

A photograph of an elderly couple laughing heartily outdoors. The woman on the left has blonde hair and is wearing a brown quilted jacket over a white turtleneck and blue jeans. The man on the right has grey hair and a beard, wearing a dark grey jacket over a striped shirt and blue jeans. They are holding hands and laughing. The background is a blurred autumnal scene with trees and fallen leaves.

# A guide to our services

Making Norfolk a great place to grow older

# Dedicated to making **Norfolk** a great place to grow older

Age UK Norfolk is an independent charity with over 75 years' experience of supporting older people and their families living in Norfolk. Norfolk has an older population in general, with a proportion of residents 65 years or older rising from 25% to 30% over the next 20 years and North Norfolk in particular has the oldest population in England and Wales.

We provide a range of free services available to those aged 50+ living in Norfolk with the aim of supporting older people to enjoy the opportunities and meet the challenges of later life.

Our vision is to ensure older people live well and we are proud to be making Norfolk a great place to grow older.



# How Age UK Norfolk can support you:

Age UK Norfolk has a number of  
free services to inform, advise and support you:



Information and Advice



Welfare Benefit Entitlement Checks



Lasting Power of Attorney Guidance



Advocacy



Money Matters



Befriending



Travel Companionship



Digital Inclusion



Age Friendly Activities and Events

**Visit our website for more information:**  
**[www.ageuk.org.uk/norfolk/our-services/](http://www.ageuk.org.uk/norfolk/our-services/)**



# Information & Advice



Our Information and Advice service is available to anyone aged 50 or over, their family, carers or professionals. Our experienced Age UK Norfolk advisers can help you plan for later life on a wide range of subjects, including:

- Benefit entitlement checks
- Support in claiming benefits
- Help with grants
- Lasting Power of Attorney
- Social Care Assessment
- Paying for care and support
- Local clubs and groups
- Transport

We also have availability for pre-booked face-to-face Information and Advice appointments at our head office in Norwich. Please contact our team on the details below if you would like to book a face-to-face appointment.

**Our helpline is open Monday - Friday  
10am to 4pm**

**T 0300 500 1217**

**E [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk)**

**Visit: [www.ageuk.org.uk/norfolk/our-services/](http://www.ageuk.org.uk/norfolk/our-services/)**





# Welfare Benefit Service



Our Welfare Benefits service for over 50's provides Information and Advice on benefit entitlements and how to claim. We offer benefit checks and a form completion service for some benefits. This service is predominantly telephone appointment based but we can offer a home visit to those who require them.

Benefits we can advise on include:

- Attendance Allowance
- Personal Independence Payment
- Disability Living Allowance
- Carers Allowance
- Pension Credit
- Severe Disability premium
- Housing Benefit
- Council Tax Support

**Our helpline is open Monday - Friday  
10am to 4pm**

**T 0300 500 1217**

**E [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk)**

**Visit: [www.ageuk.org.uk/norfolk/our-services/](http://www.ageuk.org.uk/norfolk/our-services/)**



# Lasting Power of Attorney



A Power of Attorney is a way of giving someone you trust the legal authority to make decisions on your behalf if you're no longer able to make them yourself – or if you don't want to.

There are a number of reasons why you may need someone to make decisions on your behalf. It may be a temporary measure, if you're going into hospital and need help with everyday financial tasks like paying your bills.

Or it may be part of long-term planning – if, for example, you've been diagnosed with dementia and want to plan ahead in case you lose mental capacity to make your own decisions in the future.

Our Lasting Power of Attorney service covers the whole of Norfolk and is for anyone over the age of 50. Our trained advisers can discuss Lasting Power of Attorney over the phone and offer information and advice on the topic.

We can further assist you to complete forms via a home visit and assist with the registration process.

**Our helpline is open Monday - Friday  
10am to 4pm**

**T 0300 500 1217**

**E [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk)**

**Visit: [www.ageuk.org.uk/norfolk/our-services/](http://www.ageuk.org.uk/norfolk/our-services/)**



# Community Advocacy



We offer a range of Advocacy services to ensure older people in Norfolk are supported in having a voice and remaining independent.

## **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.

**For more information about our  
Advocacy services, contact us:**

**T 0300 500 1217**

**E [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk)**

**Visit: [www.ageuk.org.uk/norfolk/our-services/](http://www.ageuk.org.uk/norfolk/our-services/)**



# Statutory Advocacy



Age UK Norfolk are able to support those deprived of their liberty under the Mental Capacity Act as a qualified, paid representative (RPPR) where there is no suitable family member or friend available. We can also support you with our NHS complaints service if you are making, or thinking of making, a complaint about NHS services or treatment.

Please be aware that both of these services are for over 60s and are operated on a referral basis via POhWER. You can visit their website at: [www.pohwer.net](http://www.pohwer.net)

# Money Matters



We offer 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.

Tasks that our team can help you with (over the phone and via home visits) may include supporting you to organise the payment of bills, setting up a bank account or direct debits, filling in forms, day to day financial management and helping to manage a budget.

**For more information about our  
Money Matters service, contact us:**

**T 0300 500 1217**

**E [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk)**

**Visit: [www.ageuk.org.uk/norfolk/our-services/](http://www.ageuk.org.uk/norfolk/our-services/)**





# Befriending



There are times in everyone's life when we can feel lonely or isolated. For some people it can be that they live on their own, for others it may be that they are caring for their loved one.

Our Befriending service offers people aged 65 or over a friendly weekly phone call with one of our local volunteers or Befriending Co-ordinator.

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.



*It is so nice  
knowing someone  
is out there  
contacting you to  
see if you are OK.*

**For more information about our  
Befriending service, contact us:**

**T 01603 785223**

**E [befriending@ageuknorfolk.org.uk](mailto:befriending@ageuknorfolk.org.uk)**

**Visit: [www.ageuk.org.uk/norfolk/our-services/](http://www.ageuk.org.uk/norfolk/our-services/)**



# Travelling Companionship



Would you like to feel more confident getting out and about?

Age UK Norfolk Travelling Companionship for over 50s can help you. Through sessions delivered safely from your home and beyond, we can help you feel more confident and comfortable making trips around your local area.

You'll be paired up with your own Travelling Companion who can accompany you on any kind of journey - whether it's by foot, public transport, taxi, or even bike - and will help you build the confidence you need to travel independently.



**For more information about Travelling Companionship, contact us:**



**T 01603 785210**

**E [travellingcompanionship@ageuknorfolk.org.uk](mailto:travellingcompanionship@ageuknorfolk.org.uk)**

**Visit: [www.ageuk.org.uk/norfolk/our-services/](http://www.ageuk.org.uk/norfolk/our-services/)**

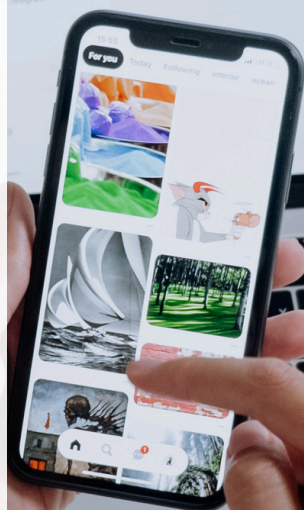
# Digital Inclusion



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.

We provide eight sessions of one-to-one support for people aged 50+ on how to use a digital device, either their own or one that we loan to them for up to 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.



**For more information about Digital Inclusion, contact our team:**

**T 01603 785 205**

**E [digitalinclusion@ageuknorfolk.org.uk](mailto:digitalinclusion@ageuknorfolk.org.uk)**

**Visit: [www.ageuk.org.uk/norfolk/our-services/](http://www.ageuk.org.uk/norfolk/our-services/)**





# Age Friendly Activities & Events



Our Team have searched for all the latest Age Friendly Activities and Events across Norfolk and compiled them in one handy place on our website. There are a whole host of Age Friendly activities to get involved in, from local coffee mornings and arts and crafts classes to Pilates or Yoga!

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.

**Visit our website for the latest  
Age Friendly Activities and Events  
across Norfolk**



**[www.ageuk.org.uk/norfolk/activities-and-events/](http://www.ageuk.org.uk/norfolk/activities-and-events/)**



# Volunteering for Age UK Norfolk

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. Alongside providing support to those in need, volunteering also has a number of positive benefits to volunteers.

Volunteering for Age UK Norfolk provides you with the opportunity to:

- ✓ Learn new skills and enhance your CV
- ✓ Gain valuable work experience
- ✓ Build your confidence
- ✓ Meet new people and make new connections
- ✓ Increase your wellbeing
- ✓ Make a difference to the lives of older people in Norfolk

**For more information, contact us today:**

**T 01603 785 210 E [volunteering@ageuknorfolk.org.uk](mailto:volunteering@ageuknorfolk.org.uk)**

**Visit: [www.ageuknorfolk.org.uk/norfolk/get-involved/volunteer/](http://www.ageuknorfolk.org.uk/norfolk/get-involved/volunteer/)**

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



# How you can support Age UK Norfolk

Age UK Norfolk is an independent Norfolk Charity and we are dependent on local support for most of our income. There are many ways that individuals or organisations can support our work.

## Raise Awareness

- Raise awareness of what we do and the services we provide
- Let others know who we are – an independent Charity that needs local support

## Financial Support

- Make a donation. You can donate online via JustGiving at: [www.justgiving.com/acnorfolk](http://www.justgiving.com/acnorfolk) **JustGiving®**
- Send a cheque donation to: Age UK Norfolk, Henderson Business Centre, 51 Ivy Road, Norwich, NR5 8BF
- Consider leaving a gift in your will to Age UK Norfolk
- Support us in the workplace via payroll giving, fundraising events, and nominating us as your Charity of the year.

## Give us feedback

- Let us know what is working well and where we can improve

**For more information, contact us:**

**T 01603 787 111**

**E [fundraising@ageuknorfolk.org.uk](mailto:fundraising@ageuknorfolk.org.uk)**

**Visit: [www.ageuk.org.uk/norfolk/get-involved/](http://www.ageuk.org.uk/norfolk/get-involved/)**





# Leave 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.

**Email us today for more information:**  
**[fundraising@ageuknorfolk.org.uk](mailto:fundraising@ageuknorfolk.org.uk)**



 0300 500 1217

 [www.ageuknorfolk.org.uk](http://www.ageuknorfolk.org.uk)



Registered Charity No: 1077097