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# Service & Product Guide



## Contact Us

For Information & Advice  
call 01473 351234

For fundraising and press  
enquiries call 01473 298683

For general enquiries call  
01473 359911

[office@ageuksuffolk.org](mailto:office@ageuksuffolk.org)

[www.ageuksuffolk.org](http://www.ageuksuffolk.org)  
[www.shopageuksuffolk.co.uk](http://www.shopageuksuffolk.co.uk)

Registered charity: 1085900

## About Us

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Age UK Suffolk is a local charity, working with and for older people across 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.

# Our Services & Products

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**Advocacy**



**Befriending**



**Dementia Services**



**Forget-Me-Not Groups and  
Relax & Reminisce Sessions**



**Home Help & Companionship**



**Information & Benefits Advice**



**Insurance Products**



**Easier Living Products**



**Shop with Us**



**House Clearance**



**Volunteering**



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# Advocacy



## The Age UK Suffolk Advocacy Service works as part of Total Voice Suffolk.

Advocacy is speaking and taking action with someone to ensure they can have their wishes heard, make their own choices and take control over their lives. This service is available to anyone over 55 years of age and living in Suffolk. If you have advocacy support needs during periods of disability or ill health, or are having to make decisions about your life and/or your care, Age UK Suffolk can help you.

You can refer yourself to the Advocacy Service or you can be referred by some other person or agency. Referrals should be made to:

Total Voice Suffolk  
on **01473 857631** or email  
[tvspartnership@voiceability.org](mailto:tvspartnership@voiceability.org)



## Befriending



### Are you lonely? Or are you caring for someone who is lonely?

There are over 15,000 older people in Suffolk who say that they are always, or often lonely – that's 1 in 10 people aged 65 and over.

Age UK Suffolk offers a free befriending service which connects older people with volunteers 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.

The aim of the service is to reduce social isolation and to help make life more fulfilling.

For more information, call

**01473 353051** or **01473 353061**

or you can email us at [befriending@ageuksuffolk.org](mailto:befriending@ageuksuffolk.org).

Can you spare time to volunteer, and befriend a lonely older person? If so, call the Age UK Suffolk Befriending Team on **01473 353051 / 353061** or email [befriending@ageuksuffolk.org](mailto:befriending@ageuksuffolk.org) and find out how you can make a difference.



# Dementia Services

The Chilton Club

Forget-Me-Not Groups

Relax & Reminisce Sessions



## The Chilton Club

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The Chilton Club, on the outskirts of Sudbury, offers a safe, stimulating and fun environment for those with memory problems.

The club provides a specialist day service for up to 12 older people living with dementia, and are open Monday – Friday, 52 weeks a year, with the exception of Bank Holidays.

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.

To find out more, or to book a free taster day, call **01787 376990**.



## Forget-Me-Not Groups & Relax & Reminisce Sessions

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Dementia can be difficult to come to terms with whether you are affected or have a family member or friend with dementia.



*'It's good to have an environment to go to that is safe and with other people in the same situation, share experiences, good for the cared for person to be able to socialise.'*

Having access to the right information at the right time is an important part of living well with dementia. Age UK Suffolk's dementia friendly Forget-Me-Not groups offer time out for carers, and for those with memory problems.

Relax & Reminisce sessions are a chance to chat and reminisce. These can be themed one-off events, or ongoing sessions to groups of older people. All groups are dementia friendly and can be offered to community groups as well as care settings.

Both groups provide an opportunity to meet others, share experiences and enjoy activities together. In some circumstances Relax & Reminisce sessions can offer a 1-1 service in people's own homes.

To find out more about where and when the groups meet, call **07841 460379** or email [enquiries@ageuksuffolk.org](mailto:enquiries@ageuksuffolk.org).



## Home Help & Companionship



LIGHT HOUSEWORK • SHOPPING  
MEAL PREPARATION • COMPANIONSHIP

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Do you find tasks you used to do with ease have become much harder? Do you need help around the house? Would you like company and a chance to get out in your local community?

Age UK Suffolk offer a home help & companionship service, providing friendly, reliable and trusted home helps to support you with light housework, shopping, meal preparation and companionship.

This service operates weekdays throughout Suffolk. For further information call **01473 357070** or email [home.service@ageuksuffolk.org](mailto:home.service@ageuksuffolk.org).





## Information & Benefits Advice

If you need time to outline your situation or concerns and prefer to talk to an advisor face to face, an appointment can be made at a local Age UK Suffolk advice surgery, or in certain circumstances they may be able to visit you at home.



### It can be daunting knowing where to turn for help.

Age UK Suffolk's countywide Information and Advice line is staffed by friendly and knowledgeable staff who can give you information and benefits advice. There is a wide range of information for people aged 60+ (and their friends and family carers) at their fingertips and if Age UK Suffolk can't help, they often know of someone who can.

If you are over minimum state pension age, Age UK Suffolk can also help you to check your benefit entitlements, and assist you with completing benefit application forms.

The Information and Advice Line is open 9 am to 1 pm, Monday to Friday and can be contacted on **01473 351234** or by email on [enquiries@ageuksuffolk.org](mailto:enquiries@ageuksuffolk.org). Outside these hours, calls will be diverted to Age UK's national helpline, who can offer you helpful information and advice too.



## Insurance & Easier Living Products

Age UK Car, Home and Travel insurance are administered by **Ageas Retail Limited**. Age UK Funeral Plans are provided by **Dignity**. Brought to you by Age UK Enterprises Limited. The Age UK Equity Release Service is provided by HUB Financial Solutions Limited.

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INSURANCE • FUNERAL PLANS  
LOTTERY • EQUITY RELEASE

Age UK Suffolk offers a friendly face to face service to access a range of insurance and other products, specifically designed for people aged 50 and over. These include home, car and travel insurance. They can also arrange Age UK Funeral Plans. In addition, Age UK also offers a weekly lottery, an equity release scheme & Lifebook.

### Easier Living Products

From home adaptations such as bathrooms and adjustable beds, through to hearing aids, 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. They work with trusted partners to provide products that can help you stay connected to friends and family and your local community.

For further information call **01473 358357** or visit the Trading Team at 41a Upper Brook Street, Ipswich IP4 1DU (Mon-Fri) or 112 London Road North, Lowestoft (Wed-Fri am).



## Shop with Us



Age UK Suffolk have a network of shops across the county, offering a great variety of furniture, clothing, books, and bric-a-brac, along with a selection of new items, including greeting cards and wool.

If you prefer to shop in the comfort of your own home, check out the retail website at [www.shopageuksuffolk.co.uk](http://www.shopageuksuffolk.co.uk) – here you will find a link to Ebay selling pages, as well as a selection of items that are on sale through the charity's retail network – from donated, to new goods.

For details of your nearest Age UK Suffolk shop, visit [www.ageuksuffolk.org](http://www.ageuksuffolk.org) or call **01473 359911/217731**.

Can you provide a home for one of our branded collection pods? Each full collection pod, raises an average of £50 income for Age UK Suffolk, which could fund a telephone befriender for a year, for one lonely older person. For further information call **01473 217731**.



## House Clearance



### Our House Clearance service offers a reliable way to clear a house.

We know that the circumstances around needing to clear a house can be stressful and emotional and our trusted team will help you by managing this in a cost effective and ethical way.

We ensure that any items of sentimental value are looked after and kept safe, and upon clearing, if any items are found that may be of significant value, we talk to you before removing these from the house.

We provide a comprehensive service, including a free initial visit and quote, all the packing and delivering to our retail storage area before we then identify items for future sale in our shops.

For further details, contact **01473 217731** or email [furniture.shop@ageuksuffolk.org](mailto:furniture.shop@ageuksuffolk.org).



## Volunteering



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 shops, fundraising, advice, telephone 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.

If you are interested in becoming a volunteer, having fun and making a real difference to older people in Suffolk, the volunteering team would love to hear from you.

For further details about volunteering opportunities, please call **01473 298684** or email [volunteer@ageuksuffolk.org](mailto:volunteer@ageuksuffolk.org).



# Fundraising

*"Match funding with Age UK Suffolk has allowed us to pledge our support for the year and raise awareness in our centre of the crisis facing the elderly and the important part Age UK Suffolk plays. The events that we have organised have raised awareness for our business as well as supporting the vital work that Age UK Suffolk carries out."*

Alison Morrissey,  
Centre Manager at Basepoint Ipswich



Fundraising is a vital part of many charitable organisations, and takes many different forms, including corporate & community engagement, trusts & grants funding, individual giving and gifts in wills.

The team at Age UK Suffolk pride themselves on building valuable and long lasting relationships with supporters and work with a wide range of businesses, community groups, schools and individuals to ensure that they can generate the income needed to continue to provide Age UK Suffolk's vital services. As a local charity, they have to generate over 75% of their total income needed for their services, which cost over £3m each year.

Working with a local charity, is a great way of team building, engaging employees and showing social good, as well as having fun and helping people in your community.

To speak to the Fundraising Team call **01473 298683** or email [fundraising@ageuksuffolk.org](mailto:fundraising@ageuksuffolk.org)





## HEAD OFFICE

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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

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06/18