



Services & Products Guide

About Us

Age UK Suffolk is a local, independent charity, working with and for older people in Suffolk, ensuring that where needed, people have access to vital and sometimes life-changing services and support to make a difference to them in later life.





Everything that we do is centred around improving the lives of older people across Suffolk:

- offering free, confidential & impartial help
- a helping hand at home
- friendship to combat loneliness
- time out of the house for those living with memory problems

Last year, we had 243 volunteers contributing 36,700 hours of support and we provided 35,357 hours of home help to over 651 clients. Our befriending service talked to 327 lonely older people who, without this service, may not have had a conversation with another person for days, weeks or even months. Through our specialist dementia services we have supported 68 people with memory problems and their family carers. We provided information and advice to 4,836 people through telephone and face to face contact, and spoke to 3,597 customers about insurance and easier living products.

Age UK Suffolk have achieved the Age UK Charity Quality Standard, Age UK Information & Advice Quality Standard, and are a Disability Confident employer.

Our Services & Products

	Befriending Service	4
	Information & Advice Service	6
	Specialist Dementia Services	7
	Home Help & Companionship Service	8
	Easier Living Aids	10
	Insurance Products	11
	Community Links	12
	Volunteering	13
	Fundraising	14



In Suffolk, 1 in 10 people aged 65 or over, say that they are often or always lonely.

Our befriending services offer a lifeline to many older people, who without this, may not speak to anyone for days, weeks or even months.

We offer a free telephone befriending service throughout the whole of Suffolk, which connects older people with volunteers, who telephone them on a regular basis for a friendly chat. The befriender can also act as a link to help the befriending client to access a wide range of information, advice and other services.

We also offer a visiting befriending service in some areas, subject to availability.



I really have felt the loss of having nobody here. It has been very lonely. It's been a great thing having Bob come and visit. We spend a lot of time talking together – we don't stop! My loneliness has improved a great deal since Bob has been coming to see me.

Befriending Service

£50

It costs around £50 a year to provide a telephone befriender for one lonely older person.

To make a donation to support the Befriending Service and help to combat loneliness and social isolation amongst older people in Suffolk, visit:

ageuksuffolk.echoleft.com/donate

or call our fundraising team on 01473 353063.

Why is befriending important?

- In Suffolk, over 17,000 people aged 65+ say that they are often or always lonely
- By 2026, 26% of the Suffolk population will be aged 65 or older – this will increase to 47% by 2029
- Loneliness can be as bad for your health as being obese or smoking 15 cigarettes a day
- A third of people at retirement age in Suffolk live alone, this increases to over 50% when aged 75+

A weekly visit or call from one of our friendly volunteer befrienders, provides regular conversation and friendship and directly tackles these issues.

How does it work?

Our befriending service is open to older people who consider themselves to be lonely or isolated.

All of our befrienders are volunteers who either visit or make a call on a weekly basis, to the same person.

Calls usually last for around thirty minutes and visits for one hour, purely for a friendly chat.

We always check to see if the ‘match’ is working for both you and the volunteer in the early stages, then contact you at regular intervals to see if all is still going well. We can also help to refer you onto other Age UK Suffolk services.

How can I be referred?

You can call and refer yourself, a relative or friend can call on your behalf, or health or social work professionals can call for you.

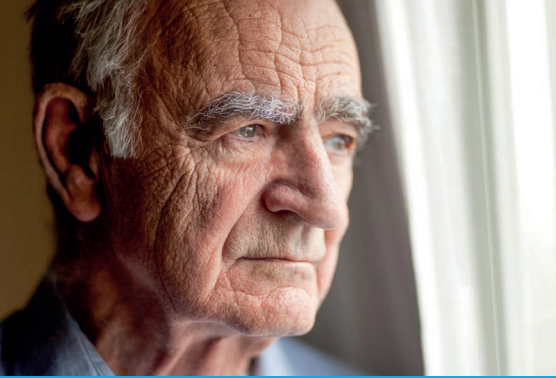
CONTACT US



01473 353061/353051



befriending@ageuksuffolk.org



Information & Advice Service

4,836

Last year our Information & Advice team supported 4836 people through telephone and face to face contact.

It costs more than £70,000 each year to provide this vital service and is dependant on donations from individuals, as well as grants from funding bodies.

To make a donation to support this service, visit: ageuksuffolk.echoleft.com/donate or call our fundraising team on 01473 353063.

It can be daunting not knowing where to turn for help and advice when circumstances change.

The Age UK Suffolk Information and Advice Service is a free, impartial and confidential service for older people and their family carers, wherever you live in Suffolk. Benefits advice is available to those over state retirement age.

Our Information and Advice Service makes asking for help easy. Our small team of professional advisors are only a phone call away and are fully trained to offer help and advice on a huge range of issues that affect older people, including welfare rights, benefits and signposting to a range of support services to meet your needs.

The Information & Advice Line is open 9am – 1pm, Monday to Friday. Outside of these hours, calls are diverted to Age UK's national helpline, who can offer you helpful information and advice too.

CONTACT US



01473 351234



enquiries@ageuksuffolk.org



Specialist Dementia Services



Peter, an 80-year-old club member who has been attending every week for two years, welcomed a new member by saying: *“You can guarantee in this place there is always laughter in the background, we’re always happy here.”* He went on to explain, *“if you come in here miserable you’re sure to go out laughing.”*



Providing a specialist dementia day centre, the Chilton Club in Sudbury offers a safe, stimulating and fun environment for those with memory problems.

Dementia can be difficult to come to terms with whether you are affected or have a family member or friend with dementia. The key to living well with dementia is having access to the right information at the right time and this is how we can help.

Members can choose to participate in the daily leisure activities and events, doing as much or as little as they wish, meet others, make new friends and enjoy a freshly cooked meal in a friendly and welcoming atmosphere.

Benefits & Funding

Our service is available to those people who self-fund and a free taster day can be arranged. Many of the people attending The Chilton Club have care needs which have been assessed by Suffolk County Council and therefore may be eligible for sponsorship by the County Council. Our specialist Information & Advice team may be able to advise on funding options. For more information on funding options, turn to Page 6 for details on how to contact our Information & Advice team.

CONTACT US



01787 376990



chilton.daycare@ageuksuffolk.org



Home Help & Companionship Service



Our mother looked upon her home help as a friend, and it was a great comfort to us to know that her regular visits gave Mum a familiar face on four days a week, thereby relieving a little of the pressure upon us in supporting Mum so she could continue to live in her own home.

We aim to help you stay independent in your own home when daily tasks such as housework and shopping become more difficult.

Our friendly Home Help team support older people with a range of services from housework and shopping to companionship, both in and outside the home.

Our Home Help Service provides:

- General housework
- Food preparation
- Laundry
- Ironing
- Shopping
- Prescription collection

Our Companionship Service provides:

- Companionship in the home
- Assistance outside your home to attend appointments, or just get out and about

An organisation you can trust

We are a trusted and recognised organisation with over 70 years of improving the lives of older people across Suffolk.

Providing our clients with the confidence of a trusted and recognised organisation is important to us.

- Our Never Walk Away safety policy ensures that staff will not leave until they know the client is safe.
- We aim to offer the same staff and regular time slot except when covering holiday or sickness.
- Our staff are fully trained and we continually monitor service quality.
- We provide a tailored service based on your personal needs.

We pride ourselves on delivering high quality cleaning standards with the personal touch. Our service helps clients remain independent and enables them to stay in their own home.

All our staff are fully trained, are fully covered by our public liability insurance and police checked via the Disclosure and Barring Service. All of our staff are Dementia Friends.

The Age UK Suffolk Home Help & Companionship service operates weekdays across the county.

Work for us

We need caring people to join our Home Help team delivering domestic support and companionship to older people in their own home. The service is offered Monday to Friday 9am to 5pm. You must have a friendly manner and your own transport. There is no personal care involved.

If you are interested in joining our Home Help team, call 01473 357070 or visit our website at www.ageuksuffolk.org.

CONTACT US

 **01473 357070**

 **home.help@ageuksuffolk.org**



Our range of Easier Living aids can help to make a difference to every day life.

Age UK Suffolk can offer information on and demonstrations of a range of products that could help you to manage day to day living more comfortably and provide protection and peace of mind.

Through the Age UK Suffolk website and online shopping facilities we are working in partnership with recognised suppliers of products that can enhance day to day living. For each purchase made, Age UK Suffolk will receive a donation, which will help to fund our vital core services.

Easier Living Aids

Bathroom Aids

Bedroom & Seating Aids

Eating & Drinking Aids

Health Aids & Personal Care

Household Aids

Mobility Aids

Pain Management

CONTACT US

To view our range of Easier Living Aids and products, visit



www.ageuk.org.uk/suffolk



www.ageuknorfolktrading.co.uk



Age UK Suffolk offers a friendly face to face or telephone service to access a range of products specifically designed for people aged 50 and over.

Products available include Home and Car Insurance and Motor Breakdown. We can also arrange Funeral Plans and help you to access Equity Release advice and Will Writing and Legal Services.

Age Co, the new name for Age UK products and services, is designed with the over 50s in mind and aims to offer good value. The service you'll receive is from friendly people who offer you all the support you need to feel comfortable and confident in your purchase.

The Age Co range aims to help older people enjoy financial security and continue to live independently. Everything sold under the Age Co name will help raise income for Age UK Suffolk.

CONTACT US



01473 358357



trading.team@ageuksuffolk.org

Insurance Products

Motor Insurance
House Insurance
Equity Release
Funeral Plans

Age Co Home and Car Insurance are administered by Ageas Retail Limited and provided by a limited panel of insurers.*

Age Co Funeral Plans are provided by Advance Planning Limited, a subsidiary of Dignity plc.

The Age Co Equity Release Advice Service is provided by HUB Financial Solutions Limited.

**Details available on request.*

ACOOE2976SEP19



We are committed to working with older people in their own community.

When circumstances change, it's important to know where to turn for help and advice. By working within our communities, the services and support that we can offer to individuals and their families will be more visible and accessible, enabling us to be there to support people when they need it.

Our community projects include:

- **Pop Up Chinwags** – monthly social groups in community settings, providing friendship, entertainment & refreshments.
- **Tablet Courses** – ten week introductory courses to using tablet technology to help you keep in contact with friends, family and online services and support.
- **Community Links** volunteering programme – recruiting volunteers in their own communities to be our eyes and ears and ensuring that people know where to turn if and when they need support.

CONTACT US



01473 298683



community.links@ageuksuffolk.org

Community Links



Eileen, who attends our Kesgrave Pop Up Chinwag says: *A Chinwag is more than just a cuppa. It's not a piece of cake. It's having a talk to other people – group therapy if you like. When I am at a chinwag, I am me – the real me; the old me. I can feel it slowly bringing me back to life. I've taken that first step. I am only little, so it's been a big thing to do. It helps my confidence. It helps me be me.'*



Volunteering



Volunteering has given me back my self esteem and it has been good to learn some new skills.



A simple 20-minute phone call once a week is all it takes, and I can tell from the voice at the end of the phone that it makes a difference.



Go for it, it's fun and something to do. Its good to get out and about and give something back. You meet nice people, and don't forget, you never know when you might need the services of Age UK Suffolk.



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.

As a local, independent charity, Age UK Suffolk rely on the goodwill of many volunteers who work across lots of different areas of the charity including Community Links, fundraising, advice, befriending and supporting those with memory problems.

There are also opportunities for corporate volunteering, which is a great way of organisations encouraging their teams to get involved with a good cause.

How do I apply?

Simply visit www.ageuksuffolk.org/get-involved and complete the form. Full details of our volunteering opportunities are detailed on our website.

CONTACT US



01473 298684



volunteer@ageuksuffolk.org



Fundraising

The fundraising team at Age UK Suffolk pride themselves in building strong, lasting and mutually beneficial relationships with supporters.



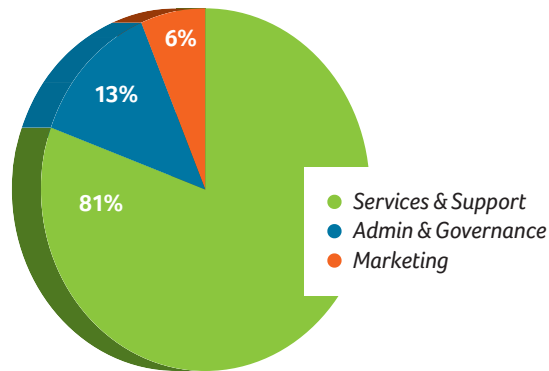
Age UK Suffolk does invaluable work supporting older people in our community and we are proud to lend our support. It is vital that this independent charity is able to continue providing its invaluable services into the future.

Leigh Clayden – Clayden Financial

From supermarket collections, to large partnerships we value every relationship, however large or small. All income generated through our fundraising activities stays in Suffolk.

It costs £2million each year to provide vital services & support to older people across Suffolk. Fundraising activities through corporates, communities, trusts and individuals are an essential source of income for the charity.

How is your money being spent?



Corporate Engagement

We work with local and regional businesses in a variety of ways to help them meet their community objectives. This includes Charity of the Year partnerships, third party events, sponsorship and our Platinum Plus corporate membership scheme.

Community & Events

Reaching out to the communities we serve is a vital income source for the charity. We work closely with community groups and schools to raise awareness and income for the charity.

Through our own events, we generate income and reach an audience that may not otherwise be aware of the services and support that we can offer.

Trusts & Grants

Establishing relationships with trust & grant givers provides income, with the focus on being able to find sustainable funding solutions for our services.

Individual Giving

There are many ways that individuals can pledge their support to Age UK Suffolk, including regular monthly giving, In Memoriam donations, individual donations and Gifts in Wills.

Leaving a lasting gift

Leaving a lasting gift or legacy in your Will can help us to ensure that older people in Suffolk will be able to access lifechanging services, not just now, but in the future.

What is Gift Aid?

Gift Aid is a scheme that allows charities to reclaim tax on a donation made by a UK taxpayer, meaning your donations will be worth 25% more, at no extra cost to you. For example, if you were to donate £10 to Age UK Suffolk, we, as your chosen charity would receive £12.50.

If you choose to make a donation to us, please make sure you mention that you are a UK taxpayer to help us claim this valuable additional income.

How to donate

If you would like to make a donation to Age UK Suffolk, as a one off gift, a regular donation or as a gift in your Will, call us on 01473 353063 or visit ageuksuffolk.echoleft.com/donate.

CONTACT US

	Fundraising Enquiries:	01473 298683
	Corporate:	01473 288050
	Community & Events:	01473 298688
	Individuals:	01473 353063
	Trusts & Grants	01473 353058

 fundraising@ageuksuffolk.org

 www.ageuksuffolk.org



HEAD OFFICE

14 Hillview Business Park
Old Ipswich Road, Claydon
Ipswich IP6 0AJ

01473 359911

office@ageuksuffolk.org

www.ageuksuffolk.org



Find us, like us, follow us, share us
[@AgeUKSuffolk](#)

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

Registered charity: 1085900

4150543 Company limited by guarantee.

