

Why **your help** is so **important?**



Terry's story

Terry has felt lonely for a long time. At 98, she has experienced the loss of her husband, her son, and many of her friends too. Terry can go weeks without seeing loved ones, and she has missed the joy of regular conversation.

“Loneliness is a horror. It feels awful.”

Thankfully, the Age UK Telephone Friendship Service connected Terry with a telephone befriender, and Terry now speaks to Katherine once a week. Their regular chats give Terry someone to have a laugh and share stories with. Katherine has helped Terry to feel less alone – at Christmas and all year round.

“We always end up with plenty to talk about. Age UK is a lifeline.”

How we're helping, **thanks to supporters like you**, so far in 2023/24



Our Information and Advice Line has answered **13,313** calls from older people, their friends, family and carers.



895 households supported to stay warmer with **1,881** free energy saving products



3,667 people received support from our Dementia Support Service with **315** memory cafes and social groups held.