

### If you, or someone you know, meet four key criteria:

- is aged 60+, living on their own or is a carer for someone else
  - feels lonely and isolated
  - has little or no local support from family, friends or neighbours
  - is comfortable having conversations on the phone
- then simply complete this form and return it to our Freepost address.

**Freepost RSRS-LTUZ-BGHC**

**Call in Time Team, Tavis House, 1-6 Tavistock Square, London WC1H 9NA**

Alternatively please email [callintime@ageuk.org.uk](mailto:callintime@ageuk.org.uk) or call **0844 225 0320\***.

- ☐ I would like to use the Call in Time service.
- ☐ I would like to refer the person named below to Call in Time.  
I have their permission to do so.

Referrer's details

Email: .....

Name: ..... Telephone: .....

Role/relationship to the person referred: .....

- ☐ I work with older people who meet Call in Time criteria  
(as listed above) and would like to make referrals to the service.  
Please send me \_\_\_\_\_ (number) of referral forms/leaflets.

Name: .....

Address: .....

Postcode: .....

Telephone: .....

Email: .....

We will use the information you have supplied to communicate with you in line with data protection guidelines. Age UK (registered charity number 1128267) comprises the Charity, its group of companies and national partners (Age Cymru, Age Scotland and Age NI). If you would prefer not to hear from them or from carefully selected third parties please let us know by phoning 0800 107 8977. By providing your email address and/or mobile number you are agreeing to us contacting you in these ways. You may contact us at any time to unsubscribe from our communications.

\*If you call the 0844 number and are a BT landline customer, calls are typically charged at 2p per minute (other providers' charges may vary). If you are calling because you would like to use the service yourself, we are happy to call you back straight away. Office hours are 9am-5pm, Monday-Friday.

## Call in Time

A free telephone friendship service



'It's a  
telephone  
call that  
makes all the  
difference.'  
Jean, 78



## **'I would never have reached where I am today if Age UK hadn't put me in touch with people.'**

Living on your own can be hard to adapt to – particularly if you've been used to sharing your home or time with others. Not having someone to talk to regularly can be lonely and isolating. And that's when a **friendly chat on the phone** can make all the difference.

Call in Time is a free telephone friendship service run by Age UK. Since 2005 the service has matched hundreds of older people with trained and supported volunteers who, together, enjoy a weekly phone chat about anything from the weather to what's been going on in both their lives.

Our volunteers and the people they call often become firm friends in the process. The calls provide valuable ongoing weekly telephone contact to develop a trusted, true friendship.

**'It lifts my spirits and gives me something to look forward to. Contact with someone who cares enough to call, it is the highlight of my week, a stimulating experience, one I look forward to every week.'**

## **A call just to make sure you are OK**

As well as friendship calls, we also provide Good Day calls. These **calls can provide a little extra reassurance** when you're on your own – especially at times when you most need it, such as when you've just come home from hospital or experienced a bereavement.

If you need us to, we can give you a short call several times a week, at a time that suits you, just to make sure you're OK. These Good Day calls are made for a period of eight weeks. But if you think you might need them to be extended, we could perhaps arrange that too.

**'It blows the cares away, a little chat.'**

If you think that you or someone you know could benefit from Call in Time, please complete the form on the back of this leaflet, or call **0844 225 0320\*** to speak to a member of our Call in Time team.

## **A simple call can change lives**



Mrs F had lost her son and then her husband. She became isolated socially, anxious of going out and meeting other people. Even the idea of a telephone call was a little scary at first. Mrs F said:

**'I would never have reached where I am today if Age UK hadn't put me in touch with people. I have a nice young man (Roger) who phones me every week. I really look forward to his calls.'**

Roger, Mrs F's caller, is just as enthusiastic about their weekly chats.

**'She is such a sweet lady, a lovely person, open and so sincere. It's a pleasure speaking to her and I can't wait to call her every week.'**

But best of all is the change that family friends have noticed in Mrs F since the calls began.

'Roger has her in stitches and, she says, makes her feel happy, healthy and keeps her going. Her husband died and she can't believe that ten months later she has a new life with new friends, including Roger, who can see the difference in her since the Call in Time calls began.'

So much so that Mrs F recently drove round a racetrack in a Ferrari, proving that she's confident enough to continue living an independent life and have fun!



**To receive a call,  
make a call:  
0844 225 0320 \***

