can be there for future generations of older people living in Norfolk.



For more information about donating, fundraising or leaving a gift in your will, contact our Fundraising Officer:
T 07787 006095 E fundraising@ageuknorfolk.org.uk
Visit: www.ageuknorfolk.org.uk

