



Friendship  
Groups  
**TED Toolkit**

## Contents

<b>3</b> Welcome	<b>4 - 7</b> TED Ageing Better in East Lindsey
<b>8 - 11</b> Ageing Better in East Lindsey	<b>12 - 13</b> What is Age friendliness?
<b>14 - 15</b> About this Toolkit	<b>16 - 19</b> What is a Friendship Group
<b>20 - 21</b> Case Studies	<b>22 - 24</b> Quality Mark
<b>23</b> Resources and Contacts	

This toolkit has been developed by TED Ageing Better in East Lindsey.  
To find out more about the work of TED visit [www.tedineastlindsey.co.uk](http://www.tedineastlindsey.co.uk)  
or call 01529 301966

TED Ageing Better in East Lindsey is funded by The National Lottery Community Fund  
and managed by YMCA Lincolnshire

## Welcome



The increasing ageing population means that by 2037, a quarter of the total UK population will be over 65. Lincolnshire, and in particular East Lindsey will continue to have a higher than national average number of older residents. Projections show that by 2041 30% of the Lincolnshire population will be over 65, while in East Lindsey this will be 40%. This presents challenges but also opportunities in terms of how we deliver our services, our businesses and for our local economy.

We believe in supporting people to live and age well in East Lindsey and beyond, and to constantly find ways in which to do that across all of our services and partnerships. Similarly, we know that there is fantastic work happening elsewhere across the county and beyond.

Supporting people across all of our communities to live and age well is important for so many reasons. Wellbeing, independence, physical health, mental health, financial wellbeing, prosperity, inclusion, happiness, comfort....the list goes on. The TED programme is working in numerous ways to reach out to those in the community to become engaged in activities and events to help them feel more connected and supported.

East Lindsey District Council has made a commitment to support people to live well for longer and is part of the UK network of age friendly communities.

**Michelle Howard**  
Assistant Director for People  
East Lindsey District Council



As an elected member at East Lindsey, I am proud to have been involved with the development of TED Ageing Better in East Lindsey from the start of the programme. In my role as Older Persons Champion at East Lindsey, it is wonderful to see TED reaching its aim of reducing social isolation and loneliness, improve connections and access to community resources. East Lindsey is fully committed to ensuring we provide an inclusive and age-friendly environment for residents and visitors, of which Age-friendly businesses play a pivotal role.

This commitment has also resulted in East Lindsey employing its first Age-friendly Principal Officer, co-funded with TED, with the aim of achieving Age-friendly Community Status as recognised by WHO.

I am delighted to be the Executive Councillor for Better Ageing, a newly created Portfolio. Through my role, I will ensure the legacy of TED continues for the benefit of our community.

**William Gray**  
Portfolio Holder for Better Ageing and Older Persons Champion  
East Lindsey District Council

## TED Ageing Better in East Lindsey



TED Ageing Better in East Lindsey is one of fourteen partnership programmes funded through The National Lottery Community Fund - Fulfilling Lives: Ageing Better Programme, each of which is exploring creative ways for people aged over 50 to be actively involved in their local communities, helping to combat social isolation and loneliness.

TED is a partnership of older people and voluntary and public sector agencies, led by YMCA Lincolnshire, working closely with East Lindsey District Council to reduce social isolation and loneliness that many older people in the district experience.

*The overarching outcomes of the TED programme are:*

- ▶ Older people will be better connected with volunteering, social, leisure and health improving activities leading to an enhanced quality of life.
- ▶ More older people will report that they do not feel lonely or isolated.
- ▶ Older people will feel positive about the opportunities that getting older presents.
- ▶ Older people will have more opportunities to influence the design, delivery and evaluation of services and businesses available to them.

TED has developed innovative and creative ways for people, aged over 50, to be actively involved in their local communities, and have created a significant number of new volunteering opportunities. Having worked with over 500 volunteers who have collectively contributed over 8000 hours of their time. These volunteers have additionally reported a range of benefits to their own health and wellbeing as well as the development of new skills, and a greater appreciation of social isolation and loneliness in their communities.

TED has taken a test and learn approach to identifying and designing services and solutions to meet locally identified needs. As a result TED delivers services across East Lindsey through a combination of direct delivery from the team and commissioned partners. These services include:

► **Friendship Groups (YMCA Lincolnshire TED team)**

TED's self-sustaining, volunteer led Friendship Groups are designed to bring people together in a social setting. TED sees the benefit for older people getting together in groups as this enables friendship to develop and the ability to share ideas and support each other.

► **Age-friendly Business Awards (YMCA Lincolnshire TED team)**

TED has developed an Age-friendly Business accreditation for businesses that meet the strict criteria designed by TED in co-production with older people from across East Lindsey. Successful businesses receive an accreditation certificate and sticker to go on their window to show people they have achieved the quality award.

► **Men Do - Male Carers (Carers First)**

TED Men Do works with male carers and offers creative ways for them to be more social and actively involved in their local community. Using a personalised approach, Men Do develops the confidence of male carers using befriending, mentoring and buddying initiatives.

► **Befriending (Age UK Lindsey)**

The TED Gateway to Friendship Befriending Project offers one-to-one support and friendship to vulnerable and isolated older people.

► **Gateway to Friendship Lunch Clubs (Age UK Lindsey)**

The TED Lunch Clubs are aimed at those older people who may have been missing out on regular social contact, serving fresh, home cooked food. They are a key part of our work to relieve loneliness and prolong independence in later life by providing a meeting point for older people in the community.

► **Digital Skills Training (Lincs Digital)**

The TED Digital Skills project offers outreach digital support sessions which include an awareness of online safety, finances, communication and shopping. Sessions are designed around the needs of those attending and often differ between venues.

► **Fitness, Food and Friends (Magna Vitae)**

The TED Fitness Food and Friends project offers outreach sessions which bring people together to learn about ways in which they can help themselves to improve their physical and mental wellbeing.

► **CHAPS (Magna Vitae)**

The TED CHAPS project recreates traditional social and working men's clubs with a view to engaging men in Mablethorpe, Skegness and Winthorpe. Using sport as a theme, weekly sessions offer opportunities for men to meet and socialise whilst doing familiar and popular working class past times including playing darts and dominoes, and watching sport and talking about sporting memories.

► **Specialist Advice (Citizens Advice Lindsey)**

TED offers a range of advice, casework and specialist support including support with complex financial, debt and housing issues. Our goal is to help people find a way forward, whatever problem they face by empowering them to make decisions and change their circumstances for the better.



Learning is a key feature of the programme and regular learning reports are produced and publicly available on <https://tedineastlindsey.co.uk/learning/>

**Key areas of learning include:**

- The role of housing in reducing social isolation and loneliness in East Lindsey
- Increased inclusivity and reaching and engaging people who are LGBTQ+
- Engaging lonely/socially isolated older people
- Age-friendly and Accessibility
- Engaging Businesses
- Supporting and engaging older men in East Lindsey
- Supporting male carers in East Lindsey
- The role of Friendship Groups in tackling isolation and loneliness
- Communication
- Working in Partnership to tackle isolation and loneliness

## Ageing Better in East Lindsey

East Lindsey is a large, sparsely populated district with a higher than average ageing population where 29% of people are aged 65 and over, with a predicted annual growth rate of 1%, double the national average. Although the last 40 years has seen continuous growth in life expectancy, this is not generally reflected in levels of good health, with healthy life expectancy decreasing, and the gap between healthy life expectancy and life expectancy widening. High numbers of older people move to East Lindsey in their retirement years and many have multiple chronic health conditions and few social and familial connections locally. Public transport across East Lindsey is poor and therefore accessing services can be challenging, especially for older adults.

These challenges present significant issues in relation to health and social care, increasing isolation. Local services are having to change to support this ageing population, yet have decreasing financial resources.



50% of people over the age of 75 live alone, with many reporting that television is their main form of company.



17% of older people stated that they go for a week without speaking to a friend, family member or neighbour.



11% reported that they can go for more than a month at a time without any form of social interaction.



Loneliness has been linked to an increase in risk of death by 29%



East Lindsey District Council has pledged its commitment to be a member of the UK Network of Age-friendly Communities. As the first District Council member, East Lindsey joins the growing movement to make places more age-friendly.

In conjunction with the Centre for Ageing Better, the programme looks to foster healthy and active ageing making it possible for people to continue to stay in their homes, participate in the activities they value, and contribute to their communities, for as long as possible.

TED has also begun to identify links between those who experience loneliness and isolation and an increase in ill health, an increased risk of mortality, higher rates of emergency admissions, re-admittance to hospital and earlier entry into care homes. Loneliness and isolation are also linked to depression and poor cardiovascular health.

But there is hope, as TED impact analysis indicates that our interventions aimed at reducing social isolation and loneliness have the potential to have significant impact, including:

**76%** of individuals have more social contact following participation in TED activities

**75%** increasing their participation in social activities as a result of TED

**70%** of TED participants feel better connected to others



Together, East Lindsey District Council and YMCA Lincolnshire via TED Ageing Better in East Lindsey have formed a unique partnership and are working towards achieving Age-friendly Community status for the East Lindsey District, as recognised by the World Health Organisation (WHO) Global Network for Age-friendly Cities and Communities.



*“Delighted to welcome East Lindsey as the first district council to join the UK Network of Age-friendly Communities. East Lindsey has joined a growing movement of cities, counties, towns and city regions across the UK who are committed to putting older people at the heart of plans to make their place one where people are able to live healthy and active later lives. We look forward to working alongside East Lindsey to ensure that people are in safe, accessible homes, have the opportunity to stay in fulfilling work and live in connected communities, and where importantly, no one misses out on enjoying a good later life.”*

**Anna Dixon**  
Chief Executive of Centre for Ageing Better



*“This is impressive news for the residents of East Lindsey. Becoming a member of the Network builds on the excellent legacy of TED and creates a positive transition when the project concludes in 2022, which will enable the important work to be continued in preparing communities to age better. It is imperative our residents are part of this journey and their input will be beneficial in informing our strategies and projects.”*

**Councillor William Gray**  
Portfolio Holder for Better Ageing and Older Persons Champion  
East Lindsey District Council



*“We are thrilled that our collaboration with ELDC to create an Age-friendly Community is being recognised nationally. Membership of the Age-friendly Communities Network will enable us to share learning and best practice with other communities whilst supporting us to progress our work towards East Lindsey becoming the first Age-friendly district in the UK.”*

**Amy Thomas**  
Communities Director  
YMCA Lincolnshire

## What is Age-friendliness?

An age-friendly world enables people of all ages to actively participate in community activities and treats everyone with respect, regardless of their age. It is a place that makes it easy for older people to stay connected to people that are important to them, and it helps people stay healthy and active even at the oldest ages and provides appropriate support to those who can no longer look after themselves.

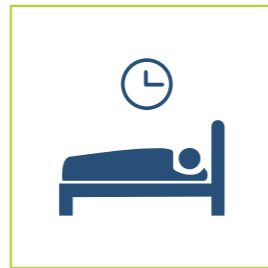
The World Health Organisation (WHO) have identified eight 'domains' each of which should be looked at through the lens of age-friendliness in order to ensure equality of access to services.



Outdoor Spaces and Buildings



Transportation



Housing



Social Participation



Respect and Social Inclusion



Civic Participation and Employment

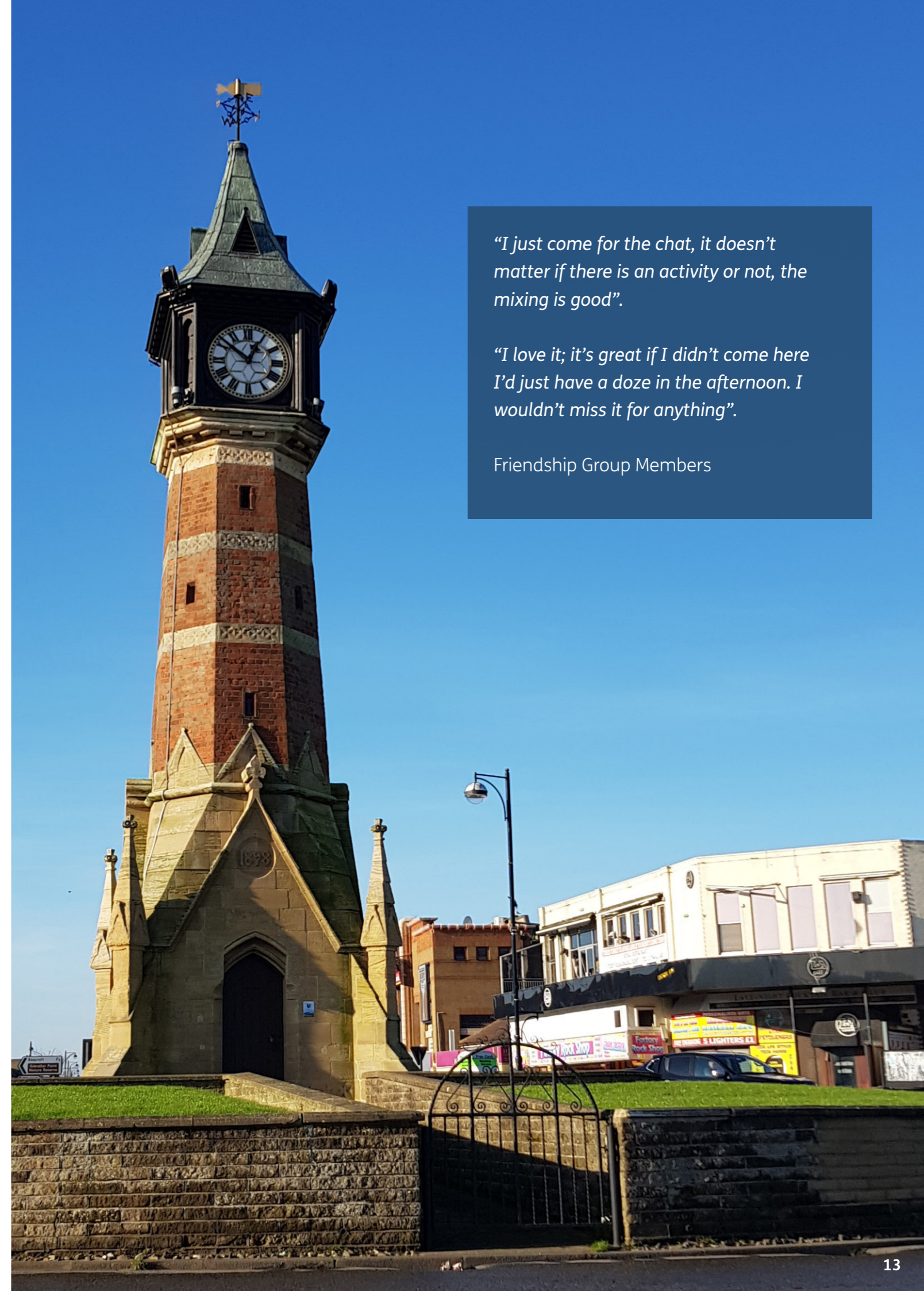


Communication and Information



Community and Health Services

This toolkit has been designed to help other people to develop their own friendship groups, and the things to consider and ensure when doing so. It also includes case studies and testimonials from both volunteers and members of these groups to highlight the positive impact these groups create.



*"I just come for the chat, it doesn't matter if there is an activity or not, the mixing is good".*

*"I love it; it's great if I didn't come here I'd just have a doze in the afternoon. I wouldn't miss it for anything".*

Friendship Group Members

## About this toolkit

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Relationships are what matter most to us all in the end. As we approach later life, we need opportunities to build strong and supportive relationships across generations. Local government, businesses and partners in the voluntary and community sector need to create communities that make it easier to stay active and connected. This will require support for community activities that are inclusive and accessible to us regardless of age or disability. Transport and the design of our towns and cities can enable us to get out and about, or it can create barriers, especially for those with health conditions and disabilities.

As individuals or couples age and retire, often moving away from their families to coastal locations, they become increasingly reliant on the social networks that are mainly made up of family members (Pahl & Pevalin, 2005). However in a high number of these cases, the family members live too far away to be able to provide physical social support.

We sometimes need to be supported to have longer and more fulfilling social lives, gleaning the benefits of being in an active community. As people are living longer, services are being offered to help educate, understand and promote staying healthy in later life. Social relationships have been found to play a key role in maintaining health, most likely through the mutual support available, the social engagement and increased sense of worth (Phelan et al., 2004).

As friendships are the relationships we choose it is important to create increased opportunities for these relationships to be developed. Allowing people to meet in relaxed social environments allows for a greater feelings of autonomy and facilitated integration into broader social networks and then the wider community.

This toolkit has been designed to help other people to develop their own friendship groups, and the things to consider and ensure when doing so. It also includes case studies and testimonials from both volunteers and members of these groups to highlight the positive impact these groups create.



*"I look forward to the sessions at The Storehouse. Although I am not an official TED volunteer, I am happy to read my poems to the group and encourage the members to develop and enjoy each other's company and conversation. I am in no doubt that the TED groups in Skegness are very valuable and have contributed to the wellbeing of many residents in the town."*

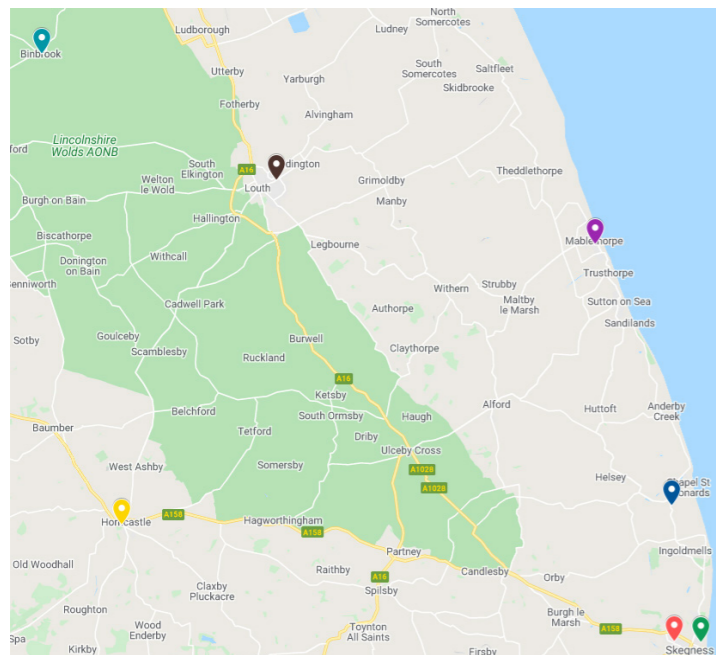


# What is a Friendship Group

Friendship groups are a self-sustaining community initiative developed through Talk, Eat, Drink (TED) as part of the National Lottery Community funded Ageing Better programme. The aim of the groups is to welcome and encourage anyone over the age of 50 to get involved with their local community, meet new people, and take part in social activities. Friendship groups are volunteer led with support provided by the TED Friendship Officer. Volunteers are encouraged to plan activities, outings and engage other members of the group to ensure the groups success and longevity.

The Over 50s Youth Club in Horncastle and Louth Friendship Group launched in 2018. The volunteers who take an active role in running these groups regularly organise fundraising events and apply for small, community grants. As a result, both these groups are now fully self-sustaining.

For many older adults living in rural East Lindsey, Friendship Groups have made a huge impact in their lives. They have provided a safe space for older people to meet others and socialise, and they have encouraged and given people a reason to get out of their house. The main goal of a friendship group is to ensure its sustainability, isolated people often become reliant on these groups as their only way of socialisation, and therefore it is imperative they continue to ensure their well-being.



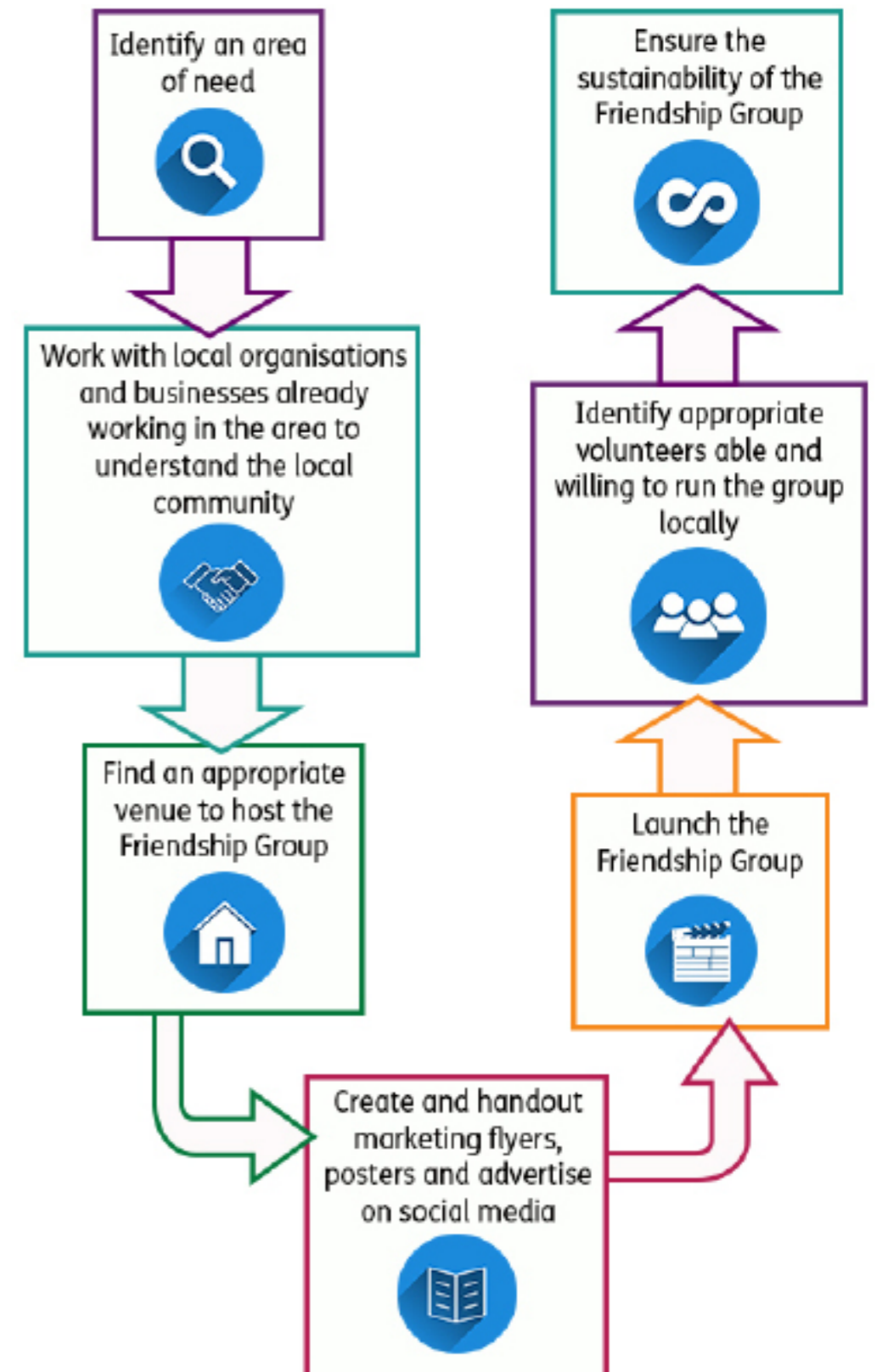
TED have 7 established Friendship Groups across East Lindsey (see map). These groups are:

- Binbrook Community Group - The Plough Inn, Binbrook
- Chapel Friendship Group - Chapel Garden Centre Cafe, Chapel St Leonards
- Skegness Friendship Group - The Storehouse, Skegness
- Time Out Friendship Group - Barratt Court, Skegness
- The Over 50s Friendship Group - Ancaster Court, Horncastle
- Mablethorpe Friendship Group - Peter Dyer Court, Mablethorpe
- Louth Friendship Group - Trinity Centre, Louth

# How to create a group

We have created a 7 stage flow chart to explain the stages of creating a new Friendship Group.

Following each stage will help you to organise and plan the steps you need to take and in which order.



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## Identify an Area of Need and Work with Local Organisations

Friendship Groups are specifically aimed towards those over 50 who are living in rural isolation, this is based on local data from Lincolnshire County Council, East Lindsey District Council and supported by national findings through government. As well as a strong need identified by the local communities, due to lack of services and activities in these areas.

When setting up a group, the target audience and their needs to be identified. The group needs to work in the interest of the community it will serve. Things to consider are;

- The voice of the community, ask local people prior to setting up the group their needs and thoughts on what they would like a Friendship Group to look like
- Following this, the activities carried out should benefit the members of the community you are aiming to support
- Check to see if there are any other organisations working in the same area which you could work alongside or gain more insight from to develop anything different

## Where to Host a Friendship Group

There are currently 7 Friendship Groups within East Lindsey, and all are hosted in different venues, including a garden centre, community halls and sheltered housing accommodation.

When identifying a venue things to consider are;

- The cost, most community venues will charge a small fee to use their facilities this facilities, if funding is not already granted you may need to charge those who attend the group to cover the costs
- Accessibility, can those who are not able bodied able to access the building easily? Is there a ramp for wheelchair users? Are there stairs with no access to a lift? You need to ensure all those in the community are not at a disadvantage because of the venue accessibility

## How to Market a Friendship Group

The age demographic of Friendship Groups living in East Lindsey means there access to online digital services are a lot less than those of a younger generation. Therefore the most suitable way to advertise the groups was through the distribution of physical leaflets and flyers posted through doors, placed in shops, cafes and GP services and through local press – places where the target audience are most likely to see them.

When identifying a venue things to consider are;

- The age of the target audience
- The online activity of the target audience and the local community
- The size and style of text on leaflets – an older demographic needs a larger text and clear details



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- Social media, do you need to set up your own Twitter, Instagram and Facebook pages? Do you have the resources to do this?
  - Utilise other local organisations within the community to also help advertise your group through their platforms

## Identify Appropriate Volunteers

The reasons Friendship Groups have been so successful is because of the willingness and commitment of the individuals that run them.

Ideally you would like these volunteers to be established at the very beginning, you may also find as the group grows that the number of volunteers also grow.

Things to consider when identifying volunteers;

- Are they able to commit the time needed to make the Friendship Group work?
- Do they have the same values of what they group stands for?
- Do they have any specific skills which they could use for the benefit of the group?

## Launching the Friendship Group

With all the prepping done, a Friendship Group can now be launched and people within the local community will attend and benefit from the work that has been put in to setting it up. Perseverance is key to growing a friendship group, it may start off small but as people attend and talk to their neighbours/friends/colleagues and family members you will find the group will begin to expand and progress from how it may have begun. As long as it still continues to benefit the needs of the community, that is what really matters.

### Things to consider:

#### Funding

- Funding is what will make the Friendship Group sustainable
- This can be achieved through local and national government funding grants, local fundraising activities (car boot sales, local markets etc.) or costs can be covered by the members themselves paying to attend the group

#### Activities

- What activities can you provide in order to benefit the group? Are the resources readily available to do so? How much will it cost?
- The activities can change and expand based on the needs of the people who attend the group

#### Practicalities and Legalities

- Creating a constitution, the constitution will be made up from the volunteers of the group, this is optional however is mandatory when applying for funding bids
- Setting up a bank account, this will be needed if you apply for funding and most banks also require 3 signatures on the account for local groups
- Depending on the venue, you may be required to take out your own Liability Insurance, in most cases this is not necessary but you should always check
- Create a set of ground rules for the group, the members input should be taken into consideration for this. A set of guidelines which all attendees must adhere to in order for the group to be a safe and happy space for everyone

## Case Studies



### Horncastle Over 50s Youth Club

The Over 50s Youth Club as it is now known was one of the first Friendship Groups to be launched in East Lindsey in May 2018. It is now one of the largest groups and was the first to be completely self sustainable.

*"Since we opened, our Group has grown both in size but also many friendships have been formed between the members. Of course, this is the ethos of TED to provide a safe place where people can meet and get together over a cup of tea/coffee and talk to someone whom they had not meet before. As we know that there are a lot of people today who are lonely and they do not see another person to talk to for days on end, when you are on your own. This is a great way to meet and talk in pleasant surroundings."  
(Chair of the Horncastle Over 50's Youth Club)*

### Chapel St Leonards Friendship Group

TED have also developed Age Friendly Business's in East Lindsey, these are business and organisations which provide a welcoming environment for those over 50 to ensure they feel included and have a positive experience.

Friendship Groups work with some of these business to host the friendship groups, the newest of which is the Chapel Garden Centre based in Chapel St Leonards. The friendship group is based in their café and is held at a 'quiet' time. The café provide a free tea or filter coffee for those who attend the group. The café also has a dog friendly area which has allowed individuals with their dogs to attend the friendship group who otherwise might have not due to not wanting to leave their dog at home for long periods of time.



### Time Out Friendship Group (Barratt Court, Skegness)

Friendship Groups develop based on the need and want of the people who attend. The Time Out Friendship Group is one of the smaller, more laid back groups who meet for a coffee and a chat once a week. Although less active than other groups, it is still a vital part of the member's life.

*"Living in Skegness it can be a long, quiet and uneventful winter. I particularly felt this quiet isolation as I was a Skegness landlady of a guesthouse here for 17 years. There are a lot of retired people living in the town and surrounding area. There are no steep hills to climb so that is a blessing. Little happens in the off season period and in the tourist season the town is full of strangers." She goes on to say "I found it very hard to adjust to retirement after close contact with families and couples on holiday for 17 years. I found lots of things to do on my own like craft and art projects. I enjoyed cooking and reading. But I lacked that human contact and conversation with interesting people. Since joining the TED groups I have found a purpose. Something I lost when we sold the business. Now I have a reason to write more poems and join in conversations."*

It is also great that within the group there are members who share a passion for writing and reading poetry. As confidence has grown from me sharing my own poetry and the building of friendships between the members, others have also started to write and then read their poems to the group. As we have got to know each other, there has been mutual encouragement for these hobbies.



### TED and I

It doesn't stand for Edward,  
It's not a cuddly bear.  
Let me introduce you,  
To a TED we all can share.  
The T stands for TALKING,  
We do a lot of that.  
Those shy and once retiring,  
Find their courage to chat.

Talking's where we make a start,  
Talking leads to actions.  
Talking opens up our hearts,  
Talking prompts reactions.  
Let's talk about your future,  
Let's talk about your past.  
Let's make some plans to change things,  
We're moving on at last.  
Everyone's enjoying,  
Eating cake or bun.  
Let's not count the calories,  
Add EATING to the fun.  
The D, of course, is DRINKING,  
A well-earned cup of tea.  
So now our TED has been revealed,  
A friend for you and me.

Talking has a partner,  
They're working side by side.  
Listening joins the table,  
He's there to help and guide.  
Sometimes we find an answer,  
When everything looked grey.  
Sometimes it means another twist,  
Along life's bumpy way.  
(Pauline Thornley)

## TED Quality Mark

The Group quality mark has been developed by TED Ageing Better in East Lindsey to recognise Friendship Groups and other locally based groups which work with the TED Programme which delivers services and support to older people and which uphold the ethos and principles of the TED programme. The quality mark has been designed to ensure that local groups feel empowered and able to connect with local residents and in particular lonely and isolated individuals, thereby helping to create sustainable change in communities.

Applications for the TED Group Quality Mark are reviewed by a member of the TED team, the assessment includes a checklist of requirements that each group must be able to demonstrate that they meet in order to achieve the TED Quality Mark. The TED Friendship Officer will be able to offer support and guidance to groups prior to their assessment.

For more information or to return the Quality Mark application criteria please contact TED Friendship Officer by:

Email: [ted@lincsymca.co.uk](mailto:ted@lincsymca.co.uk)

Call: 01529 301961

Post: TED Programme, The Old Mart, Church Lane, Sleaford, NG34 7DF



“The TED Quality Mark recognises and celebrates the time and effort of volunteers and the amazing outcomes produced as a result of their dedication”

(TED Friendship Officer)

## Quality Mark Criteria

	Yes, No or NA	Evidence / Comments
<p>The group meets the overarching goals of TED:</p> <ul style="list-style-type: none"> <li>-More over 50s will be better connected with volunteering, social, leisure and health improving activities leading to an enhanced quality of life.</li> <li>-More over 50s in East Lindsey will report that they do not feel lonely or isolated</li> <li>-More over 50d in East Lindsey will feel positive about the opportunities that getting older presents</li> <li>-Over 50s in East Lindsey will have more opportunities to influence the design and delivery and evaluation of services and businesses available to them.</li> </ul>		
<p>The group is open to all individuals and does not discriminate or exclude anyone from their group.</p> <ul style="list-style-type: none"> <li>- Please refer to the volunteer handbook.</li> </ul>		
<p>The group is inclusive of LGBTQ+ members of their community. Guidance has been provided through the Age UK ‘Opening Doors’ toolkit.</p>		
<p>Regular scheduled meetings are in place.</p> <ul style="list-style-type: none"> <li>- Proof provided.</li> </ul>		
<p>Sustainability plan is in place. This should include; funding, venue, advertisement and activities.</p>		

## Quality Mark Criteria Continued

The group is publically advertised using different formats.		
The venue of the group has appropriate disabled access.		
The group has agreed to share learning from their local community with the TED team and YMCA Lincolnshire		
The members of the group should have the opportunity to provide feedback on the group which is listened to and acted upon, where necessary.		



## Resources & Contacts

### TED Ageing Better in East Lindsey

Telephone: 01529 301966  
 Email: ted@lincsymca.co.uk  
 www.tedineastlindsey.co.uk

### East Lindsey District Council

Telephone: 01507 601111  
 Email: customerservices@e-lindsey.gov.uk  
 www.e-lindsey.gov.uk

### YMCA Lincolnshire

Telephone: 01529 302466  
 Email: office@lincsymca.co.uk  
 www.communitylincs.com

### Age UK Lindsey

Telephone: 01507 524242  
 Email: info@ageuklindsey.co.uk  
 www.ageuk.org.uk/lindsey

### Carers First

Telephone: 01522 782224  
 Email: hello@carersfirst.org.uk  
 www.carersfirst.org.uk/lincolnshire

### Citizens Advice Lindsey

Telephone: 0808 278 7904  
 www.citizensadvice.org.uk

### Lincs Digital

Email: lincsdigital@outlook.com

### Magna Vitae (Meridian Leisure Centre)

Telephone: 01527 607650  
 Email: info@mvtlc.org  
 www.magnavitae.org

### Dementia Friends

www.dementiafriends.org.uk

### World Health Organisation

www.who.int

### Centre for Ageing Better

www.ageing-better.org.uk

### Sensory Trust

www.sensorytrust.org.uk/information

### Business in the Community

www.bitc.org.uk/what-responsible-business

### Design Council's Principles of Design

www.designcouncil.org.uk/resources

### Action on Hearing Loss's Guide for Employers

www.actionhearingloss.org.uk/how-we-help



### Friendly Banter

This centre of our seaside town  
 Is where the action is.  
 Head to the Hildred's Centre  
 For something you can't miss.  
 All year you'll find there's colour  
 Within this bright arcade.  
 But now it's very special  
 For friendships can be made.

The 'TED' team have descended  
 To help us meet and greet.  
 Bench buddies waiting for you,  
 Who knows whom you might meet?  
 We all need friendly banter  
 So seek the Banter Bench.

And while you're there, a cup of tea,  
 If you've a thirst to quench.

A bench to sit and chat awhile.  
 A buddy by your side.  
 You never need to feel alone  
 When a friend is there to guide.  
 Don't miss this opportunity  
 New friendships may await.  
 Go to the Hildred's Centre  
 The outcome could be great.

**Pauline Thornley**  
 (TED Volunteer)  
 June 2018


### Contact Information

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YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION