



Sheffield age UK


Service Guide
2025/2026

Helping older people love later life

We are a local charity working across Sheffield to support older people, their families and carers.

Our mission: *“For a city in which no older person lives in poverty or loneliness.”*

Who we support: Anyone aged 50+ in Sheffield — whether you’re 51 or 101, wherever you are in your journey.



“I don’t know what we would do without Age UK Sheffield.”

Impact

4,180 older people supported across Sheffield in 2024/25

80% of the people we supported were aged **70+**, and 1 in 10 were **aged 90 or over**



“We had been living from hand to mouth. Age UK Sheffield is the best thing ever.”



Information & Advice

Our advisers are trained to help with:

Benefits checks – maximising income

Housing support & advice

Non-residential care

Money matters & legal issues

Health & disability support

In 2024, we supported older people to increase their income by **£2.65 million** via benefit checks.



Information & Advice



“Many thanks for your cheery and extremely helpful phone advice. Your help with all the forms that we needed to claim our financial help, it came at a time when it was much needed. Thank you for making our lives so much easier and less stressful.”



Call: 0114 250 2850

Email: enquiries@ageuksheffield.org.uk



Dementia Support

Compassionate support for memory loss



Who can you
talk to about
dementia?



Dementia Advice
Sheffield 

The logo for Dementia Advice Sheffield, featuring the text in blue and a graphic of four overlapping circles in shades of blue and purple.

Dementia Support

Compassionate support for memory loss



Dementia Advice Sheffield: We support with any non-medical questions. Our friendly, specialist advisors can help, providing information, signposting, guidance and onward referrals.

(e) dementiaadvice@ageuksheffield.org.uk or **(c)** 0114 250 2875

Dementia Support

Dementia Wellbeing Centres: full-day activity and support using cognitive stimulation therapy.

We have three sites for our centres.
Norfolk Park, Botanical Gardens, and Hillsborough Park.

Funded and self-funded places are available. [Free taster sessions are available.](#)



[Watch Here](#)

Dementia Support



A poem written by our WBC customer who has been attending for around 6 months

The Angels in the park, a wonderful sight to see.
They run around, feed us, and make us cups of tea.

We talk a lot, sit there, and rattle on about getting old.

The Angels listen to this and work so hard; they should be paid in gold.

A photograph of a piece of lined paper with a handwritten poem in black ink. The text is as follows:

The Angels in the park
a wonderful sight to see
they run around and feed us
and make us cups of tea
we talk a lot and sit there
and rattle on about getting old
The Angels listen to this and
work a lot so
should be paid in gold.

Dementia Support

Compassionate support for memory loss

Rosemary Memory Cafés: tea, cake and conversation for people with mild/moderate memory loss and their carers.

Young Onset Hub: specific activities and peer support for people under 65 living with dementia or memory problems.

Call: 0114 250 2850

Email: enquiries@ageuksheffield.org.uk



At Home Support

Helping you live independently

Our At Home service provides a flexible, fully-trained personal assistant to help with:

- Shopping
- **Cleaning/laundry**
- Preparing meals
- **Gardening**
- Attending hospital/GP appointments
- **Digital support (e.g., Skyping family)**
- Socialising and correspondence
- **Support with finances**
- Tailored support plan to suit your needs.



At Home Support

Helping you live independently

“The At Home service ... has been my eyes & ears as well as becoming Mum’s friends, helpers & supporters for almost 2 years now.”



Call: 0114 250 2850

Email: enquiries@ageuksheffield.org.uk

Scams Awareness

Be aware, stay safe

- 53% of people aged 65 or older have been targeted by fraudsters.
- It is estimated that only 5% of fraud victims make a report.
- Types of scams:
 - Phone scams/cold calls
 - Postal scams
 - Doorstep scams
 - Online scams



Scams Awareness

Five top tips to avoid being scammed

1. Never disclose your security details
 2. Don't assume everyone is genuine
 3. Don't be rushed
 4. Listen to your instincts
 5. Stay in control
- On the phone – don't reveal personal details
 - On your doorstep – only let someone in if you were already expecting them
 - Online – get help to keep your passwords strong and secure
 - For more information – call Age UK Sheffield

Estate planning

Peace of mind - deciding what happens to your home, savings, possessions—when you die

- It includes:
 - Writing a will
 - Setting up trusts (if needed)
 - Appointing executors
 - Lasting Powers of Attorney
 - Funeral instructions
- Age UK Sheffield can suggest suitable advisors to help you

Why it matters

- Clarity for loved ones: Avoids confusion, disputes, and unnecessary stress during a painful time.
- Control: You decide who inherits what—not the government.
- Family harmony: Prevents arguments and resentment between family members.
- Protection of vulnerable people: Ensure dependents or disabled relatives are cared for.

If you die without a will – the Government decides who inherits

- Unmarried partners may get nothing
- Dying without a will is like leaving a puzzle without instructions

Community & Social Activities

Stay active, make friends, connect with your community

Steel City Friends: volunteer-led befriending initiative matching older people with volunteers for companionship and connection.

Gathering Ground: creative community facilities in Hillsborough Park (Makers' Shed, Pavilion, Coach House), artisan café, workshops.

Gathering Ground facilities are bookable for your private parties – birthdays, anniversaries.

Contact bookings@gatheringground.uk or 0114 250 2850



WHAT'S ON?

Community & Social Activities

Stay active, make friends, connect with your community

People Keeping Well: a wide variety of activities, courses and groups across South West Sheffield: singing, sports chat, creative writing, etc.

Welcome Places: safe community spaces (libraries, community centres, places of worship) for tea, snack, activity, information and social connection.



Community & Social Activities

Stay active, make friends, connect with your community

Welcome Places:

A warm space, hot drink, snack, and optional activities

A chance to meet others and reduce loneliness

Information and advice to help reduce poverty, including benefits support

Signposting to other services and activities

[View South West Welcome Places here](#)

People Keeping Well Activities:

Exercise classes, Singing, Nature awareness, Creative writing

Friendship Lunches at local pubs

[View activities in South West Sheffield here](#)

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Shops & Fundraising

Supporting Sheffield through donations and volunteering

Two charity shops in Sheffield (Bradway, Banner Cross) raise funds for our services.

Donations of pre-loved items, volunteering in shops, shopping online via our new Vinted/eBay—every bit helps.

[Shop online here](#)



Shops & Fundraising

Supporting Sheffield through donations and volunteering

Fundraising, corporate partnerships and legacies all contribute to making more possible in Sheffield.



“Every single gift is vital to Age UK Sheffield and we appreciate any gift you may choose to leave us after taking care of your family and friends.”

Get Involved & Make a Difference

Volunteer, partner, donate — be part of our mission

Wide range of volunteering roles: befriending, digital help, events, flyer delivery, shop volunteering.

Corporate volunteering & charity partnerships: become our Charity of the Year, get your staff involved, gain local media coverage.

Legacy giving: leaving a gift in your will helps older people in Sheffield now and into the future.



Let's keep the conversation going

Follow us on social media for news, services and opportunities:

Twitter: @ageuksheffield

Facebook: facebook.com/ageuksheff

Instagram: @ageuksheffield

Linkedin: Age UK Sheffield

Call: 0114 250 2850

Email: enquiries@aguksheffield.org.uk



Scan here