



Front Door Service





What is the Front Door Service?

Age UK Sunderland's Front Door Service provides low-level tailored support to enable older people to stay independent for longer in their local community.

The Front Door Service offers a single point of contact and extends access to information, early interventions and flexible low-level community-based support to adults who do not require intensive or specialised care or support interventions from statutory services.

The service will operate a referral system for adults who:

- Are resident within the City of Sunderland
- Have no formal health or social care package of support from statutory services or those who would not qualify for local authority social care
- Require low-level social and signposting support and practical information
- Are caring for family, friends and neighbours

Support available:

- **Living Well Link Workers** – The team will work as an interface between health, housing, social care and voluntary/community services, accessing support from a wide range of community resources
- **Advocacy Service** – The Advocacy Service helps older people take action to have a voice, secure their rights and obtain the services they need
- **Information and Advice Service** – An advice worker provides a vital contribution to tackling social inequality and household deprivation through income maximisation
- **Community Support Clubs** – This team provides community-based group interventions via social contact sessions/activities to reduce loneliness and social isolation
- **Keeping in Touch Service (KIT)** – The Keeping in Touch Team support people who experience extreme loneliness and isolation across the city who find it difficult to engage with their local community, by offering either a visiting or telephone service

Contact details:

Front Door Administrator

Age UK Sunderland

24 Stockton Road

Sunderland

SR2 7AQ

T 0191 565 9045

E frontdooradmin@ageuksunderland.org.uk

For referrals please visit:

W <https://auksfrontdoor.org.uk/>



“You feel depressed when you don’t know what to do. But the service has given me confidence. I know that there is someone who is there to listen to you.”

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