The Guide to Services for older people
Age UK Bromley

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Office hours

Monday to Friday 9am-5pm

Or you can leave a message on our answer phone if you call outside office hours.
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Introduction

We are delighted to present the new online edition of our Guide to Services, an essential publication providing information about services and support networks, both local and national, ensuring that older people can make informed choices. If you are an older person living in the London Borough of Bromley, a carer, or a professional who works with or has an interest in older people, this Guide will prove to be a valuable resource. We also have a wealth of information leaflets and other information sources in the office, so if you can’t find what you are looking for in the Guide to Services, please do not hesitate to contact us at Age UK Bromley 📞 020 8315 1850.

This publication is available only in English but Age UK Bromley will always try and help you obtain information and/or advice in an appropriate community language.

Disclaimer
The information contained in the Guide to Services has been checked for its accuracy and is regularly updated. Age UK Bromley accepts no responsibility for information that has subsequently changed or provided by a third party. We also stress that including organisations or services in the guide is not a recommendation.
About Age UK Bromley

You can find out about all the services described in the next few pages by contacting Age UK Bromley. Please see the inside front cover of this guide for details of how to get in touch with us.

Age UK Bromley is the leading voluntary sector provider of services for older people working across the Borough with a reputation for quality and value.

Age UK Bromley is the trading name of Age Concern Bromley, a registered charity established in 1965 and company limited by guarantee. Age UK Bromley is a brand partner of the national charity Age UK and works with the network of local Age UKs across the capital to promote actively the well being of people in later life contributing to national and regional campaigns. Each Age UK is an independent charity, responsible for its own governance and funding.

Mission, values and aims

Age UK Bromley aims to promote the well being of all older people in the London Borough of Bromley. We value older people and believe that later life should be a fulfilling and enjoyable experience. Our specific aims are to:

• provide quality Borough-wide services and support for all older people
• raise awareness of the needs of older people and influence decision makers, and provide a voice for older people in the Borough through public education and social advocacy
• to contribute to research which identifies the changing needs of older people locally and to find innovative ways of meeting them
• to challenge age-discrimination
• to work in partnership and co-operation with other organisations to effectively meet the needs of older people throughout the Borough

Age UK Bromley has a Management Board of Trustees who are responsible for the governance of the charity. The Trustees do not receive any payment for their work. The Director is responsible for the management of the charity and subsidiary company. The Director manages a small team of full and part-time professional staff and dedicated, trained Community Volunteers Time Bank members.

Age UK Bromley is committed to maintaining and improving its services and procedures through continuous review and accreditation with external quality standards. To this end Age UK Bromley has achieved and continues to retain the following external quality marks: Investors in People, Community Legal Services and ISO 9001:2000 and the environmental management ISO 14001:2004

Whilst Age UK Bromley’s work is partially funded through contracts with Bromley Council and NHS Trusts and grants from Trusts to provide specific services, we rely heavily on the public’s support through donations, legacies and fundraising
events to enable us to deliver the range of services and activities for older people in the Borough.

Our main office is in Community House in the centre of Bromley and we have two satellite sites in Mottingham and Chislehurst and undertake outreach work in other parts of the Borough throughout the year.

Services
Age UK Bromley provides a range of high quality, professional services that respect older people’s dignity. As well as emotional and practical help to older people, we provide information on issues relating to older people such as money matters, housing, health and community care. Age UK Bromley’s services include:

- Advocacy and Representation
- Community Services:
  - Clip It - Toe Nail Cutting
  - Fit for Life programme
  - Hospital Aftercare
  - Shopping
- Chislehurst Active Age Centre
- Community Volunteers Time Bank
- Day Care – St Edwards
- Exercise Classes
- First Check Point Service
- Floating Support Service
- IT courses
- Information and Advice Service
- Support Planning & Brokerage Service
- Specialist Dementia Care
- Welfare Benefits Service

We also have Charity Shops in Orpington & West Wickham.

All of our services aim to improve the quality of life for older people and to support them to remain independent for as long as possible. Age UK Bromley is committed to serving all older people who live in our community. Our services are for the benefit of people irrespective of gender, marital status, race, disability, sexual orientation, culture, politics or religious beliefs.
Support Planning and Brokerage Service

Support Planning and Brokerage service is for people aged 65+ who do not meet the Council’s eligibility criteria to receive services and/or who are funding their own care. The service supports older people to identify their needs and if required will broker the services the individual has chosen. These services may be a mixture of free and paid for services, and if paid for services they will be brokered with vetted and approved domiciliary care agencies. We accept referrals from all sources.

Information and Advice Service

Information and Advice service provides free, independent, accurate and confidential information and advice to older people, their relatives, carers and friends. We provide information and advice on any issue that affects the lives of older. We also act as advocates for older people and have a Specialist Welfare Benefits service that can assist with benefit entitlements.

Our Information & Advice Service has been awarded a Quality Mark by the Legal Services Commission to provide information, advice and casework for older people. The Quality Mark recognises that our service is of a high standard.

First Check Point Service

First Check Point provides reliable and secure home maintenance and domiciliary care services. The aim of the service is to help older people to know that they have trustworthy, vetted and fair tradespeople/domestic agencies working in their homes. It also combats bogus builders as all the tradespeople registered with First Check Point carry identification cards and agreed appointment times are established. There are two strands:

- **Domiciliary Care** is available to older people who need help with domestic cleaning. Age UK Bromley has registered agencies and reviews them regularly to make sure that their work is of a high standard. Age UK Bromley provides the service free and the client pays the agency direct for the cleaning.
- **Repair and Care** has registered and vetted professional tradespeople who will undertake the work according to its requirements. No job is too big or too small. Age UK Bromley provides the service free and the client pays the tradesperson direct. A small team of DIY volunteers support this service and can assist with small DIY tasks for older people on low incomes. Referrals for First Check Point are made by older people themselves, relatives and friends.
Community Services

- **Fit for Life Programme** – Includes 12-week Fit for Life courses that motivate older people to achieve and maintain a healthy lifestyle through focusing on behavioural change. We also work with community groups through our Fit as a Fiddle Community Health Engagement project, training volunteer peer health mentors from the groups who then support their members on a one to one or group basis in achieving a healthier lifestyle. We produce a wide range of health promotion information and advice and a booklet on physical and social activities taking place across the borough.

- **Hospital Aftercare** – Short term support and practical help for people 60+, who live alone in the Borough who are being discharged from hospital. Referrals from health and social care professionals, older people themselves or their relatives. We also provide ‘Take Home and Settle’ from the Accident & Emergency Department – please note that we only accept referrals from hospital based staff for ‘Take Home and Settle’.

- **Shopping Service** – For older people across the Borough who require someone to shop and deliver their shopping for them or would like internet shopping and require someone to organise this for them.

- **Clip It – Toe Nail Service** – Is a community service available to people who are aged 50+ who require a simple toe nail cutting service. We undertake home visits and also cut toe nails at different locations across the Borough. The first appointment includes an assessment, toe nail cutting and personal set of instruments. Contact the office for an appointment and our current price list.

Community Volunteers Time Bank (CVTB)

The **Community Volunteers Time Bank** (CVTB) is volunteering with a difference. CVTB is at the heart of all our services and CVTB members support and co-produce the services we provide to older people and participate in skill swaps. Our Time Bank members are part of a highly effective and successful scheme that earns one hour’s time credit for every hour given. All CVTB members making home visits and skill swapping are Criminal Records Bureau checked at no cost to them.

Active Age Centre

We have an **Active Age Centre** in Chislehurst.

It provides a warm welcome and a variety of activities that older people can enjoy. Older people can meet and chat with friends or make new ones whilst relaxing with a cup of tea or coffee, a snack or a nutritious freshly prepared lunch. Regular events and entertainment are also available at the Chislehurst Active Age Centre.
Every Tuesday 2 – 4 pm the Centre hosts The Garden Room Dementia Café. It offers support for people with dementia and their carers through very difficult times, an exchange of experiences and information, access to a wide range of information, services and social and healthcare professionals, talks on a wide range of dementia and other topics, music and other social activities to do together with refreshments served in a pleasant setting.

**Chislehurst**  
85 High Street, Chislehurst (next door to Sainsburys)  
📞 020 8467 7751  
Open 9.30am–2pm, Tuesday to Friday. Life long learning opportunities from keep fit, yoga, to art classes and a cyber café area for Active Age Centre users to surf the Internet.

**Charity Shops**

**Age UK Bromley** in partnership with Age UK Retail own two charity shops. We regularly have new stock available but are always grateful for donations of clothes, books, records, bric-a-brac and jewellery. Both shops can accept small electrical goods ie. kettles, cd players, computers, radios etc.

Age UK’s Charity Shop, 314 High Street, Orpington (opposite McDonalds). Open Monday to Saturday 9am–5pm.  
📞 01689 828147

Age UK’s Charity Shop, 85 Station Road, West Wickham, Bromley BR4 OPX (opposite Sainsburys). Open Monday to Saturday 9am–5pm.  
📞 020 8776 2755

**Insurance Policies and products**

**Age UK London Trading**

Age UK London Trading sells the full range of Age UK Enterprises insurance policies and financial products.  
📞 0800 328 6089

Alternatively you can visit Age UK London Trading’s Croydon office during office hours to pay the renewal of your existing policies. You can also use our phone to pay by card or obtain a quote for a new policy.

*All the commission from the sale of policies and products to people living within the London Borough of Bromley helps to fund Age UK Bromley’s work with and for older people throughout the Borough.*
General Advice Sources

Age UK Publications

See also Age UK Bromley’s Information and Advice service on page 12

Age UK Information Line
Age UK has a range of Factsheets and Information Sheets which you can obtain free of charge by calling the telephone number below. They can also be looked at and downloaded from the website.
☎ 0800 169 65 65, 8am–7pm every day.
✔️ www.ageuk.org.uk

Age UK Books
Age UK produce a large number of useful books for older people, their carers, and professionals, including books on computers, health, pensions and taxes. Ring Age UK Books or have a look on their website.
☎ 0870 169 65 65, 8am–7pm every day.
✔️ www.ageuk.org.uk

Advocacy Services

An advocate will act as your ‘mouthpiece’ and speak up for you to make your wishes and needs known. Age UK Bromley can provide information and advice for you if you feel that you need someone to act on your behalf.

Advocacy First
Unit G, Clan Works, 1a Howard Road, Bromley BR1 3QJ
☎ 020 8460 6712
✔️ www.advocacyfirst.com
Advocates for older people living in their own home, in a care home, or in hospital. Advocates also for older people with dementia.

Citizens’ Advice Bureaux (CAB)

Your local CAB offers advice on a wide range of issues, such as welfare rights, housing, debt, and legal problems. Telephone ahead to check opening hours.
✔️ www.citizensadvice.org.uk
• Beckenham and Penge CAB 20 Snowdown Close, Penge, London SE20 7RU
☎ 020 8778 0921
• Bromley Town CAB Community House, South Street, Bromley BR1 1RH
☎ 020 8315 1940
• Orpington CAB 309a High Street, Orpington, Kent BR6 0NN
☎ 01689 874185 / 827732
Coming from abroad

Returning to the UK after living abroad
Age UK has information on returning to the UK after living abroad

Immigration

Immigration rules and law is complex. Only those registered with the Office of Immigration Services are by law allowed to give out advice on immigration.

Immigration Advisory Service
County House, 190 Great Dover Street, London SE1 YB
☎ 0844 974 4000  🏷 www.iasuk.org

Penge Citizens Advice Bureau
(page 15 for contact details)

Afro Asian Advisory Service
53 Addington Square, London SE5 7LB  ☎ 08456 185 385  🏷 www.aaas.org.uk

Consumer advice

Consumer Direct
This is a telephone and online consumer advice service, supported by the Department for Trade and Industry. They provide clear, impartial advice to help you sort out problems and disagreements you may be having with suppliers of goods or services.
☎ 08454 04 05 06  🏷 www.consumerdirect.gov.uk

Trading Standards
Civic Centre, Stockwell Close, Bromley BR1 3UH
Bromley Trading Standards Officers no longer give advice and guidance on your rights when buying goods or services. For telephone advice, ring Consumer Direct (above).

Bromley Trading Standards now have an emergency reporting line, for members of the public who are called on by what they suspect to be bogus or rogue traders (page 51).

The Citizens Advice Bureau also offers consumer advice (page 15)
Bromley Council

The London Borough of Bromley  
Civic Centre, Stockwell Close, Bromley, BR1 3UH  
☎ 020 8464 3333 (Monday to Friday, 8.30am–5.30pm)  
☎ 020 8464 4848 (Out of hour’s emergency number)  
✔ www.bromley.gov.uk

Bromley MyLife

MyLife is Bromley Council’s adult social care website. It provides information and advice should you need help due to illness, age or disability, enabling you to keep your independence.

✔ http://bromley.olinfoserve.co.uk/home/defaultalt2.aspx

Councillors

Local Councillors can deal with queries and complaints about Council services. They hold surgeries about once a month. The Council, your local library or Age UK Bromley will have contact details and surgery times. You can also do a postcode search on the Council website.  
✔ www.bromley.gov.uk  Select A to Z

Counselling

See also Bereavement (page 66) and Victim support (page 21)

Bromley Community Counselling Service
☎ 020 8460 7711 (low cost service)  
✔ www.bccs.uk.com
Provides counsellors. Provides a low cost service.

Relate
Community House, South Street, Bromley BR1 1RH  
☎ 020 8315 1999  
✔ www.relate-bromley.org
Relationship counselling for couples and single people.

Samaritans
☎ 01689 833 000 or 08457 90 90 90  
✔ www.samaritans.org
Confidential emotional support to people in crisis, distress or despair.

Death and funerals

See also Bereavement (page 66), Making a Will (page 21) Funeral costs (page 34)

Registering a Death
The Registrar of Births and Deaths
Register Office, Civic Centre, Stockwell Close, Bromley BR1 3UH  
☎ 020 8313 4666 Monday to Friday, 9.30am–4.30pm  
✔ www.bromley.gov.uk  Select A-Z
Birth, Marriage and Death Certificates
General Register Office
☎ 0845 603 7788  ▶ www.gro.gov.uk
Will provide you with copies of the above certificates.

AgeUK has publications on bereavement, Wills and executors

Disability Law Service

The Disability Law Service (DLS) provides information and advice to disabled and Deaf people for. The DLS is run by and for disabled people. Disabled people and their families, carers and advocates, are all welcome to get in touch with their helpline for advice. They provide advice in the following areas of law: Disability Discrimination; Consumer; Community Care; Further and Higher Education; and Employment
☎ 020 7791 9800  ▶ www.dls.org.uk

Employment

London Borough of Bromley Next Step
Information, advice and guidance on training, learning and jobs for adults.
☎ 0800 100 900  ▶ www.bromley.gov.uk Select Jobs and Careers

Central London Law Centre
19 Whitcomb Street, London WC2H 7HA
☎ 020 7839 2998  ▶ www.londonlawcentre.org.uk
Funded by Equality and Human Rights Commission. Can give advice on any kind of discrimination in employment. Owing to limited resources, cannot take highly paid employees or people who belong to a trade union as they already have representation.

You should contact them at the beginning, before tribunal proceedings are started.

Age UK has publications on employment

Ex-Service people

The Royal British Legion and Officers Association
48 Pall Mall, London SW1Y 5JY
☎ 08457 725 725  ▶ www.britishlegion.org.uk
Free advice and representation on welfare issues and War Pensions.
SSAFA Forces Help
London South East Branch, PO Box 938, Bromley BR1 9GX
📞 020 8639 0495, with answer phone
🌐 www.ssafa.org.uk
Offers welfare and advice services and grants for Service and ex-Service people and their families.

Gay lesbian and bisexual older people

Bromley Gay and Bisexual Group
Beckenham Clinic, 14 The Crescent, Beckenham BR3 1DU
📞 020 8662 6681 🌐 www.slago.org.uk/bromleygaymensgroup

Doors Project
Provides support, advice and befriending for older lesbian, gay, bisexual and transgender people who either live, work or socialize in Central London. Age UK Camden 📞 020 7121 3335 🌐 www.ageuk.org.uk/camden

Age UK has a publication on being a gay, lesbian or bisexual older person

Legal Advice

Age UK Bromley has a copy of the Community Legal Adviser’s Directory, which contains a list of solicitors in the Borough who have been awarded a Quality Mark, which ensures they follow particular policies and procedures.

Community Legal Advice has free information leaflets that can be downloaded from the internet or ordered by anyone. If you qualify for legal aid, you can receive free legal advice over the phone.
📞 0845 345 4 345 🌐 www.clsdirect.org.uk

Paying for legal advice
Legal Aid is administered by the Legal Services Commission. The schemes are means tested and limits for capital and income are set each year. Different parts of the scheme have different means testing arrangements. For more information, see The Community Legal Advice website, which has an eligibility calculator to help you find out if you are eligible. Eligibility for Legal Aid also depends on the type of legal case and the merits of the case. You cannot get Legal Aid funding for all types of case, for example it is not available for most personal injury cases, conveyancing, defamation or boundary disputes. Legal Representation is not available for cases in the Employment Tribunal.
🌐 www.communitylegaladvice.org.uk

Age UK has a publication on help with legal advice
Mediation services

See also Neighbour disputes (page 26)

South East London Family Mediation Bureau
1st Floor, The Stables, 1 North Street, Bromley BR1 1SD
☎ 020 8315 7460  🌐 www.selondonfamilymediation.org.uk
A mediation service available to help families reach agreement over finances, property and children.

Bromley Community Mediation Service
The Stables, 1 North Street, Bromley BR1 1SD
☎ 020 8249 7954  🌐 www.mediationfirst.org.uk
An independent organisation helping people who have any disputes to reach an agreement satisfactory to both parties.

Solutions to Conflict in Retirement Communities (SCRC)
☎ 020 3327 0366  🌐 www.scrc-mediation.co.uk
Mediation service for disputes between residents or residents and staff in sheltered and extra-care housing. There is a charge for this. If they are able to meet the fees, they are usually paid by the housing provider.

Members of Parliament

Details of your local MP’s ‘surgery’ addresses and times are in your library or you can get them from Age UK Bromley. Letters can be sent to: House of Commons, London SW1A 0AA. You can also visit the following website 🌐 www.parliament.uk

Ombudsman

The British and Irish Ombudsman Association
Secretary, 94 Milner Drive, Twickenham, Middx TW2 7PJ
☎ 020 8894 9272  🌐 www.bioa.org.uk
An ombudsman is a person who has been appointed to investigate complaints about an organisation from an independent standpoint. There are ombudsmen for Local Government, the Health Service, Financial and Housing sector and many others.

Probate

The Principal Registry
42–49 High Holborn, London WC1V 6NP
Probate and Inheritance Tax Helpline
☎ 0845 3020 900  🌐 www.hmcourts-service.gov.uk
Contact them to obtain a copy of Form PA2 How to obtain Probate.

Age UK has an information guide on being an executor
**Messages from the Queen**

**The Anniversaries Office**, Buckingham Palace, London SW1A 1AA  
☎ 020 7930 4832  🌐[www.royal.gov.uk](http://www.royal.gov.uk)

**Birthday** messages for 100th, 105th and every year after – apply several weeks in advance of the celebration with a copy of the birth certificate. **Wedding anniversaries** for 60 years (diamond), 65 years, 70 years (platinum) and every year thereafter – apply several weeks in advance of the anniversary with a copy of the marriage certificate.

**Retiring abroad**

See also **Coming from abroad** (page 16)

Age UK has an information guide on retiring abroad

**Victim Support Scheme**

198 High Street, Penge SE20 7QB  
☎ 020 8776 7071 (Monday to Friday 8.30am–4.30pm)  
☎ 0845 3030 900 (Outside office hours, 24 hour)  
🌐[www.communityservice.southeast.london.victimsupport.tel](http://www.communityservice.southeast.london.victimsupport.tel)

Counsellors offer support and practical help to victims of crime.

**Making a Will and Power of Attorney**

**Age UK Bromley** has a copy of the Community Legal Advice Directory, which contains a **list of solicitors** in the Borough who have applied for and received a Quality Mark, which ensures they follow particular policies and procedures.

**Witnessing a Will**  
**Age UK Bromley** and **Advocacy First** (page 15) will witness a Will for someone who does not have anyone to do so.

**Next of Kin Form.** This can be used to record all relevant information to help your executors or next of kin when dealing with your estate, such as solicitor, insurance companies, bank and savings accounts, plus the whereabouts of essential documents. Copies are available from **Age UK Bromley**.

**Leaving a legacy.** For information about how to remember Age UK Bromley in your Will, contact **Age UK Bromley**.
Trees overhanging public paths

To report a tree growing on private property overhanging a pavement in a way that causes an obstruction or is possibly dangerous, telephone Bromley Council ☏ 020 8313 4621.
To report a tree growing on Bromley Council property (including the pavement) ☏ 020 8313 4471
➤ www.bromley.gov.uk Select A to Z
## Housing

### General advice

**Bromley CAB**  
Community House, South Street, Bromley BR1 1RH  
☎ 020 8315 1940 ☏ [www.bromleycab.org.uk](http://www.bromleycab.org.uk)  
Housing advice for people with housing problems.

**Elderly Accommodation Counsel**  
Third Floor, 89 Albert Embankment, London SE1 7TP  
☎ 020 7820 1343 Advice Line ☏ [www.housingcare.org](http://www.housingcare.org)  
Keeps a national register of all types of accommodation suitable to meet the needs of retired or older people. Their national Advice Line offers information and advice on all housing, support and care options for older people.

**National Housing Helpline**  
Shelterline is a daily helpline (8.00am till midnight) offering advice on a range of housing issues, including homelessness, tenancy rights, and repairs.  
☎ 0808 800 4444 (a free call) ☏ [http://england.shelter.org.uk](http://england.shelter.org.uk)

### Homelessness

**Bromley Council’s Housing Options and Assessments Team**  
Civic Centre, Rafford Way. Bromley BR1 3UH  
☎ 020 8313 4098 or ☎ 020 8464 4848 (24hr emergency service)  
[of](http://www.bromley.gov.uk) Select Housing  
The Local Authority has a duty to advise and assist anyone who is homeless or in danger of becoming homeless. The help they provide depends on whether they have a duty to provide housing for you.

**National Housing Helpline**  
Shelterline is a daily helpline (8.00 am till midnight) offering advice on a range of housing issues.  
☎ 0808 800 4444 (a free call) ☏ [http://england.shelter.org.uk](http://england.shelter.org.uk)

Finding accommodation with Bromley Council & Housing Associations

Housing associations own and manage a wide variety of accommodation for people in need, including older people. There are many housing associations in Bromley.
The Local Authority in Bromley has changed the way that they allocate housing. Instead of people being ‘offered’ accommodation, Bromley Homeseekers advertise properties on a website each week. If you want to be considered for any of the homes, you will need to register with **Bromley Homeseekers** by completing our self assessment and online registration form. Once you are registered and if you meet the criteria, then you can apply for housing. This is called making a ‘bid’. You can ‘bid’ for the property you choose either online, by text or by phone. Each property will then be allocated to the person or family with the highest need. Once the property has been let, Bromley Homeseekers will publicise how long the successful applicant had been waiting and what banding they had. Log on to [www.bromleyhomeseekers.co.uk](http://www.bromleyhomeseekers.co.uk)

If you unable to access the website, you can phone the Housing Services Team as there are a variety of ways in which you can be supported to use this service.

**Moving home if you are a council or housing association tenant**

Tenants who want to move into a more manageable or smaller home may benefit from the financial incentives that Bromley Council pays. For more information, contact [020 8313 4098](tel:020%208313%204098).

HomeSwapper.co.uk is a website for social tenants who want a house swap. This is also called mutual exchange. If you live in a council house or housing association property you can swap. You can search the website for vacancies. There may be a charge unless your Landlord has registered with the site. [www.homeswapper.co.uk](http://www.homeswapper.co.uk)

**For advice on moving more quickly** contact the Elderly Accommodation Counsel [020 7820 1343](tel:020%207820%201343) or visit their website [www.HousingCare.org.uk](http://www.HousingCare.org.uk)

Age UK has information on housing choices and tenants’ rights

**Affinity Sutton**

**Affinity Sutton** (formerly Broomleigh)

Maple House, 157–159 Masons Hill, Bromley BR2 9HY

[0300 100 0303](tel:0300%20100%200303) [www.affinitysutton.com](http://www.affinitysutton.com)

Affinity Sutton does have some other offices around the Borough where you can go to pay your rent or discuss any problems or concerns that you have. Their details are:
• **Penge Local Access Point**  
The Hawthorn Centre, Hawthorn Grove, Penge SE20 8LB  
(Monday, Wednesday & Friday 9am–5pm)

• **Orpington Local Access Point**  
Unit 1, Ravensquay Business Centre, Cray Avenue, Orpington BR5 4BQ  
(Monday, Wednesday & Friday 9am–5pm)

**Heating and repairs**

• **Heating** ring Swale direct ☏ 0845 604 2521  
• **Repairs** contact Osbornes ☏ 0845 051 0152 or Rydons ☏ 01689 874 044 (if you are unsure which company to contact, call Affinity Sutton direct).

**Other information for Affinity Sutton residents**

For information on the following, ring Affinity Sutton direct.

• **Advice for Leaseholders – service charges**  
If you bought your home via the ‘Right to Buy’ scheme, you can ask for a copy of Affinity Sutton’s advice leaflet, *Paying Your Service Charges*.  
Email: customerservice@affinitysutton.com

• **Re-Purchase Scheme**  
If you are experiencing serious financial difficulties, you may be able to sell your home back to Affinity Sutton and stay there as a tenant.

• **Transfers**  
If you want to move from your home, perhaps because you would like to move into housing specifically for older people, you need to contact your Housing Officer.

• **Older Persons’ Floating Support Team**  
Provides advice and support to older tenants who do not live in retirement housing. Contact Affinity Sutton for more information.

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**Age UK has information on tenants’ rights**

**Advice for leaseholders**

**LEASE**  
31 Worship Street, London, EC2A 2DX  
☎ 020 7374 5380 ☎️ [www.lease-advice.org.uk](http://www.lease-advice.org.uk)

LEASE, The Leasehold Advisory Service, is funded by Government to provide free legal advice to leaseholders, landlords, professional advisers, managers and others on the law affecting residential leasehold and commonhold, including service charges.

**Mobile Homes**

**Age UK has information on park homes**
Neighbour disputes

See also Mediation Services (page 20)

Environmental Health
Civic Centre, Stockwell Close, Bromley BR1 3UH
☎ 020 8313 4830 Minicom: ☎ 020 8313 4277
Out-of-Hours Emergency: ☎ 020 8464 4848 (5pm–8.30am and weekends)
✓ www.bromley.gov.uk Select Environment and Planning
Offer advice to people who are having problems with noise.

Retirement Housing (Sheltered Housing)

Sheltered or retirement housing usually consists of a group of self-contained flats with some shared communal facilities such as a laundry room, residents' lounge, garden and use of a guest room. There is often an alarm system and a warden who may or may not live on site.

Renting sheltered housing from a housing association
To do this, you will need to be put onto the housing register (see Housing Allocation, page 24). You will need to be assessed to see if retirement housing is suitable for you. The assessment involves finding out about your housing needs, family requirements and your health. There are long waiting lists in some areas, so if you are willing to move to any part of the Borough, or move into a bedsit rather than a flat, this could speed the process up.

Some organisations accept direct applications.

Renting from a private landlord
If you are looking to rent sheltered accommodation from a private landlord, you can look for advertisements in the local newspaper or contact an accommodation agency, or contact the Elderly Accommodation Counsel (page 23).

Extra care housing
Bromley Adult & Community Services and Housing Department has extra care housing for people who cannot manage on their own, but who do not need full-time care. Extra care housing is for people who may need more support than ordinary retirement housing can offer, but are not yet in need of a care home. For more information, contact Bromley Adult & Community Services (page 55).

Age UK has information on anti-social behavior in housing.
Buying sheltered housing
Local newspapers and estate agents have details of retirement properties for sale and/or re-sale. However, the following organisation can advise you on sheltered accommodation for sale in particular areas.

Elderly Accommodation Counsel
Third Floor, 89 Albert Embankment, London SE1 7TP
☎️ 020 7820 1343 🌐 www.housingcare.org.uk

Supporting People

Supporting People Team
Civic Centre, Stockwell Close, Bromley BR1 3UH
☎️ 020 8313 4267 🌐 www.bromley.gov.uk (select housing then supporting people for a Supporting People Directory of Services)

The Supporting People programme funds housing-related support to people who need some assistance to continue to live independently. The type of help they provide includes making your home safe and secure, helping you to find new accommodation, helping you to manage your money, and help with benefits. It doesn’t provide help with home-care services, such as shopping or personal care.

If you live in retirement housing, the support will usually be provided by a member of staff, such as a Warden. If you are in your own home, you can ask for help from the ‘floating support’ service. There may be a charge for services you receive. For people living in retirement housing, the ‘support charge’ is part of your rent. If you are receiving Housing Benefit, the Supporting People programme will pay this support charge for you, direct to your Landlord. If you don’t receive Housing Benefit, you can ask for a financial assessment to see if you can get help towards the costs.

Pest control

Pest Section
Environmental Services, Civic Centre, Stockwell Close, Bromley, BR1 3UH
☎️ 08444 828351 (to request a service) ☎️ 020 8313 4830 (for advice) 🌐 www.bromley.gov.uk Select A to Z

The Pest Section has contractors who can treat a wide range of pests including rats and mice and insects including fleas, wasps, beetles and bed bugs. Please phone number above for prices.

They do not offer a service for cockroaches, ants, foxes, badgers, squirrels and pigeons. They can, however, offer advice on the best course of action for these and on specialist contractors.
Raising income on your home

There are schemes available which enable older home owners to raise income or a cash lump sum from their home. These are usually known as equity release schemes, home reversion schemes or home income plans.

Age UK has an information guide on equity release

Rubbish & waste disposal

See also Furniture (page 59)

Environmental Services
Civic Centre, Stockwell Close, Bromley BR1 3UH
☎ 020 8313 4557  Ⓐ www.bromley.gov.uk  Select Environment and Planning

• Bulky refuse – if you have a large item to dispose of you can arrange a special collection for a charge. If you receive full Housing or Council Tax benefit, you can have one discount collection per year.

• Council dumps – there are two of these in the Borough, one in Waldo Road, Bromley, and the other in Churchfields Road, Beckenham. They are free to use as long as you have a permit. Permits are free to Bromley Borough residents: Tel: 020 8313 4557 to obtain one.

• Garden waste – you can have your garden waste collected from your home for a charge. The Council operate five garden waste collections sites every weekend from March to September. Freephone 0800 389 3804. Home composting bins can also be purchased at a reduced rate.

• Fridges and freezers – The Council can collect them through their Bulky Refuse service (for which there is a charge) or you can take them to a council dump (for which there is no charge).

For those who cannot move rubbish bags – Special Requirements List
If you cannot move your rubbish bags to wherever it is collected from because of illness or disability, ☎ 020 8313 4557 as they may arrange for your rubbish to be collected from a more convenient place.

Repairs and adaptations

See Age UK Bromley’s First Check Point Service (page 12) and Raising Income on your home (page 28)

Disabled Facilities Grant
People with disabilities needing adaptations to their home in order to remain living independently may qualify for a Disabled Facilities Grant. This is means-tested. To find out if you may be eligible phone Bromley Social Services Direct ☎ 020 8461 7777.  Ⓐ www.bromley.gov.uk  Select Housing
Age UK Bromley has an information sheet on grants and sources of funding
Care homes

Always seek advice from Social Services or one of the organisations in the ‘Paying for a care home’ section below before entering a home.

If the Local Authority is arranging and funding your place in a care home, you are still entitled to a certain amount of choice.

Care Quality Commission (CQC)
PO Box 1258, Newcastle upon Tyne NE99 5AU
☎ 03000 616161
☎ 0870 240 7535 (Inspection report order line) 🌐 www.cqc.org.uk

The Care Quality Commission is the independent regulator of health and social care in England. They have replaced the Commission for Social Care Inspection. The Care Quality Commission is responsible for the registration and inspection of care homes. Inspection Reports can be downloaded from their website or you can ring up and request a copy from their order line. The first 10 copies you order from them in a year are free. Care homes must also make their last report available upon request.

Age UK has information on looking for a care home and various aspects of funding

NHS continuing health care

NHS Bromley
Bassettts House, Broadwater Gardens, Farnborough, Kent BR6 7UA
☎ 0800 389 5118 🌐 www.nhs.uk

NHS continuing health care is a package of care arranged and funded solely by the NHS. Care can be provided in hospital, a nursing home, hospital or at home. If you are in a care home, your health, personal and accommodation costs are funded by the NHS. To qualify, you must meet national eligibility criteria.

Age UK has information on continuing healthcare

Paying for residential care

The rules on funding care homes are complex and it is always best to seek independent advice before making any decisions. If you are unable to find your own care you should always contact Social Services and request a care assessment. If the Local Authority is arranging your move into a care home, you do have certain rights when it comes to choosing the home that you move to.

Age UK Bromley can offer advice on all aspects of paying for a care home. Please ring and talk to an advisor.
Counsel and Care  
Twyman House, 16 Bonny Street, London NW1 9PG  
☎ 0845 300 7585 (local rate) ☞ www.counselandcare.org.uk  
Provides advice on care homes and advice on paying for care.

FirstStop  
EAC, 3rd Floor, 89 Albert Embankment, London SE1 7TP  
☎ 0800 377 7070 ☞ www.firststopcareadvice.org.uk  
Specialist advice on care homes and paying for care. The service is run by the Elderly Accommodation Counsel working with various national and local organizations.  

Age UK has information on looking for a care home and various aspects of funding
Money matters

The Pension Service

The Pension Service is the section of the Department for Work and Pensions that administers benefits for people aged 60 and over, including Pension Credit and the State Pension.

The local Pension Service for Bromley is based at:
Unicorn House, 28 Elmfield Road, Bromley, BR1 1NX
☎0845 60 60 265 and ask for Bromley Office  www.thepensionservice.gov.uk

The Bromley Pension Service deals with the full range of benefits for customers age 60 and over. It carries out home visits to conduct full benefit checks.

The National Pension Service
Pension Service, PO Box 1005, Newcastle upon Tyne NE98 1WZ
☎0845 60 60 265 (cost of a local call)
🔗www.thepensionservice.gov.uk

Job Centre Plus (formerly Department of Work and Pensions)

Job Centre Plus offices replace the former Department for Work and Pensions offices.  www.direct.gov.uk

The following offices do not deal specifically with older people’s benefits. They do, however, administer applications to the Social Fund and Income Support for people of all ages. You can also hand in benefit claim forms, original documents or collect claim forms and leaflets.

• Bromley Unicorn House, 28 Elmfield Road, Bromley BR1 1NX
  ☎0845 604 3719
• Crystal Palace and Orpington (now covered by the Bromley office)

Government website (Directgov)

The website of the UK Government (Directgov) contains relatively easy-to-follow information on a whole range of financial help
🔗www.direct.gov.uk

Direct Payment of pension and benefits

Contact Bromley Pension Service for enquiries about this.
**State Retirement Pension**

This is payable to everyone who has reached pension age who has made sufficient National Insurance contributions to qualify. If you have not made full contributions, you may qualify for a reduced rate.

For men, the current State Pension age is 65. For women, the current State Pension age is increasing from 60 to 65 from April 2010. This affects women born on or after 6 April 1950.

**Proposal to increase State Pension age to 66**
The government has published new proposals for increasing the State Pension age to 66. Women’s State Pension age will increase more quickly to 65 between April 2016 and November 2018. From December 2018 the State Pension age for both men and women will start to increase to reach 66 by April 2020.

You must make a claim for a state pension as it doesn’t get paid automatically. You can defer your pension to a later date – you should seek advice on this to ensure you don’t lose out on any money.

**Dealing with pension queries**
Bromley Pension Service (page 31) and the Pension Service (page 32)

**Forecasting your pension**
To find out in advance how much your state pension will be, contact the Future Pension Centre 📞 0845 3000 168 🌐 www.direct.gov.uk

Age UK has an information sheet on State Pension

**Pension Credit**

Pension Credit has two elements – a guaranteed income credit and a Savings credit which benefits older people who have savings and other pensions.

**Guarantee credit**
This is for people aged 60 and over and works in a similar way to Income Support. If your weekly income is less than a certain amount, you may be entitled to some Guarantee Credit to top up your income. The Pension Service looks at all your income and savings when they calculate your entitlement. If you are receiving Attendance Allowance, Disability Living Allowance, or are a carer, you may be entitled to a higher rate of Pension Credit.

**Savings credit**
This is for people aged 65 and over and can benefit people who have savings and private pensions. Again, if you are receiving a disability benefit or are a carer, you may receive a higher amount of benefit.
Help with other expenses
If you get Pension Credit, you may be entitled to other help, such as help towards your heating costs, funeral costs, free dental care etc.

Pension Credit claims and enquiries
New claims – you can apply over the phone ☏ 0800 99 1234. You can also obtain a claim from this number, and complete it yourself. If you would like help completing the form, see the Bromley Pension Service (page 31). You can also ask Age UK Bromley to help you make your claim.

Existing claims ☏ 0845 60 60 265

Age UK has information on Pension Credit and other benefits

Housing Benefit (help with your rent)
Housing Benefit provides help with rent and certain service charges. Your entitlement to Housing Benefit is worked out by looking at your weekly income and level of savings. It is available to people who rent their home. Housing benefit is administered by the local authority.

How to claim
Housing and Council Tax Benefit Helpline:
☎ 0845 1300 330 (Monday to Friday 8.30am–5pm)
☞ www.bromley.gov.uk Select Advice and Benefits
Exchequer House, Widmore Road, Bromley, BR1 3NW

Age UK Bromley can also help you make a claim for Housing Benefit.

Age UK has information on Housing Benefit and other benefits

Help with Council Tax

Council Tax benefit
Council Tax Benefit provides help with paying for your Council Tax. Your entitlement is worked out by looking at your income and level of savings. Council Tax benefit is administered by the local authority.

How to claim or seek advice
Housing and Council Tax Benefit Helpline:
☎ 0845 1300 330 (Monday to Friday 8.30am–5pm)
☞ www.bromley.gov.uk Select Council Tax
Exchequer House, Widmore Road, Bromley, BR1 3NW
Age UK Bromley can also help you make a claim for Council Tax Benefit.
Council Tax discounts
There are discounts and reductions available for people which are not means-tested. These include discounts for people living alone, people who are disabled and have a house that is adapted, people living with someone who is severely mentally impaired, or caring for someone. To find out about claiming a reduction, see Age UK’s Factsheet Council Tax.

Age UK has information on Council Tax Benefit and Council Tax

Social Fund

See also Grants (page 36)

If you are claiming Pension Credit, you may have access to help from the Social Fund, which can provide you with loans or grants to help pay for essential items, such as clothing or furniture. They may also be available to buy disability equipment or for the costs of moving. If you don’t claim Pension Credit, you may be able to get a Crisis Loan. Some of the loans available from the Social Fund have to be repaid, usually from your benefits. So you may want to think about applying for a grant from a charitable trust instead (page 36).

Claiming from the Social Fund

Contact your local JobCentre Plus (page 31)  www.direct.gov.uk

Age UK has information on possible benefits from the Social Fund

Funeral Costs

See also Death and Funerals (page 17)

If you are the spouse or closest relative of someone who dies and you are getting Pension Credit, Council Tax Benefit or Housing Benefit, you may get help with the cost of their funeral from the Social Fund. The amount is restricted to the cost of a very basic funeral. There is a 3 month time limit within which to apply. The rules are strict so do not make any funeral arrangements without first checking if you are eligible.

Claiming a Funeral Payment

Contact your local JobCentre Plus office (page 31)  www.direct.gov.uk

Age UK produces information on what to do when someone dies
Help with health costs

If you are claiming Pension Credit or are on a low income, you may be able to get financial help with some of your health costs.

• **Dental Treatment** – Dentures, dental treatment and checkups are free for people claiming Pension Credit. Treatment may also be free or cheaper if you are on a low income. Before starting a course of treatment, make sure that your dentist is treating you as a NHS patient. No help is given towards private fees.

• **Hospital Fares** – If you are receiving Guaranteed Credit element of Pension Credit, you may qualify for help with the cost of travelling to and from hospital for treatment. People who are on a low income may also get some help.

• **Sight tests and glasses** – People aged 60 and over are entitled to a free sight test. People who are claiming Pension Credit or are on a low income may get help towards the cost of glasses. The amount of help you receive depends on your prescription. Before you have a sight test or buy your glasses, find out whether you qualify for help.

**Claiming help with health costs**
You will need to complete a form HC1 available from your doctor, dentist or optician or phone the Help with Health Costs Helpline on 0845 850 11 66.

AgeUK has a factsheet on help with health costs

Attendance Allowance

**If you are under 65, see Disability Living Allowance (see below)**

**Attendance Allowance**
This is a benefit for people aged 65 or over who are ill or have a disability and need help or have difficulty with personal care – this means tasks such as washing, dressing and getting in and out of the bath. You may also be entitled to claim Attendance Allowance if you need someone to keep an eye on you because, for example, you may fall or have a bad turn.

*You do not need to have someone looking after you to be able to claim Attendance Allowance.*

Attendance Allowance is **not means-tested**, which means that you can claim it regardless of your income or savings. In fact, if you claim Attendance Allowance, you are more likely to be able to claim a means-tested benefit, as the Government accepts that you need more money to live on if you have a disability. Contact **Age UK Bromley** for more information and assistance.
Claiming Attendance Allowance

Benefit Enquiry Line
☎ 0800 88 22 00  Minicom: ☏ 0800 24 33 55  © www.direct.gov.uk

The form for Attendance Allowance can be difficult to complete without help. If you would like help with filling them in, someone from Age UK Bromley can help you through the claims process. Do contact us to arrange an appointment, either in our office or your own home if for mobility reasons you are unable to come to us.

Age UK has information on qualifying for Attendance Allowance in its information guide Help for carers.

Disability Living Allowance (DLA)

If you are 65 and over, see Attendance Allowance (see above)

Disability Living Allowance is a benefit for people under 65 who are ill or have a disability and need help with personal care or with getting out and about. As with Attendance Allowance, it is non means-tested, and therefore your income is not taken into account. You apply for it in the same way as Attendance Allowance (see previous section), and Age UK Bromley is happy to provide help with the claims process.

Age UK has information on qualifying for Disability Living Allowance in its information guide Help for carers.

Bereavement Benefits

See also Funeral costs (page 34) and Bereavement (page 66)

Bereavement benefits are mainly available for people who are under pension age. However, if your husband or wife had not reached pension age when they died, or had not started claiming a state retirement pension, you may be able to get a bereavement benefit.

For more information contact your nearest Jobcentre Plus office (page 31)
© www.direct.gov.uk

Grants

There are organisations that provide grants to people who need financial help. Grants can be in the form of a one-off payment for a specific need, such as moving costs or installing a shower, or they could be an annuity or regular payment. If you had a particular trade or profession, there may be a benevolent
fund for you. If you, or an immediate member of your family, served in the armed forces, you may get help from your old regiment through an organisation like SSAFA (page 19). Age UK Bromley has an information sheet on Grant Assistance available.

Charity Search
Freepost (BS 6610), Avonmouth, Bristol BS11 9TW
☎ 0117 982 4060  🌐 www.charitysearch.org.uk
Charity Search delivers a free service which helps older people in genuine financial need receive the support that may be available to them from a variety of charitable sources.

Turn2us
Can give information on benefits and grants available to an individual.
1 Derry Street, London W8 5HY
☎ 020 7396 6700  🌐 www.turn2us.org.uk

Some organisations that provide grants
• **Bromley Trust Helping Elderly People** – The Trust promotes the welfare of older people. The Trustees accept applications from professionals and individuals concerned with the welfare of people over retirement age who are resident in the Borough on a low income. Applications to the Trust should be addressed to: The Trustees, Bromley Trust Helping Elderly People, c/o Age UK Bromley.
• **The Penge & Anerley (1948) Trust** – for residents of Penge and Anerley. Contact Age UK Bromley for a claim form.
• **SSAFA** – (page 19)

Age UK Bromley has an information sheet on possible sources of grants

### War Pensions

**Royal British Legion and Officers Association**
Pensions Branch, 48 Pall Mall, London SW1 5JY
☎ 08457 725 725  🌐 www.britishlegion.org.uk
If you are an Ex-Service man or woman, and are suffering from a health condition that is due to your experience during the War, you may be entitled to a War Pension.

### Help with heating your home

If you have a fuel bill you can’t afford to pay, tell your electricity or gas company at once. The Fuel Companies’ Code of Practice says that people over pension age cannot be disconnected between 1 October and 31 March. Most fuel companies will be happy to suggest ways of making it easier for you to pay the bill. **See also page 38**
You can manage your high fuel bills through Budget Payments or Fuel Stamps. You can also arrange with the electricity or gas company to pay a bill in instalments or have a pre-payment meter installed. (Fuel paid for by pre-payment meter may be more expensive.)

**Free Heater Loan**
*Age UK Bromley* may loan out free electric heaters in an emergency.

**Winter Fuel Payments**
Every householder over 60 is entitled to an annual Winter Fuel Payment. It is not means-tested and will not affect any benefits you are claiming. You should receive your payment automatically if you are already receiving a social security benefit, including Housing and Council Tax Benefit. If you are not, you may need to complete a claim. Payments are made in November and December.

☎ 08459 15 15 15 – Winter Fuel Payment Helpline  
🌐 [www.direct.gov.uk](http://www.direct.gov.uk)

**Social Tariff for people on low incomes**
Currently all energy companies are obliged to offer a social tariff to vulnerable people. They all have slightly different criteria. If you are on either a means-tested benefit or on Attendance Allowance/Disability Living Allowance, it is worth contacting your energy supplier.

Social Tariffs, however, will gradually be phased out as customers move to Warm Home Discounts.

**Warm Home Discounts (electricity)**
This scheme will run for four years. In the financial year 2011 – 2012 eligible customers will automatically receive a rebate of £120 on their electricity bill if they receive the Guarantee Credit part of Pension Credit.

**Financial help for people claiming Pension Credit:**
- **Fuel Direct** – If you owe your gas or electricity company money, and you are claiming Pension Credit, you may be able to avoid being disconnected or be re-connected by going onto Fuel Direct. For further information contact the Bromley Pensions Service (page 31).
- **Cold Weather Payments** – If you are claiming Pension Credit you will automatically receive a cold weather payment for each week of ‘very cold weather’ under specific circumstances (according to Government guidelines).

**Financial help with draught proofing, insulation and heating your home**
- **Warm Front Grant** – People over retirement age, who are claiming Pension Credit, Housing Benefit, or Council Tax Benefit may be able to get a Warm Front Grant. The grants are to provide insulation and draught proofing, and possibly central heating. ☎ 0800 316 2805  
  🌐 [www.warmfront.co.uk](http://www.warmfront.co.uk)
• **Cold busters** – Provide grants for heating (new central heating system or boiler, upgraded heating controls) and insulation (cavity wall insulation, loft insulation, draught proofing) if receiving Income Support, Council Tax Benefit, Guaranteed Pension Credit, Housing Benefit, Attendance Allowance and rent privately or own your own home.
  📞 0800 358 6668  Cover the London Borough of Bromley. No website.
• **Energy Trust** – can give advice on insulation and energy saving. They have up to-date information on all grants currently available and can put people in touch with contractors. 📞 0800 512 012
  🌐 www.energysavingtrust.org.uk

Age UK have information guides on energy saving and paying less, also on staying warm in winter

### Benefits for Carers

**See also Help for carers (page 59)**

**Carers Allowance** is a benefit paid to people who care for someone with a disability. You don’t need to be living with the person you care for. To qualify for Carers Allowance, you must:
- be caring for someone who gets Attendance Allowance or Disability Living Allowance
- Spend at least 35 hours a week caring for that person
- normally live in Great Britain
- earn no more than a certain minimum a week after Income Tax and National Insurance contributions (£100 a week in March 2011)

You cannot claim both a State Retirement Pension and Carers Allowance unless your pension is less than the rate of Carers Allowance. However, even if you are already receiving a State Retirement Pension, the fact that you are a carer may mean that you are entitled to some extra Pension Credit, Council Tax Benefit or Housing Benefit, or find that you are now entitled to these benefits when your were not previously. It is a good idea to get some advice on whether you may be entitled to some more money.

**Claiming Carers Allowance**

You can call the Benefit Enquiry Line for a claim form and advice on how to fill it in. 📞 0800 88 22 00  🌐 www.direct.gov.uk

**Age UK Bromley** can help you through the claims process, or you can contact the Bromley Pension Service 📞 020 8315 1850

Age UK has information on Carers Allowance
Debt

If you are suffering from financial difficulties, it is a good idea to get some help and advice. Do not ignore the problem as it will only get worse.

- Your local Citizens Advice Bureau (page 15) can provide advice on managing your debts and can sometimes mediate between you and your debtors.
- National Debtline a national telephone helpline for people with debt problems. Free, confidential and independent advice. Contact them 0808 808 4000 www.nationaldebtline.co.uk

Utility company debt (electricity, gas, water)
Charis Grants
The following utility companies (electricity, gas, water) may offer help with bills for those who meet their eligibility criteria. All three Trusts’ grants are administered by Charis Grants.

In exceptional circumstances, help (Further Assistance Payments) may also available to clear other priority household debts or to purchase essential household items.

You can apply online or contact the telephone request line 01733 421060.

- British Gas Energy Trust www.britishgasenergytrust.org.uk
- EDF Energy Trust www.edfenergytrust.org.uk
- npower Energy Fund www.npowerenergytrust.org.uk

Thames Water Trust Fund
For those who meet the eligibility criteria, the Trust may be able to help with water bills and other essential bills.

Contact Thames Water Trust Fund 0300 123 6001 or www.twtf.org.uk

Age UK Bromley has the application forms for these Trusts

Tax Credits

Working Tax Credit if you are over 50 and have recently started work
If you are over 50, have recently started work for 16 hours or more a week and were getting certain benefits when you took your job, you can get Working Tax Credit. So, if you were previously getting Income Support, Jobseeker’s Allowance, Incapacity Benefit or Severe Disablement Allowance, State Retirement Pension paid with Pension Credit, or certain training allowances, you may be able to get Working Tax Credit when you start work. You must usually have been getting these benefits for at least six months. If you were not entitled to benefits, but you were getting national insurance credits, you may also be able to get Working Tax Credit. In some cases you can get Working Tax Credit
because someone else was getting benefit which included an amount for you.

If you are aged 50 or over and you are not sure whether you qualify for Working Tax Credit because you have recently started work, you should seek advice from the Citizens Advice Bureaux (page 15).  

You may also be entitled to Working Tax Credit or Child Tax Credit if you are caring for a dependent child. Again, contact a Citizens Advice Bureaux for advice (page 15).  

**Income Tax**

**HM Revenue & Customs**  
Northside House, 69 Tweedy Road, Bromley BR1 3TZ  
☎ 0845 3000 627  
[www.direct.gov.uk](http://www.direct.gov.uk)  
If you are housebound, you may request a visit on Monday, Wednesday or Thursday.

**TOP (Tax Help for Older People)**  
☎ 01308 488066  
[www.taxvol.org.uk](http://www.taxvol.org.uk)  
This voluntary organisation can assist you with tax problems, small or large. Qualified volunteer tax consultants can give advice and help people whose annual income is less than £17,000.

**Chartered Institute of Taxation (CIOT)**  
If your tax affairs are complex, or you don’t qualify for help from TOP, you can contact the Institute to find a local chartered tax adviser. You can also search online on their website.  
☎ 0844 579 6700  
[www.tax.org.uk](http://www.tax.org.uk)  

**Institute of Chartered Accountants**  
If your tax affairs are complex, or you don’t qualify for help from TOP, you can contact the Institute to find a local chartered accountant. You can also search online on their website.  
☎ 020 7920 8682  
[www.icaew.com](http://www.icaew.com)  

**Tax on interest from bank / building society accounts**  
Banks automatically deduct 20% from interest on accounts. Non-taxpaying pensioners can register the account so tax is not deducted from interest paid.

Anyone who thinks they may be eligible should contact their bank / building society.

Age UK has a factsheet on Income Tax
**Inheritance tax**

HM Revenue and Customs produce leaflets and guides on inheritance tax. To find out more, contact them at: IR Capital Taxes, Ferrers House, PO Box 38, Castle Meadow Road, Nottingham NG2 1BB
- 0845 30 20 900 (Probate & Inheritance Tax Helpline)
- [www.direct.gov.uk](http://www.direct.gov.uk)
You can also get advice from an **Independent Financial Adviser (page 42)**

**Insurance**

There are a few organisations who offer insurance specifically designed for older people. Try and get quotes from a few companies before you decide which company to use.

**Age UK London Trading (page 14)** offers a comprehensive range of insurance products for people over 50. Contact them 0800 328 6089 for further details.

**Savings and investments**

If you need financial advice, it is advisable to seek advice from an **Independent Financial Adviser** who is not tied to any particular products or services. For details of local independent financial advisers, contact IFA Promotion on:
- 0330 303 0025  [www.unbiased.co.uk](http://www.unbiased.co.uk)

To double check if a financial adviser is on the Financial Services Authority’s (FSA) Register, call the FSA Helpline 0845 606 1234  [www.fsa.gov.uk](http://www.fsa.gov.uk)

**Occupational & Private Pensions**

**Pensions Regulator**

Napier House, Trafalgar Place, Brighton BN1 4DW
- 0870 606 3636  [www.thepensionsregulator.gov.uk](http://www.thepensionsregulator.gov.uk)
The Pensions Regulator is the UK regulator of work-based pension schemes.

**Pensions Advisory Service**

11 Belgrave Road, London SW1V 1RB
- 0845 601 2923  Email: enquiries@pensionsadvisoryservice.org.uk
- [www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)
The Pensions Advisory Service provides information and guidance on pension matters generally. They help to resolve complaints about private pension arrangements (company pensions, personal pensions and stakeholder pensions). The Pensions Advisory Service gets involved before the Pensions Ombudsman who is normally the final arbiter on disputes.
The Pensions Advisory Service may refer your case to the Pensions Ombudsman. You may refer it yourself having exhausted the complaints procedure of the company and the Pensions Advisory Service procedure.

Pension Tracing Services
Whitley Road, Newcastle upon Tyne, NE98 1BA
☎ 0845 600 2537
_WEBSITE_ www.thepensionservice.gov.uk (Select A–Z, then P)
Can help you trace an old pension. They are part of the Pension Service.

Complaints about financial products
If you have a complaint about a financial product, you should first go through the complaints handling procedure that all firms are obliged to follow. If the matter is still not resolved, you can contact:

Financial Ombudsman
South Quay Plaza, 183 Marsh Wall, London E14 9SR.
☎ 0845 080 1800 _WEBSITE_ www.financial-ombudsman.org.uk

Funeral plans can fall under different types of regulation depending on the nature of the plan. You should first go through the complaints procedure of the plan provider. They should make it clear where to go next if you are not satisfied.

Managing someone else’s money
Collecting your benefits
If you cannot collect your benefits yourself, you can arrange to have someone else collect them on your behalf.

Power of Attorney
Making a Power of Attorney or a Lasting Power of Attorney is a way of making sure that someone else can manage your affairs for you if you are no longer able to.

An ordinary Power of Attorney is the appropriate document if you wish someone to act for you for a temporary period, eg if you go on holiday or if you still wish to supervise their activities.

A Lasting Power of Attorney is appropriate in case you become unable to make
your own decisions or supervise your affairs. In October 2007 the Mental
Capacity Act came into effect and the Enduring Power of Attorney was replaced
by two kinds of Lasting Power of Attorney (personal welfare LPA and property &
affairs LPA). An Enduring Power of Attorney made before October 2007 is still
valid.

If an Enduring Power of Attorney (made before October 2007) or a Lasting Power
of Attorney (from October 2007) has not been made, the only way to manage
someone else’s money is to apply to the Court of Protection.

Creating a Lasting Power of Attorney
You can complete the form to create an LPA yourself, or you can get help from a
solicitor. Solicitors’ fees for creating an LPA vary and so you may want to contact
a few to compare their fees and the service they will offer.

You may be eligible for legal aid under the Legal Help scheme for advice and
assistance from a solicitor to set up an LPA if you are:
• aged 70 or over; or
• disabled within the meaning of the Disability Discrimination Act1995.

You must also meet the requirements about your income and capital to be
eligible. Solicitors have a duty to advise you whether you are entitled to legal aid.
Not all solicitors can carry out work under legal aid funding and it can be difficult
to find a legal aid solicitor who can advise on LPAs. You can call:

Solicitors’ Regulation Authority
☎ 0870 606 2555 ☏ www.sra.org.uk
To find solicitors specialising in LPAs and then contact them to find out if they
can carry out the work under legal aid.

You can obtain a Power of Attorney form or information on the Court of
Protection from:

Office of the Public Guardian
☎ 0845 330 2900. You can also download the forms from their website at
(can be difficult

Age UK has publications on managing people’s affairs and powers of attorney
Transport

General help

Transport for London
For information on all modes of transport in London area
☎ 020 7222 1234 ✔ www.tfl.gov.uk

Traveline Southeast
For planning journeys by all modes of public transport. Have clear maps as well.
☎ 0871 200 2233 ✔ www.travelinesoutheast.org.uk

Door to Door
Useful travel guide for disabled people or those with limited mobility. Information on internet only but prints well.
✔ www.dptac.gov.uk/door-to-door

Blue badge scheme

If you have a severe disability or sight loss, this scheme will allow you to park close to your destination. **It is not a licence to park anywhere.** You can use the card if you are a driver or a passenger in someone else’s car. These badges can be used in EU countries.

Some people will automatically qualify for a Blue Badge, but many other people will need to be assessed for their suitability. Application forms are available from libraries and the Civic Centre at Bromley (page 16) for details. You can also call: ☎ 020 8461 7629 for further information ✔ www.bromley.gov.uk Select A to Z

Coach travel

People aged 60 and over may receive up to a 50% discount off the cost of coach travel subject to availability and time of travelling. This concession will finish on 31 October 2011. There are also occasional additional special deals. For more information, contact National Express
☎ 0871 81 81 78 ✔ www.nationalexpress.com

If you have a disability and need some help, ring National Express’ Disabled Persons Travel Helpline ☎ 0871 818 719.

They are in the process of introducing wheelchair accessible coaches. These already exist on a number of routes and should be available on all routes by 2012 ✔ www.nationalexpress.com
**Freedom Pass**

The Freedom Pass is available to people over 61 (the age is gradually rising) who are resident in the Borough of Bromley. It entitles you to free use of public transport within the London Transport network. It will also entitle you to free off-peak travel on local bus routes anywhere in England. There are some restrictions on the time of day that you can use your Freedom Pass, and these are explained below:

- **Buses and trams** – free travel on all Transport for London services at all times.
- **Underground and Docklands Light Railway (DLR)** – free travel on all Transport for London services at all times.
- **Railways** – free travels on railways within the Greater London area, Monday to Friday, 9.30am until the last train. Saturday, Sunday and public holidays at any time.

If you would like to apply for a Freedom Pass, you can visit any post office in the London Borough of Bromley. You will need proof of name, age, address and two passport size photographs.

All Freedom Passes are now valid for 5 years from date of issue.

For more information, to find out when you become eligible or if you lose your Freedom Pass, contact: ☏ 020 7934 9666 or ☏ 0845 275 7054 or visit 🌐 www.tfl.gov.uk

**Bus travel**

For general information on bus services, including route planning and timetables, contact: ☏ 0843 222 1234 🌐 www.tfl.gov.uk

**Hiring your own transport**

**Bromley Community Transport**
BATH, Lewis House, 30 Beckenham Road, Beckenham, Kent BR3 4LS
☎ 020 8663 6286 🌐 www.bath-disability.org

Have wheelchair accessible vehicles and drivers for hire. They also run a Transport Outreach Programme for isolated older people with mobility difficulties to assist them in getting out and about visiting friends or attending events in the community. Prices vary.

**London Dial-a-Ride**

You are automatically eligible for membership of Dial-a-ride if you are:
- Aged 85 and over
- In receipt of higher rate Attendance Allowance
• Registered blind
• A current member of Taxicard
• In receipt of the Higher Rate Mobility Component of Disability Living Allowance
• In receipt of a War Pensions Mobility Supplement

If you don’t meet any of the criteria above, you may still be eligible for Dial-a-ride, but you may have to provide further details of your mobility problems.

☎ 0845 999 1999 (or 020 7394 5800)  🌐 www.tfl.gov.uk  Select Assisted Travel

Booking office opening times:
• 9am–4pm Monday to Friday for next day bookings
• 8am–7pm Monday to Friday, 8am–4pm Saturday and Sunday for same day bookings.

There is no charge for using Dial-a-Ride.

Parking

**Bromley Council Parking permits**
☎ 020 8313 4762  🌐 www.bromley.org.uk  Select A to Z

See Blue badge (page 45)

Taxi travel

**London Taxicard Scheme**
This scheme allows people with severe disabilities or sight loss to use London taxis at reduced fares, for a limited number of annual trips. There is a small additional payment for up to four companions. Many taxis are accessible to wheelchairs.

If someone would like to apply for a Taxicard, you would need to be assessed as eligible. For further information, contact Adult & Community Services
☎ 020 8461 7777  🌐 www.londoncouncils.gov.uk

If someone is an existing Taxicard holder and has an enquiry, they can phone London Taxicard direct ☎ 020 7934 9791.

Train travel

**Assisted Travel**
Special arrangements can be made for disabled or mobility impaired passengers when travelling by train. Railway companies can usually arrange for staff to help passengers onto and off a train. You need to ask your train company about their services when you book your ticket.
Southeastern Railway asks for 24 hours notice to arrange assistance for a journey. If you need to travel sooner or would like to discuss something in more detail, contact the assisted travel team 📞 0800 783 4524 or 🌐 www.southeasternrailway.co.uk

If you want to purchase your train ticket in advance, call the assisted travel team at least 7 days in advance.

**Senior Railcard**
The Senior Railcard is available to anyone over 60. It gives you a discount of a third off the cost of most journeys and lasts for a year. Ask at your local rail station for more information. 🌐 www.southeasternrailway.co.uk Search for Railcards.

**Disabled Persons’ Railcard**
People with severe disabilities, including people with hearing or sight loss, are entitled to a Disabled Persons’ Railcard. You can travel at reduced rates. If you have an adult accompanying you, they will also travel at the same reduced rate. Access, including toilet facilities, varies and not all rail stations are staffed. For further details: 📞 0845 605 0525 🌐 www.disabledpersons-railcard.co.uk

**Transport to hospital**
If you have a medical condition which means you cannot use public transport, or another service such as Taxi Card, South London Healthcare NHS Trust may provide a non-emergency Patient Transport Service for people who pass their eligibility assessments. To undergo the assessment, call the Transport Call Centre 📞 020 8595 2074 (Monday to Friday, 9am–4pm, closed for lunch 12.30pm–1.30pm). 🌐 www.slh.nhs.uk

If you are receiving Guaranteed Pension Credit, you may be able to get financial help with your travel costs.

**Age UK has information on public transport and concessions**

**See Hiring your own transport (page 46)**
Safety & Security

Police

☎ 101 to contact all these stations or offices → www.met.police.uk
Times of opening are correct at date of publication but you are advised to check.

Bromley Police Station
High Street, Bromley, BR1 1ER
Open 24 hours

Orpington Police Station
The Walnuts, Orpington BR6 0TW
Open Monday to Saturday, 10am–6pm

Penge Police Station
175 High Street, Penge, London SE20 7DS
Open daily, 11am–3pm and 4pm–7pm

Beckenham Police Office
Albermarle House, Albermarle Road, Beckenham BR3 5LN
Open Monday to Friday, 10am–12noon

Biggin Hill Police Office
192 Main Road, Biggin Hill TN16 5DT
Open Monday to Friday, 11am–1pm

Chislehurst Police Office
1A High Street (behind HSBC Bank), Chislehurst BR7 5AB
Open Monday to Friday, 10.00am–12.00 noon

The Crays Police Office
43–45 High Street, St Mary Cray BR5 3NJ
Open Tuesday to Friday, 11am–1pm

Hayes & Coney Hall Police Office
6 Coney Hall Parade, Kingsway, West Wickham BR4 9JB
Open Monday to Friday, 12noon–2pm

There are 22 Safer Neighbourhood Teams across the London Borough of Bromley, one in each ward. They are there to offer advice and deal with any crime issue that is non-urgent. Police advice is that any situation where the caller feels him/her or other people are being threatened or in danger then they should call 999 straight away.

The contact details for the Safer Neighbourhood Teams can be found from the Police website Home Page www.met.police.uk or from Bromley Police Station. Alternatively use ☎ 101.
Safer Bromley Van
☎ 020 8776 7071
Victim Support runs this service funded by Bromley Council and the Met Police. They will fit for free various kinds of locks and safety devices for vulnerable people.

Alarm systems

Alarm systems are a way of getting help in an emergency. You usually wear a pendant with a button on it around your neck or wrist and, if you fall or need some help, you can press the button and be put through to a response centre who can call the emergency services on your behalf, or contact a relative or neighbour.

- **Age UK** has a Personal Alarm system. Can provide a non obligation demonstration in your home. ☎ 0800 011 3846  www.ageuk.org.uk  Select Products

- **Bromley Council** runs their own alarm system, called CareLink. If you are on a low income, you may be able to get some financial help with the cost of the alarm system. ☎ 020 8466 0046.  www.bromley.gov.uk
Select A to Z, then C for CareLink.

- **National Benevolent Fund for the Aged (NBFA)** can provide free alarms to older people. They will loan them on a short or long-term basis. To qualify for a free alarm, you need to be claiming a benefit such as Pension Credit, Housing Benefit or Council Tax Benefit. However, if you do not claim any of these benefits, you could still receive an alarm at a very low cost. ☎ 020 7828 0200  www.nbfa.org.uk

For information on alarm systems, contact **Age UK Bromley**.

Smoke detectors, fire and home safety checks

Smoke detectors, fire and home safety checks

**The London Firebrigade** provides free fire and home safety checks for older and disabled people. They can also fit smoke alarms free of charge. Age UK Bromley can put you in touch ☎ 020 8315 1850

Age UK produces information on safety in the home

Gas safety

See page 61 for information on the **Priority Service Register** and free gas safety checks.
Bogus callers and rogue traders

See Age UK Bromley’s First Check Point Service (page 12)

However, one type of criminal may try to target older people. Bogus callers, also known as distraction burglars, try to trick their way into your home to steal your money and valuables while your attention is elsewhere.

Bromley Trading Standards now have an emergency reporting line, for members of the public who are called on by what they suspect to be bogus or rogue traders. This is a rapid response service for instances where the incident is “in the act”. 📞 07903 852090. 🌐 www.bromley.gov.uk Select A to Z

Age UK produces information on safety in the home
Black and Minority Ethnic Elders

**Discrimination – in general**

**Equality and Human Rights Commission**  
Freepost RRLL-GHUX-CTRX  
Arndale House, Arndale Centre, Manchester M4 3EQ  
☎ 0845 604 6610  🔄 www.equalityhumanrights.com

The Equality and Human Rights Commission helpline is here to give information and guidance on discrimination and human rights issues. All of our helpline staff have been specially trained to provide this service.

**English for Speakers of Other Languages (ESOL)**

**Bromley Adult Education’s Skills for Life Team**  
The Widmore Centre, Nightingale lane, Bromley BR1 2SQ  
☎ 020 8461 8684  🔄 www.bromleyadulteducation.ac.uk

Provide courses in English for Speakers of Other Languages. Courses are free for people on either Employment Support Allowance or Jobseekers Allowance. For everyone else courses are at a rate subsidised by the Government of £2.50 an hour; payment has to be made before the start of the course.

**Ethnic Communities Project**  
Room 25, Anerley Town Hall, Anerley Road, London SE20  
☎ 020 8676 5650  🔄 www.bromley.gov.uk  Select A to Z, then Voluntary and community organisations

Working to improve access to health and social care services for BME Communities in Bromley and also to ensure that Statutory Agencies have the right Health and Social Care Services for the BME Communities in Bromley. The project works across all age groups.

**Mottingham Community and Learning Shop**  
1-2 Cranley Parade, Beaconsfield Road, Mottingham SE9  
☎ 020 8860 1150  🔄 www.bromley.gov.uk  Select A to Z

Provide a course for English for Speakers of Other Languages.
Community groups

The Welcome Centre
105–107 Maple Road, Penge SE20 8LP
☎ 020 8778 7788  🌐 [www.cornerstonecc.org.uk/about](http://www.cornerstonecc.org.uk/about) Look in Community Advice for refugees and asylum seekers, and English and IT classes.

Somali Well Women Project
Preston House, Clevedon Road, Penge SE20 8WA
☎ 020 8778 5777  🌐 [www.swwp.org.uk](http://www.swwp.org.uk)
Provide information and advice to Somali and other refugee women and their families. ESOL classes, IT classes, Health promotion, Annual cultural event Advice, Interpreting/translation, Advocacy, One-to-one support, Liaise with statutory and voluntary agencies

Bromley Somali Community Association
Kentwood Centre, High Street, Penge SE20 7PR
☎ 020 8778 5539  🌐 [www.somalicommunity.org.uk/Directory/Bromley.htm](http://www.somalicommunity.org.uk/Directory/Bromley.htm)
Information and advice to the Somali community.

Bromley Asian Cultural Association
United Reform Church, 20 Widmore Road, Bromley BR1 1RY
☎ 020 8464 7674  🌐 [www.communitylinksbromley.org.uk](http://www.communitylinksbromley.org.uk) Select Directory
Non-political and non-religious group aiming to promote unity in diversity of cultures. Various social activities

The Pineapple Club
Room 25, Anerley Town Hall, Anerley Road, London SE20
☎ 020 8676 8280  🌐 [www.bromley.gov.uk](http://www.bromley.gov.uk) Select Advice and benefits / Advice and local support groups
They provide information, advice, a lunch club and a wide range of activities.

The Iraqi Community Club
PO Box 22073, London SW2 2WW
☎ 020 8679 8882  🌐 [www.communitylinksbromley.org.uk](http://www.communitylinksbromley.org.uk) Select Directory
Meet once a week at Community House, South Street, Bromley Provide social, refugee, cultural and education activities.

Orpington Chinese Community Association
Meets at Sanderson Hall, Mickelham Road, St Paul’s Cray on Tuesdays and Wednesdays for Tai Chi.
☎ 07747 830 896

Faith, Hope and Love Fellowship Chinese Service Centre
Meet every Wednesday at Petts Wood Methodist Church, Queensway, Petts Wood between 10.30am and 15.30pm. Morning exercise class, Chinese painting
class, Chinese dancing class, tai chi class, health talk and fellowship sharing. All workers in the centre are volunteers and the centre is part of the social concern group of Chinese Church in London. 📞 020 7602 9092 🌐 www.ccil.org.uk

**Health organisations**

**Bromley Health Inclusion Service**
Beckenham Clinic, 14 The Crescent, Beckenham BR3 1DU
📞 020 8402 6998

This team helps refugees and asylum seekers to access health services, and signposts them to other services. They can work with individuals, families and groups, providing training and support where needed.

**Translation and interpreting services**

**Translation and Interpreting Service**
Adult and Older People's Services, 2nd Floor, Riverside House East, Woolwich High Street, Woolwich, SE18 6BU
📞 020 8921 5137 🌐 www.greenwich.gov.uk Search for Translation

Provide a translation and interpreting service in many languages. It is run by Greenwich Council for individuals and voluntary or public services; there is a charge. Not available to commercial organisations.

**Language Direct**
90 Matlock Road, London E10 6DJ
📞 020 8539 5142 🌐 www.languagedirect.org

A nationwide interpreting, translation and transcription service for businesses, local authorities, and public service organisations.

**Babelfish**
🌐 www.babelfish.altavista.com

This website offers free translation between ten languages including Chinese, French and Portuguese. The translations may be somewhat literal.
Help in the home

How to get help from social services

Social Services department is called Adult and Community Services. It is responsible for providing services to older and disabled people, including help with personal care, bathing, and day centres.

To request a service
If you are not receiving any help at present and feel you need any of these services, you should contact Bromley Social Services Direct ☎ 020 8461 7777 (8.30am–5.30pm, Monday to Friday) (_EXISTS www.bromley.gov.uk Select Health and Social Care) and ask for an assessment. This is the first point of contact for people who want help from Social Services. If appropriate, they may arrange for a care manager to visit to find out what help you need and should explain what services they provide.

If you are a carer, they must also take your needs into account. You are entitled to your own assessment. After the Care Manager has assessed your needs, he/she will devise a care plan, which will outline the help you will receive. You are allowed to see a copy of your care plan. All services are financially assessed and you may have to make a contribution to the cost of your care.

If you are not eligible for help from Social Services, and/or would prefer to arrange your care and support needs privately, you can contact Age UK Bromley’s Support Planning and Brokerage Service (page 12).

For people in hospital
If you are in hospital and need help now or when you go home, contact the Social Services Care Manager based at the hospital either direct or via the ward staff.

Age UK has information on living independently at home

Paying for help from social services

If you are going to receive care from Adult & Community Services, including meals, the carelink alarm, or domiciliary care, you will be visited by someone to assess your ability to pay for your care. The financial assessment looks at your income, benefits, capital, and expenses (such as Council Tax, rent, and disability-related expenditure). If you have savings over a certain limit or if you do not wish to disclose any financial information, you will be expected to pay full cost of your care. For more information, you can contact Bromley Council’s Fairer Charging Team ☎ 020 8461 7900.

Age UK has information sheets on paying for different types of care
Direct Payments
Direct payments are a way of giving you more control over the way your care needs are met. Rather than the local authority Adult & Community Services department providing or arranging the community care services which it has assessed you as needing, the authority can provide money to enable you to arrange your own services. Local authorities have to offer you the option of direct payments if you meet certain criteria.

Age UK has an information sheet on direct payments and personal budgets

Support Planning & Brokerage Service

Age UK Bromley’s Support Planning & Brokerage Service can help you identify and to find the support that you need to stay independent in your own home. See page 12 for more information.

Bathing

See also Repairs and adaptations (page 28)

Adult & Community Services may provide a home bathing service to people who fulfil their criteria. Some day centres in the Borough also offer bathing services. Age UK Bromley can put you in touch with private accredited domiciliary care agencies through Age UK Bromley’s Support Planning & Brokerage service.

Age UK has information on living independently at home

Aids and equipment to help you in the home

Before buying aids and equipment, it is recommended that people first contact the Occupational Therapy Service ☎️ 020 8461 7777 for an assessment of what may best suit their needs. See our section on Occupational Therapy on page 58.

Disabled Living Foundation
380–384 Harrow Road, London W9 2HU
☎️ 0845 1309177 or ☎️ 020 7289 6111 Minicom: 020 7432 8009
🌐 www.dlf.org.uk

Provide free, independent advice on equipment for people with disabilities and where to obtain it. They can also give advice on clothing and footwear for people with disabilities. Factsheets can also be downloaded from www.dlf.org.uk

Disabled Living Foundation also run a service for people to gain some idea of what equipment might be useful for living independently. SARA (Self Assessment Rapid Access) can be done either by phoning the special SARA Helpline ☎️ 0845 470 7272 or online at 🌐 www.asksara.org.uk
Walking aids and wheelchairs
If you need a walking frame or wheelchair for a short time following hospital treatment, the hospital may provide you with one. If you have a long-term need for a wheelchair you should ask your doctor who will refer you to the local NHS Wheelchair Assessment Service.

See also Bromley Healthcare website on www.bromleyhealthcare.org.uk and select Find a Service.

Buying a wheelchair or scooter
It is best to get an assessment from an Occupational Therapist before buying one of these (via Bromley Social Services Direct ☎ 020 8461 7777).

Hiring a wheelchair
Various local mobility and equipment companies will hire wheelchairs.

VAT relief on products and services for disabled people
To qualify a person has to have a physical or mental impairment that has a long-term and severe effect on their ability to carry out everyday activities. There may be VAT relief on equipment or building work designed solely for a disabled person.
☎ 0845 302 02 03 (HM Revenue and Customs) ☐ www.hmrc.gov.uk

Private companies
There are a number of local companies that sell many types of aids and equipment and some also hire out wheelchairs and scooters. However, you may wish to seek independent advice from an Occupational Therapist or the Disabled Living Foundation before you go ahead and buy a piece of equipment. Age UK Bromley can give you contact details of companies.

Age UK has information on living independently at home

Disposing of equipment no longer needed
It can be very difficult to dispose of used equipment partly because of health and safety concerns.

Nearly all disability equipment including stairlifts
Disability Equipment Register (DER) – This is an internet based not-for-profit organisation providing a service. It enables people to buy and sell items of used equipment on a direct One-to-One basis. Anyone advertising through the Register should put in a disclaimer that purchaser buys at their own risk. Any contract is between the buyer and the seller. The DER is internet based only. ☐ www.disabilityequipment.org.uk
Chatterton Road, Yate, Bristol BS37 4BJ ☎ 01454 318818
Stairlifts
Age UK Bromley has the name of a stairlift company that may possibly buy stairlifts. Because of the cost, however, of dismantling and reconditioning stairlifts they may not offer a very high price.

Occupational Therapy

Occupational Therapists can advise you on aids and equipment to help you remain safe and independent at home. Bromley Council has a team of Occupational Therapists who can visit you at home. You can also visit an Occupational Therapist at Bromley’s local Independent Living Centre where people can try out various aids and equipments; this service is only available through the OT Service by appointment.

To request an Occupational Therapy assessment, contact Bromley Social Services Direct on Contact Bromley Social Services Direct ☎️ 020 8461 7777. 🌐 www.bromley.gov.uk Search for Occupational Therapy

Private Occupational Therapists
If you want to get advice from a private Occupational Therapist, make sure they are state registered. For details of private State Registered Occupational Therapists contact The College of Occupational Therapists’ specialist section for Independent Practice ☎️ 0800 389 4873 or visit their website www.cot.co.uk

CARTs (Community Assessment & Rehabilitation Teams)
This scheme is run by NHS Bromley in conjunction with London Borough of Bromley. A team of health professionals help people to continue to live within their own homes as independently as possible. They can help people who have just come out of hospital to rehabilitate and prevent hospital readmission. Ask your GP, Care Manager or District Nurse for more information.

🌐 www.bromley.gov.uk Search for CARTS ☎️ 020 8461 7777

Gardening

Age UK Bromley’s First Check Point Service (page 12) can put you in touch with a gardener. At certain times of year there is a very high demand for gardeners.

Hairdressing

Age UK Bromley can supply a list of hairdressers and barbers who do home visits.
Homeshare

Homeshare
6-8 York Mews, London NW5 2UJ
☎ 020 7485 7416  ⚱️ www.camdencrossroads.myzen.co.uk

Run by Camden Crossroads and covers the London Borough of Bromley.

Provide live-in support, help with everyday domestic activities, assistance getting out and about. Simple, affordable service.

Furniture

Donating unwanted furniture
Some local voluntary organisations will collect donated good quality, clean, second-hand kitchen and household furniture (beds and sofas must have fire-retardant labels). They can only take items they think they will have a reasonable chance of selling. It may take them a little time to do a collection.

Phone Age UK Bromley for information on which organisations will take which kind of furniture.

Obtaining furniture
Some of the organisations mentioned above sell furniture including recliner chairs at a very reasonable price. If you are on a low income and need furniture for your home, you may be able to obtain a grant from a charitable trust or benevolent society. See our Grants section on page 36.

Help for carers

See also Benefits for carers (page 39)

Carers are entitled to an assessment of their own needs by Social Services. Services they provide can include sitting services and respite care. For more information contact:

Bromley Social Services Direct
☎ 020 8461 7777  ⚱️ www.bromley.gov.uk  Select A to Z

Carers Bromley
Caritas House, Tregony Road, Orpington BR6 9XA
☎ 0800 015 77 00  ⚱️ www.carersbromley.org.uk

Offer a variety of services to help carers, including home respite enabling them to have a break while the older person is cared for at home. There is a paid sitting service and a daily telephone check arrangement. They also run carers groups
and stress busting sessions.

Carers Bromley has an online Directory of Services for Carers at

Carers UK
20–25 Glasshouse Yard, London EC1A 4JT
☎ 0808 808 7777 🌐 www.carersuk.org

Carers Direct
NHS national website and Helpline with information and support for carers.
☎ 0808 802 0202 🌐 www.nhs.uk/carersdirect

Day centres

Age UK Bromley and local independent Age UK groups in the Borough are
Bromley Council’s providers for Day care services. Age UK and Age UK day
centres in Bromley are as follows:

Bertha James Day Centre
Managed by Age Concern Ravensbourne
34A Masons Hill, Bromley BR2 9HJ
☎ 020 8464 5361
They will take self-referrals

Melvin Hall Day Centre
Managed by Age Concern Penge & Anerley
Melvin Road, Penge, London SE20 8EU
☎ 020 8778 2800
They will take self-referrals

St Edward’s Day Centre
Managed by Age UK Bromley
St Edward’s Church Hall, St Keverne Road,
Mottingham, London SE9 4AA
☎ 020 8851 2707
Only accept referrals through Social Services

Saxon Day Centre
Managed by Age Concern Orpington
Lychgate Road, Orpington, Kent BR6 0TJ
☎ 01689 830055
Only accept referrals through Social Services
Biggin Hill Community Care Association
This association provides information and assistance to the local community. They run the Tuesday Friendship Club, Wednesday Pop in Club, and Thursday Dovetail Club. In addition a volunteer service organises a Friday escorted shopping scheme. 
01959 573973
www.bromley.gov.uk Search for Biggin Hill Community Care

Age UK has information for carers

Respite care services

Respite care is a range of short-term care services for older people, other adults with a disability or long-term illness and/or their carers. Respite care can be arranged for you by Adult & Community Services (page 59) following an assessment of your care needs. You can also arrange some respite care services yourself by approaching Carers Bromley (page 59) for more information.

Vitalise, a national charity, offers short breaks and respite holidays in five centres of the UK. See also Vitalise on page 85.

Electricity and gas

See also Help with heating your home (page 37)

All gas and electricity companies have a Priority Service Register which offers free services to older and disabled customers, such as free safety checks of gas appliances, password schemes, special controls and meter readings. For more information, contact your gas and electricity company.

National Grid (formerly Transco) run a 24-hour gas Emergency Service for suspected leaks or fumes.
0800 111 999. www.nationalgrid.com/uk

Changing your electricity or gas supplier
Consumer Focus has a list of accredited price comparison organisations.
Tel: 020 7799 7900 www.consumerfocus.org.uk

Making a complaint about a gas or electricity supplier
You should try and resolve your complaint with your supplier first of all. If your supplier fails to resolve the problem and you have gone through their complaints procedure, you can contact Consumer Direct for help 08454 04 05 06.
www.direct.gov.uk

Age UK has information on saving energy, paying less, staying warm in winter
Water

You cannot change to another water supplier in the same way as with the gas and electricity industries. This is because the water industry is made up of local and regional monopolies and there is no national grid to transfer water between networks.

Making a complaint about your water supplier
You should first try and resolve your complaint with your supplier. If this fails and you have gone through their complaints procedure, you can contact Ofwat. Ofwat, Centre City Tower, 7 Hill Street, Birmingham B5 4UA.
☎ 0121 625 1300  🌐 www.ofwat.org.uk

Meals and shopping

Some private companies deliver frozen meals.

Many supermarkets provide services for older and disabled people, including wheelchair trolleys, people to escort you around the shop, and home deliveries. A number of local supermarkets will take orders online and deliver to your home; there is a small charge for this. Some private agencies run a home delivery service or an escort to take you shopping.

For more information on all of these options, contact Age UK Bromley to ask for a free copy of their information sheet on Meals and shopping.

Age UK Bromley has a charged for service that can be provided by a paid shopper or via the Internet.

Domiciliary Care Agencies - Certain Domiciliary Care Agencies are vetted by and registered with Age UK Bromley. They will negotiate a domestic care service, and sometimes this may include shopping.

Shopmobility
Shopmobility lends electric and manual wheelchairs and electric scooters to help people who have limited mobility to shop:
• Bromley Shopmobility ☎ 020 8313 0031
• Orpington Shopmobility ☎ 01689 837 700

Telephones

Financial help with installing
You might be able to get some financial help towards the cost of having a telephone installed if you live alone and have an urgent need for a phone. The criteria, however, are very strict. Ring Bromley Social Services Direct ☎ 020 8461 7777.  🌐 www.bromley.gov.uk Select Advice & Benefits
Complaining about a phone service / bill
You need first to follow the complaints procedure of your telephone company. Make a note of time of all calls to them. Put your complaint in writing.
If you receive a ‘deadlock’ letter from your phone company or 12 weeks has elapsed since your first complaint, you can contact Otelo (the Office of the Telecommunications Ombudsman).

Otelo, PO Box 730, Warrington, WA4 6WU
☎ 0845 050 1614  ⚙ www.otelo.org.uk
A–Z of health

General advice

Age UK has information on health services and help with health costs

NHS Direct
☎ 0845 4647  www.nhsdirect.nhs.uk
A 24-hour helpline staffed by trained nurses who advise on health issues, such as medication, access to emergency treatment, and self-help groups.

NHS Bromley – now part of NHS South East London
Bassetts House, Broadwater Gardens, Farnborough BR6 7UA
☎ 01689 853339
☞ www.nhs.uk/servicedirectories (select Authorities and trusts listed)
☞ www.selondon.nhs.uk
The Trust brings together the planning and delivery of services provided by GPs, dentists, opticians, pharmacists, district nurses, health visitors and other community health professionals.

NHS Bromley Patient Advice & Liaison Service (PALS)
☎ 0800 389 5118  www.bromley.nhs.uk/local-services/pals
Provide confidential advice and support to patients, families and their carers, and can provide information on the NHS and health related matters.

South London Healthcare NHS Trust
Frognal Avenue, Sidcup, Kent DA14 6LT
☎ 020 8302 2678  www.slh.nhs.uk
Provide a full range of NHS healthcare on several sites: Bromley Hospitals, Queen Elizabeth Hospital, Woolwich and Queen Mary’s Sidcup.

South London Healthcare NHS Trust Patient Advice and Liaison Service (PALS)
Based at Princess Royal University Hospital
☎ 01689 863252  www.slh.nhs.uk
Provide confidential advice and support to patients, families and their carers, and can provide information on the NHS and health related matters.

Bromley LINk
Community House, South Street, Bromley BR1 1RH
☎ 020 8315 1982  www.bromleylink.org
The Bromley Local Involvement Network is a new way for local people to have their say about health and social care in Bromley. Anyone with an interest in health and social care can become a member of the LINk.
Donating Body Organs

Organ Donor Line
☎ 0300 123 23 23

Registering as a donor online
☞ www.uktransplant.org.uk

Alcohol

Drinkline
☎ 0800 917 82 82 ☞ http://www.patient.co.uk/support/Drinkline.htm
Anonymous, confidential helpline. Provide information and self-help materials, support for callers worried about drinking and support to family and friends.

Bromley Community Alcohol Services
203-205 High Street, Orpington, BR6 0PF
☎ 01689 828 075 ☞ www.phoenix-futures.org.uk/222
The Bromley Community Alcohol Service is dedicated to offering clients, affected by alcohol, assistance in regaining independence, health and self-esteem.

Bromley REACH Drop in Centre
Part of Bromley Community Alcohol Services
35 London Road, Bromley BR1 1DG
☎ 020 8289 1999 ☞ www.phoenix-futures.org.uk/222
Provide information and support for people of any age with any sort of alcohol or drug problem. After assessment, they may refer on to another local service.

Alcohol

See Dementia (page 69)

Arthritis and rheumatism

Arthritis Care
18 Stephenson Way, Euston, London NW1 2HD
24 hour information line ☎ 0808 800 4050
☞ www.arthritiscare.org.uk
Phone to find the branch nearest to Bromley.

Asthma

Asthma UK
Summit House, 70 Wilson Street, London EC2A 2DB
☎ 0800 121 62 44 ☞ www.asthma.org.uk
Back pain

Backcare
16 Elmtree Road, Teddington, Middlesex TW11 8ST
☎ 0845 130 2704  ⏤  www.backcare.org.uk

Bereavement

See also Counselling (page 17) and bereavement benefits (page 36)

Bromley Community Bereavement Service
St Mary’s Church House, 61 College Road, Bromley BR1 3QG
☎ 020 8290 6293
🌐 www.bromley.gov.uk/directory_record/14406/bromley_community_bereavement_service
Advice and information, as well as support and counselling.

The Bereavement Centre
1st Floor, Provident House, 203–5 High Street, Orpington BR6 0PF
☎ 01689 898 979
Offers support, counselling and information.

Cruse Bereavement Care
☎ 0844 477 9400 (Monday to Friday, 9.30am–5.00pm)
🌐 www.crusebereavementcare.org.uk
Provide support, information and advice.

Breastcare

People aged between 50 and 70 are invited to attend a NHS breast screening every three years. If you are 71 and over, you can refer yourself. Contact:

The Breastscreening Service
☎ 020 8776 3850

Breast Cancer Care
5–13 Great Suffolk Street, London SE1 0NS
☎ 0808 800 6000  ⏤  www.breastcancercare.org.uk

Bromley Healthcare

Bromley Healthcare offers almost forty different services. These include District Nurses, Occupational Therapy, Chiropody and Podiatry, Continence, Diabetes, Long term conditions, Physiotherapy, Speech and Language Therapy,
Wheelchair and Special seating.

The services are based at various centres in the borough.

Bromley Healthcare’s Headquarters are at Beckenham Beacon, 379-397 Croydon Road, Beckenham, Kent BR3 3QL
☎ 01689 866544  🌐 www.bromleyhealthcare.org.uk

Cancer

Macmillan Cancer Support
Emotional support via their helpline and website.
☎ 0808 808 0000  🌐 www.macmillan.org.uk

Chemists and prescriptions

Prescriptions are free for people over 60. Always tell your doctor or pharmacist if you experience any side effects from any drugs you take. Ask your GP or pharmacists to review your prescriptions regularly.

Many chemists also offer a collection service. Ring NHS Bromley for a list of local pharmacists (page 64). For out of hours service ring NHS Direct (page 64), or look in your local newspaper.
🌐 NHS Choices  www.nhs.uk/ServiceDirectories/Pages/ServiceSearch.aspx

Colostomy and Ileostomy

British Colostomy Association
15 Station Road, Reading RG1 1LG
☎ 0800 328 4257  🌐 www.colostomyassociation.org.uk
Telephone advice and support. Also offers help to individuals through volunteers who can visit people at home.

Ileostomy Association
IA National Office, Peverill House, 1–5 Mill Road, Ballyclare  BT39 9DR
☎ 0800 018 4724  🌐 www.the-ia.org.uk

Chiropody / Podiatry / Footcare

NHS Bromley offers a Chiropody Service to residents within the Borough of Bromley who have certain conditions. For further information on whether you are eligible to receive the service, contact:

The Chiropody and Podiatry Services
☎ 01689 888 008 or 009
Bromley Healthcare  🌐 www.bromleyhealthcare.org.uk
Private Chiropodists
If you’re looking for a private chiropodist, ensure you use a State Registered Chiropodist (they will have SRCh after their name) and are registered with the Health Professions Council. For a list, you can contact The Society of Chiropodists & Podiatrists. They will be able to tell you about Chiropodists who do home visits.
☎ 020 7234 8620 🌐 www.feetforlife.org

Age UK Bromley’s Toe Nail Cutting Service Clip It
Age UK Bromley provides a paid toe nail cutting service. We have a number of clinics in the borough and can provide a home visit for those unable to attend a clinic. To make an appointment or to ask for a leaflet:
☎ 020 8315 1850.

Complaints

First port of call – Patient Advice and Liaison Service (PALS)
This is the first port of call. If the complaint is about a hospital, contact the relevant hospital PALS service (page 64). If it is about a Dentist, see Dentist (page 71). If it is about another service, contact NHS Bromley PALS service (page 64).

If you need help going through the complaints procedure:

Independent Complaints Advocacy Service for Patients (ICAS)
☎ 0300 456 2370 🌐 www.pohwer.net
This is run by Pohwer (a voluntary advocacy organisation) for people who have a complaint about a service provided by the NHS.

Age UK has information on resolving problems with the NHS care

Community Matrons

Community Matrons are highly experienced, senior nurses who work closely with patients (mainly those with a serious long-term condition or complex range of conditions) in a community setting to directly provide, plan and organise their care. They act as a single point of contact for care, support or advice. Community Matrons are allocated to specific GP practices and referral is through your GP.

Complementary medicine

Institute for complementary medicine
For details of how to find local therapists:
☎ 020 7922 7980 🌐 www.i-c-m.org.uk
Can-Mezzanine, 32-36 Loman Street, London, SE1 0EH
Continence services

**The Continence Adviser**  
Addington Road Health Clinic, 77 Addington Road, West Wickham BR4 9BG  
📞 020 8462 1255  🌐 [www.bromleyhealthcare.org.uk](http://www.bromleyhealthcare.org.uk)

The continence nurses run clinics around the Borough, and you can refer yourself for an appointment by ringing the number above. You can also talk to a District Nurse or Health Visitor on their own number; if you don’t have this number, you can obtain it from your GP practice.

Disability

Royal Association for Disability and Rehabilitation (RADAR)  
12 City Forum, 250 City Road, London EC1V 8AF  
📞 020 7250 3222  Minicom: 📞 020 7250 4119  
🌐 [www.radar.org.uk](http://www.radar.org.uk)

General advice and publications on issues to do with disabilities.

**Disabled toilets**  
You can buy keys to access disabled toilets for a small charge from:  
**BATH**  
Lewis House, 30 Beckenham Road, Beckenham BR3 4LS  
📞 020 8663 3345  🌐 [www.bath-disability.org](http://www.bath-disability.org)

**RADAR**  
Contact details above.

**AgeUK has information on disability equipment**

See Disabled Living Foundation (page 56)

Dementia

If you are worried that your memory – or that of someone you know – is getting worse, or that forgetfulness is having an effect on everyday life, it’s worth talking to someone and sharing your worries. You could talk to your GP who may arrange for some investigation to be done, or the Alzheimer’s Society below.

**The Alzheimer’s Society**  
Alzheimer’s Society, Devon House, 58 St Katharine’s Way, London E1W 1JX  
📞 0845 3000 336  🌐 [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Offers a telephone advice and information service.
**Bromley Alzheimer’s Society**
- Day Centre White Gables, 18 Bromley Common, Bromley BR2 9PP
  - 020 8460 9245  www.alzheimers.org.uk Select Local Information
- Carers Support  020 8313 3271
Run a day centre for people with dementia. Service users are referred to the day centre by psychogeriatricians from Oxleas NHS Trust, or by care managers from Social Services. The Carers Support workers provide one to one information and support for people caring for someone with dementia, as well as running carers support groups and training and awareness sessions.

**MindCare and MindCare Direct**
20b Hayne Road, Beckenham, Kent BR3 4HY
- 020 8663 0499  www.bromleymind.org.uk
Run by Bromley Mind. MindCare is the name given to the services paid for by Bromley Council. MindCare Direct is the same services but paid for by the client.

Provide sitting services for breaks for carers during the evening or during the day. Provide care in the home – overnight and weekends – and for extended periods when family carer away for longer periods. They also have day centres around the Borough.

You can be referred by Adult & Community Services, and there are also places available if you are able to pay for the place yourself.

**Atdementia** (Assisted Technology for people with Dementia)
Provides information on products designed to enable someone with dementia to live more independently.
Trent Dementia Services Development Centre, 9 Newarke Street, Leicester LE1 5SN
- 0116 257 5017  www.atdementia.org.uk

**Admiral Nursing Direct**
Telephone and email information and support line for carers, people with dementia and professionals. Delivered by experienced Admiral Nurses.
- 0845 257 9406  www.dementiauk.org

**District Nurses**
Provide total nursing care, support and advice to housebound patients, their families and carers, within the community in close liaison with other health care professionals, Adult & Community Services and voluntary agencies. The service receives referrals from members of the public, GP’s, hospitals, other professionals, non-professionals, relatives/carers, Adult & Community Services and the voluntary sector.
- 020 8658 9681  Bromley Healthcare  www.bromleyhealthcare.org.uk
Dentists

NHS Bromley
☎ 01689 880 641
حاضر نوريزغز، www.nhs.uk/ServiceDirectories/Pages/ServiceSearch.aspx
Can provide a list of NHS dentists, including dentists who can visit you at home. For help with dental costs, see page 35.

A NHS clinic for patients who aren’t registered with a dentist. They can provide short courses of treatment for patients, and will then refer them on to an NHS dentist. You must ring to make an appointment, and can usually be seen within 24 hours.

Bromley Community Dentist Service
☎ 020 8776 3684 (for patients wishing to access NHS Dentistry)
The Service offers a comprehensive treatment service to priority groups with special needs who are unable or would be unlikely to access dental care from the General Dental Services.

Complaints about dentists
The Dental Complaints Service is an independent service funded by the General Dental Council for complaints about private dentists.

Dental Complaints Service
The Lansdowne Building, 2 Lansdowne Rd, Croydon CR9 2ER
☎ 08456 120540 はずる www.dentalcomplaints.org.uk

Age UK provides information on dental services

Depression

Depression is much misunderstood, yet it affects people of all ages. It is estimated that one in five people will suffer from depression at some point in their lives.

Being older doesn’t mean that you’ll necessarily become depressed. But if you do help is at hand. Episodes of depression can be triggered off by stressful events, especially those which involve loss. Sadly, older people are quite likely to suffer important loss.

Depression Alliance
212 Spitfire Studios, 63–71 Collier Street, London N1 9BE
☎ 0845 123 23 20 はずる www.depressionalliance.org.uk

Bromley MIND also runs courses for people on managing depression. See page 77 for contact details.
Diabetes

**Diabetes UK**
10 Parkway, London NW1 7AA
☎ 0845 120 2960  ✉ www.diabetes.org.uk
Gives advice and information. There is a Bromley group. Contact national number for local contact.

Doctors (GPs)

NHS Bromley ☎ 020 8776 3830, NHS Direct and libraries has lists of local doctors. You have a right to change your doctor if you want to – contact the new doctor of your choice and ask to be registered – if the new doctor agrees, you will be put on his/her list.

ˌNHS Choices www.nhs.uk/ServiceDirectories/Pages/ServiceSearch.aspx

Driving

Age is no bar to the holding of a licence. The Driver and Vehicle Licensing Agency (DVLA) requires confirmation at age of 70 that no medical disability is present, thereafter a 3-year licence is issued subject to satisfactory completion of medical questions on the application form. However certain medical conditions must be reported to the DVLA who may need to check your ability to continue driving safely.

For more information contact the DVLA ☎ 0300 790 6806 or talk to your GP.
ˌwww.direct.gov.uk

Drugs

**Bromley REACH**
35 London Road, Bromley BR1 1DG
☎ 020 8289 1999  ✉ www.phoenix-futures.org.uk/222
Provide information and support for people of any age with any sort of alcohol or drug problem including carers.

Elder abuse

Abuse can be physical, emotional, financial or sexual. If you are worried about an older person contact Bromley Social Services Direct ☎ 020 8461 7777 (out of hours ☎ 020 8464 4848). ˌwww.bromley.gov.uk Select A to Z / Adult Protection.

You may also wish to contact:
**Action on Elder Abuse**
Epilepsy

Epilepsy Action
(formerly known as The British Epilepsy Association)
New Anstey House, Gate Way Drive, Yeadon, Leeds LS19 7XY
📞 0808 800 5050 🌐 www.epilepsy.org.uk
Phone national number to see where the nearest group to Bromley meets.

Exercise

See also Sports and Recreation (page 88) and Age UK Bromley’s Fit for Life programme (page 13)

Bromley Mytime
📞 020 8323 1777 🌐 www.bromleymytime.org.uk
Bromley Mytime is a charitable leisure trust managing selected leisure services throughout the borough in partnership with Bromley Council. Their services include:

Primetime
📞 020 8323 1777 🌐 www.bromleymytime.org.uk/primetime.html
A multi recreational programme designed especially for the over 60’s to achieve a healthier lifestyle in a relaxed, social environment. Activities include: swimming, fitness classes, health suite, gym, squash, badminton, tennis, table tennis and short mat bowls, tea dances.

Active Lifestyle
020 8323 1777 🌐 www.bromleymytime.org.uk/health-and-fitness.html
For people of any age. Confidential lifestyle assessment and fitness programme, exercise classes, use of gym, 1 to 1 personal trainer.

Active Lifestyles Exercise Referral Scheme – offers tailored exercise programmes to people with particular medical conditions, including arthritis, high blood pressure, osteoporosis, diabetes and depression.

See also swimming pools (page 88)

Health promotion

Age UK has information on exercise and healthy lifestyles

Age UK Bromley runs a Fit for Life programme providing information and
advice on healthy living and **Fit for Life** in different parts of the borough. Contact Age UK Bromley for dates of the next 12-week Fit for Life programme (page 13).

**NHS Bromley, Health Improvement Service**
Beckenham Clinic, 14 The Crescent, Beckenham BR3 1DU
☎ 020 8662 6692  🥇 www.bromleyhealthcare.org.uk
Provide free resources, help and advice on a wide range of health issues.

### Hearing loss

Your doctor can refer you for a hearing test to a hospital Audiology Department. Hearing aids, repairs and batteries are free of charge. There are specialist workers based at Social Services Area Offices (page 55) who are able to provide information on benefits, equipment or any problems you may be having.

**Deaf Access Centre**
Community House, South Street, Bromley BR1 1RH
☎ 020 8315 2550  Text phone: 020 8315 2552
Fax: 020 8315 2554  🥇 www.deaf-access.co.uk
Offers information to people with hearing loss, their relatives and carers. The Centre does not do hearing tests or prescribe hearing aids. Batteries are available and there are re-tubing clinics; please phone to check times. Other services include equipment demonstration, advocacy and tinnitus counselling (all by appointment). There is a variety of social activities.

**British Tinnitus Association**
Ground Floor, Unit 5, Acorn Business Park, Woodseats Close, Sheffield S8 0TB
☎ 0800 018 0527  🥇 www.tinnitus.org.uk

**Hi Kent Hearing Aid Clinics**
Clinics are held in Beckenham, Chislehurst, Bromley, St Paul’s Cray, Penge and West Wickham. To confirm the date of the next planned visit
☎ 01622 691151  🥇 www.hikent.org.uk

**Lip Reading and Sign Language Classes** – Details from Deaf Access.

**Royal National Institute for Deaf People (RNID)**
**Now called Action on Hearing Loss**
19–23 Featherstone Street, London EC1Y 8SL
☎ 0808 808 0123  Textphone: 0808 808 9000
👩‍🏫 www.actiononhearingloss.org.uk
The RNID also run a free interpretation/lip reading service for people with hearing impairment in the London Borough of Bromley. Contact details are:
☎ 0845 685 8000
Digital hearing aids
Digital hearing aids are becoming increasingly available on the NHS. As part of the Modernising Hearing Aid Services (MHAS) programme, (a national programme to improve services), all audiology departments are able to provide digital hearing aids.

Patients who have been referred to the audiology department and have not had an NHS hearing aid before will be offered a digital hearing aid if their hearing tests show this would help.

If you already have an NHS hearing aid, you will be offered a digital aid when you are reassessed, if your hearing loss has changed and you are found to need a new aid. If this is the case, you should wait to be invited for a review appointment. You can ask for a review if you are having real problems with your hearing aid.

Patients will generally not be eligible for a digital aid if they have been re-assessed within the last three years, unless their hearing has become significantly worse since then.

Priority will be given to patients who are over 90 years old, patients who have dual sensory loss or other clinical factors and patients who are still working. This means that they may be seen more quickly in the clinic but it does not mean that they are entitled to better hearing aids than other patients.

For more information, contact the Royal National Institute for Deaf People (page 74)

Heart problems

British Heart Foundation
Greater London House, 180 Hampstead Road, London, NW1 7AW
☎ 0300 330 3311  🌐 www.bhf.org.uk

HIV and AIDS

Bromley HIV and AIDS Service
Bromley Healthcare
☎ 01689 866 647
🌐 www.bromleyhealthcare.org.uk/find-a-service/hiv- and -aids-specialist-nurse
The Clinical Nurse Specialist works with the primary health care team, hospital and voluntary services giving specialist advice to clients and their significant others. Referrals from Clients, GP’s, Social Services, Hospitals, Other Community Services, Voluntary Services.
Hospices

St Christopher's and Harris Hospicare have merged.

**St Christopher's Hospice**
51/59 Lawrie Park Road, London SE26 6DZ
📞 020 8768 4500  🌐 [www.stchristophers.org.uk](http://www.stchristophers.org.uk)

**Harris Hospiscare with St Christopher's**
Caritas House, Tregony Road, Orpington, Kent BR6 9XA
📞 01689 825755  🌐 [www.harrishospiscare.org.uk](http://www.harrishospiscare.org.uk)

Hospitals

**Beckenham Beacon** – Croydon Road, Beckenham BR3 3QL
📞 01689 863000  🌐 [www.slh.nhs.uk](http://www.slh.nhs.uk)  (South London Healthcare NHS Trust)
Has a Minor Injuries Unit. Community healthcare centre.

**Bethlem Royal Hospital** – Monks Orchard Road, Beckenham BR3 3BX
📞 020 3228 6000  🌐 [www.slam.nhs.uk](http://www.slam.nhs.uk)
(South London & Maudsley NHS Foundation Trust)

**Princess Royal University Hospital** – Farnborough Common BR6 8ND
📞 01689 863000  🌐 [www.slh.nhs.uk](http://www.slh.nhs.uk)  (South London Healthcare NHS Trust)
Has an Accident & Emergency Service

**Orpington Hospital** – Sevenoaks Road, Orpington BR6 9JU
📞 01689 863000  🌐 [www.slh.nhs.uk](http://www.slh.nhs.uk)  (South London Healthcare NHS Trust)

**Queen Mary’s Hospital** – Frognal Avenue, Sidcup DA14 6LT
📞 020 8302 2678  🌐 [www.slh.nhs.uk](http://www.slh.nhs.uk)  (South London Healthcare NHS Trust)
Walk-in Urgent Care Service for urgent but not life threatening treatment, routine care and some outpatient services.

**Queen Elizabeth Hospital** - Stadium Road, Woolwich, London SE18 4QH
📞 020 8836 6000  🌐 [www.slh.nhs.uk](http://www.slh.nhs.uk)  (South London Healthcare NHS Trust)

Hospital Aftercare Service

See page 13 for information on **Age UK Bromley’s** service.
Hospital discharge

Before you are discharged from hospital, the hospital and Adult & Community Services should ensure that your needs are assessed and services provided. They may arrange for you to receive help from the NHS, from Social Services or from a private or voluntary organisation such as Age UK Bromley.

**Carers Bromley** provides a service to carers who look after someone who is being discharged from the Princess Royal University Hospital. Referrals are made by the hospital. For more information, contact 0800 015 77 00.

Age UK has information on going into hospital and hospital discharge

Learning disability

**Bromley Mencap**
Rutland House, 44 Masons Hill, Bromley BR2 9JG
☎ 020 8466 0790  🌐 www.bromleymencap.org
Run the Mutual Carers Project which is for people with learning disabilities and their older carers. They provide support and information. They also have a Brokerage Service providing support and information to people with learning disabilities and their carers.

Living Wills (Advance Directive)

A Living Will is a document setting out someone’s preferences about any future medical treatment they wish to have, or to refuse, if they are in a condition which prevents them from making their views known. Contact:

**Dignity in Dying**
☎ 020 7479 7730  🌐 www.dignityindying.org.uk

Age UK has information on Advance Directives

Medicine review

Pharmacists are able to discuss your medicines in confidence – what they do, how well you are getting on with them. Go to your local pharmacist.

Mental health

See also Dementia (page 69) and Depression (page 71)

**Bromley MIND**
Anchor House, 5 Station Road, Orpington BR6 0RZ
☎ 01689 811222 (Head Office) ☎ 020 8663 0499 (Dementia Services)
Services include clubs and groups for people with mental health problems. They also run day centres. Dementia Services.

Beckenham Centre, 20b Hayne Road, Beckenham BR3 4HY
☎ 020 8249 2986
Stepping Stones, 38 Masons Hill, Bromley BR2 9JG
☎ 020 8466 2500

Migraine

**The Migraine Trust**
55–56 Russell Square, London WC1B 4HP
☎ 020 7631 6970  ☎️ www.migrainetrust.org
Provide information and advice.

Multiple Sclerosis

**Multiple Sclerosis Society**
MS National Centre, 372 Edgware Road, London NW2 6ND
☎ 0808 800 8000  ☎️ www.mssociety.org.uk
There is a Bromley group. Phone national number for contact details.

**Northlands Day Centre**
Freelands Grove, Bromley BR1 3LH
☎ 020 8464 3723
◎ www.mssociety.org.uk/branches/bromley-and-district-branch
Run by the Multiple Sclerosis Society. Provides welfare, encouragement, support.

Optician

See also Sight loss (page 80)
Age UK Bromley has a list of opticians who can make home visits.

Osteopathy

**General Osteopathic Council**
☎ 020 7357 6655  ◎ www.osteopathy.org.uk
Can provide you with a list of registered osteopaths in your area either over the phone or through their website.
**Osteoporosis**

**National Osteoporosis Society**  
Camerton, Bath BA2 0PJ  
📞 0845 450 0230  📧 www.nos.org.uk  
Offers information and advice.

**Parkinson's Disease**

**Parkinson’s UK**  
215 Vauxhall Bridge Road, London SW1V 1EJ  
📞 0808 800 0303  📧 www.parkinsons.org.uk  
Support and information for patients and their families. There is a group in Bromley. Phone national number for contact details.

**Physiotherapy**

NHS Bromley (page 64) provides a Community Physiotherapy Service and CARTs service (page 58) for adults whose health or circumstances mean they cannot get to a hospital or clinic. Ask your GP to refer you.

For a private physiotherapist, contact:  
**Chartered Society of Physiotherapists**  
📞 020 7306 6666  📧 www.csp.org.uk

**Prostate cancer**

**Prostate Cancer Charity**  
3 Angel Walk, London W6 9HX  
📞 0800 074 8383  📧 www.prostate-cancer.org.uk  
Provide information and support. Run a helpline staffed by nurses. Phone national number to find the nearest support group.

**Smoking cessation**

**Quit**  
63 St Marys Axe, London, EC3A 8AA  
Quitline 📞 0800 00 22 00  📧 www.quit.org.uk  

For information about smoking cessation courses contact:  
**Bromley Healthcare, Health Improvement Service**  
Beckenham Clinic, 14 The Crescent, Beckenham BR3 1DU  
📞 020 8662 6692  📧 www.bromley.nhs.uk
Speech and language therapy

Speech and language therapists are based at hospitals but can visit you at home if you cannot get to the hospital. They provide treatment and advice to older people who have impaired communication skills or difficulties in swallowing. Referral is through your GP or other doctor. You can also refer yourself; phone NHS Bromley PALS to obtain the number to contact.

To find a private speech and language therapist, you can contact the Association of Speech and Language Therapists in Independent Practice either by phone or through their website.

Coleheath Bottom, Speen, Princes Risborough, Bucks HP27 0SZ UK.
☎ 01494 488306  🌐 www.helpwithtalking.com

Sight loss

See Talking books and cassettes (page 89)

To register as sight impaired or severely sight impaired
Contact your GP or optician who may refer you to a consultant for assessment.

Kent Association for the Blind (KAB)
18 Blyth Road, Bromley BR1 3RX
☎ 020 8464 8406  🌐 www.kab.org.uk
Services for people with a visual impairment in the London Borough of Bromley. Offer practical advice on all aspects of visual impairment – you do not have to be registered blind to receive advice.

Royal National Institute for the Blind (RNIB)
105 Judd Street, London WC1H 9NE
☎ 0303 123 9999  🌐 www.rnib.org.uk

The Partially Sighted Society
7/9 Bennetthorpe, Doncaster, DN2 6AA
☎ 0844 477 4966  🌐 www.partsight.org.uk
Provides information, advice and numerous aids for people with sight loss. Catalogue available.

Strokes

Stroke Association
240 City Road, London EC1V 2PY
☎ 0303 3033 100  🌐 www.stroke.org.uk
Offers support and advice to patients and their families.
Icare Day Centre
Old School House, High Street, Green Street Green, Orpington BR6 6BJ
📞 01689 862 883
✉️ www.housingcare.org/service/ser-info-5568-icare-day-centr.aspx
A rehabilitation centre for people who have experienced a stroke. People can refer themselves by calling the above number. There is a daily charge.
Social and Leisure Activities

See Age UK Factsheet Leisure and learning

Meeting other people

See Age UK Bromley’s Active Age Centre (page 13) and Age UK Bromley’s Community Volunteers Time Bank (page 13)

Active Age Centre and Clubs
There are many different clubs in the Borough and they provide a wide range of social activities, entertainment and outings. A list of Clubs and Active Age Centre is available from Age UK Bromley.

Contact the Elderly
15 Henrietta Street, Covent Garden, London WC2E 8QG
☎ 0800 716 543  🌐 www.contact-the-elderly.org.uk
Provides companionship for lonely and isolated older people. Local volunteers organise, provide transport and afternoon tea on a Sunday once a month for small groups of housebound older people.

Community and learning centres

The Mottingham Community and Learning Shop
1–2 Cranley Parade, Beaconsfield Road, Mottingham SE9
☎ 020 8860 1150
🌐 www.bromley.gov.uk/info/200021/community_centres_and_facilities/415/mottingham_community_and_learning_shop
You can attend courses at the shop on many subjects, including IT. There are also surgeries attended by local councillors, health visitors and other local organisations. For people who live in Mottingham and the surrounding areas. Drop in to the shop or ring for more information.

The Beacon Centre
56 Croydon Road, Coney Hall. West Wickham BR4 9HU
Offers a ‘listening ear’ to people who want to drop in and talk to someone.

The Centre (Cotmandene)
64 Cotmandene Crescent, St Paul’s Cray BR5 2RG  ☎ 020 8402 0123
🌐 www.bromley.gov.uk/info/200021/community_centres_and_facilities/414/cotmandene_community_resource_centre
A drop-in centre offering information and advice from a range of different providers. There are also surgeries attended by local councillors, a lunch club for older people, activities and self-help groups. Closed on Thursdays. IT classes.
Computers

See also Community and learning centres above.

Age UK Bromley runs a range of computer classes for beginners and improvers. Classes are held at Community House, Bromley and Chislehurst Active Age Centre. The Active Age Centre also provides other social and learning activities.

You can also contact Bromley Adult Education College (see below) also run computer classes including Information Technology training for those with a visual and hearing impairment. UK Online Centres are funded by the Government to provide free or low cost access to computers and the internet, plus help and advice on using them. Many libraries are part of the scheme:

UK Online Centres
📞 0800 77 1234 🌐 www.ukonlinecentres.com

AbilityNet
AbilityNet provide information and advice for people who have difficulty using computers, for example through poor eye sight, arthritis and co-ordination problems.
Acre House, 11/15 William Road, London NW1 3ER
📞 0800 269 545 🌐 www.abilitynet.org.uk
Your local library will have details of computer classes, many of which are free or at a low cost for older people.

Education

Bromley Adult Education College
The Widmore Centre, Nightingale Lane, Bromley BR1 2SQ
📞 020 8460 0020 🌐 www.bromleyadulteducation.ac.uk
Bromley Adult Education College provides a wide variety of daytime and evening classes at centres throughout the Borough.

U3A Bromley
The Third Age Trust, The Old Municipal Buildings, 19 East Street, Bromley, Kent BR1 1QE
📞 020 8466 6139 🌐 www.u3a.org.uk
The University of the Third Age (U3A) is a national network for retired people with lively minds who enjoy learning without the need for examinations or qualifications.

There are U3A groups in Bromley, Beckenham and Orpington. They run a wide variety of activities. A bi-monthly newsletter keeps members in touch.

Open University
The OU is a distance learning university founded to bring higher education to people who are unable to study at a conventional university. The OU is for people who want to choose when and where they study. It’s perfect for people with jobs, children, disabilities, or commitments that make it hard to go to a fixed place. And for most courses you don’t need any previous qualifications:

**Open University**

☎ 0845 300 60 90  ⚙ [www.open.ac.uk](http://www.open.ac.uk)

**Reminiscence**

**Age Exchange Reminiscence Centre**

11 Blackheath Village, London SE3 9LA

☎ 020 8318 9105  ⚙ [www.age-exchange.org.uk](http://www.age-exchange.org.uk)

The Centre provides a range of activities associated with reminiscences of older people and education for people of all ages. People over pension age are welcome at the Drop in Centre. There is a museum, changing exhibitions and computer courses for older people. Admission is free.

**Entertainment**

**Artsline**

c/o 21 Pine Court, Wood Lodge

Tel: 020 7388 2227  ⚙ [www.artsline.org.uk](http://www.artsline.org.uk)

London-wide telephone arts access service for people with disabilities.

**Churchill Theatre**

High Street, Bromley BR1 1HA

☎ 020 8460 6677  ⚚ [www.atgtickets.com/7/651/The-Churchill](http://www.atgtickets.com/7/651/The-Churchill)

(Owned by The Ambassadors Theatre Group)

Reduced price tickets for pensioners, people with disabilities and wheelchair users. They provide Language Interpreted Performances, Audio Described Performances and STAGETEXT Captioned Performances.

**Shape Theatre Ticket Scheme**

Deane House Studios, 27 Greenwood Place, London, NW5 1LB

☎ 0845 521 3457  ⚚ [www.shapearts.org.uk](http://www.shapearts.org.uk)

Reduced price tickets to theatres, galleries, concerts, museums and seasonal events for people with a disability. May provide transport.

**Cinemas**

- Beckenham Odeon, High Street, Beckenham BR3 1DY
  
  ☎ 020 8658 7114  ⚚ [www.odeon.co.uk/fanatic/film_times/s66/Beckenham](http://www.odeon.co.uk/fanatic/film_times/s66/Beckenham)

  Reductions for pensioners all day, every day.
Cheaper seats are available before 7pm. There are special performances for people over 60. Ring for details.

### Holidays

#### Bromley Association of People with Disabilities (BATH)
Lewis House, 30 Beckenham Road, Beckenham, Kent BR3 4LS

📞 020 8663 3345  🌐 [www.bath-disability.org](http://www.bath-disability.org)

Provide financial assistance towards holidays for people with disabilities but only for people aged 19–65 according to Bromley Social Services criteria. People can arrange their own holidays or BATH can advise on arrangements.

#### Tourism for all UK (formerly Holiday Care)
Shap Road Industrial Estate, Shap Road, Kendal, Cumbria LA9 6NZ

📞 0845 124 9971  🌐 [www.tourismforall.org.uk](http://www.tourismforall.org.uk)

National charity giving information and advice for older and disabled people on a range of holiday opportunities in the UK and abroad.

#### Vitalise
Shap Road Industrial Estate, Shap Road, Kendal, Cumbria LA9 6NX

📞 0845 345 1970  🌐 [www.vitalise.org.uk](http://www.vitalise.org.uk)

National charity providing short breaks and respite (also suitable for convalescence) in five centres in England for people with disabilities. There is one in Chigwell. Another, Netley Waterside House in Southampton Water, is owned jointly with another charity, Refresh. There are special weeks for people with dementia. They may be able to arrange financial assistance and transport.

#### RADAR

produces holiday and leisure guides for people with disabilities.

📞 020 7250 3222  🌐 [www.radar.org.uk](http://www.radar.org.uk)

#### Age UK London Trading

provides holiday opportunities in the UK in conjunction with a holiday company (page 14).

#### National Benevolent Fund for the Aged (NBFA)

provide holidays for people who have not had a holiday for many years and with no possibility of arranging or paying for one.

📞 020 7828 0200  🌐 [www.nbfa.org.uk](http://www.nbfa.org.uk)

#### Caravan holiday through give2give

Give2give, which raises money for good causes across Bromley, have a 3 bedroom 6 berth caravan with double glazing and central heating at Combe Haven Holiday Park near Hastings. Give2give have a limited number of free holidays they can offer for those who meet their criteria. To apply, contact

Give2give  📞 0845 680 6888  🌐 [www.g2g.org.uk](http://www.g2g.org.uk)
If you were born on or before 2 September 1929, you are eligible for a free standard 10-year passport.

Radio and television

Wavelength

A national charity providing radio and television for people who are disabled or housebound and are unable to afford a set for themselves. Applications need to be recommended by Social Services or a charity such as Age UK Bromley. Applications only accepted from people receiving Incapacity Benefit, Income Support or Pension Credit.

Digital Switchover

They provide answers to any questions concerning the switchover from the old analogue to the new digital TV signals. In London, the switchover will be in April 2012 and all televisions will need to be converted to digital.

The timescale is as follows.

On 4 April 2012, BBC2 analogue signal will be switched off.
On 18 April 2012, the remaining analogue signals will be switched off (BBC1, ITV, Channel 4 and Channel 5)

Certain people are eligible for help from the Switchover Help Scheme. There is a charge of £40; if you qualify and are on Pension Credit you may receive the service free.

You qualify as eligible for the Switchover Help Scheme if you are aged 75 or over or have lived in a care home for six months or more or get Attendance Allowance or get Disability Living Allowance or are registered blind or partially sighted.

The Switchover Help Scheme will supply you with easy-to-use equipment, an approved installer, 12 month aftercare service including free helpline.
Libraries

Here is a list of libraries in the Borough:

- www.bromley.gov.uk/info/200062/libraries

**Anerley Library** Anerley Town Hall, Anerley Road, London SE20 8BD
 ☎ 020 8778 7457

**Beckenham Library** Beckenham Road, Beckenham BR3 4PE
 ☎ 020 8650 7292

**Biggin Hill Memorial Library** Church Road, Biggin Hill TN16 3LB
 ☎ 01959 574468

**Bromley Central Library** High Street, Bromley BR1 1EX
 ☎ 020 8460 9955

**Burnt Ash Library** Burnt Ash Lane, Bromley BR1 5AF
 ☎ 020 8460 3405

**Chislehurst Library** Red Hill, Chislehurst BR7 6DA
 ☎ 020 8467 1318

**Hayes Library** Hayes Street, Hayes BR2 7LH
 ☎ 020 8462 2445

**Mottingham Library** 31 Mottingham Road, Mottingham SE9 4QZ
 ☎ 020 8857 5406

**Orpington Library** The Priory, Church Hill, Orpington BR6 0HH
 ☎ 01689 831551

**Penge Library** 186 Maple Road, Penge SE20 8HT
 ☎ 020 8778 8772

**Petts Wood Library** Frankswood Avenue, Petts Wood, Orpington BR5 1BP
 ☎ 01689 821607

**Shortlands Library** 110 Shortlands Road, Shortlands, Bromley BR2 0JP
 ☎ 020 8460 9692

**Southborough Library** Southborough Lane, Bromley BR2 8HP
 ☎ 020 8467 0355

**St Paul’s Cray Library** Mickleham Road, St Paul’s Cray, Orpington BR5 2RW
 ☎ 020 8300 5454

**West Wickham Library** Glebe Way, West Wickham BR4 0SH
 ☎ 020 8777 4139

**Home Library Service**
Find out how to have your library books delivered to your home if you are unable to visit a library yourself.
☎ 020 8461 7254. 📧 Email: homelibraryservice@bromley.gov.uk

**Mobile Library Service**
For areas furthest away from library branches.
☎ 020 8467 0355. 📧 Email: southborough.library@bromley.gov.uk
Viewing Bromley Borough Library Catalogue and Renewing Books Online
http://www.bromley.gov.uk/info/200062/libraries/383/library_catalogue

Sports and recreation

See also Exercise (page 73)

Allotments
A number of allotments are available to rent. Contact Bromley Council Landscape Helpdesk.
📞 020 8313 4471  🌐 www.bromley.gov.uk/a_to_z/service/61/allotments

Leisure Centres and Swimming Pools
Darrick Wood Sports Centre
Lovibonds Avenue, Orpington, BR6 8EW
📞 01689 860522  🌐 www.bromleymytime.org.uk/contacts.html

Darrick Wood Swimming Pool
Lovibonds Avenue, Orpington, BR6 8EL
📞 01689 857021  🌐 www.bromleymytime.org.uk/darrick-wood-swimming-pool.html

Darwin Sports Centre
Jail Lane, Biggin Hill, Kent TN16 3AU
📞 01959 540606  🌐 www.bromleymytime.org.uk/darwin-sports-centre.html

Langley Park Sports Centre
Hawksbrook Lane, South Eden Park Road, Beckenham, BR3 3BP
📞 020 8663 1906  🌐 www.bromleymytime.org.uk/langley-park-sports-centre.html

Pavilion Leisure Centre
Kentish Way, Bromley BR1 3EF
📞 020 8313 9911  🌐 www.bromleymytime.org.uk/pavilion-leisure-centre.html

Priory Sports Centre
Tintagel Road, Orpington, BR5 4LG
📞 01689 897793  🌐 www.bromleymytime.org.uk/priory-sports-centre.html

Spa at Beckenham
24 Beckenham Road, Beckenham, BR3 4PF
📞 020 8650 0233  🌐 www.bromleymytime.org.uk/spa-leisure-centre.html
Walnuts Leisure Centre
Lych Gate Road, Orpington BR6 0TJ
📞 01689 870533  ●  www.bromleymytime.org.uk/walnuts-leisure-centre.html

West Wickham Leisure Centre
Station Road, West Wickham, BR4 0PY
📞 020 8777 5686  ●  www.bromleymytime.org.uk/west-wickham-pools.html

Walks, Talks and Events
A wide range of activities including guided walks and talks encourages residents to enjoy the local countryside with its woods and nature reserves. Organised by Bromley Council.
📞 01689 862815
●  www.bromley.gov.uk/info/200102/walking/441/walking_in_bromley

Environmental Bromley – EnBro is a voluntary body whose aim is to preserve the natural surroundings of the area. They also arrange walks for local blind and partially sighted people and provide escorts. For more information on EnBro walks.
📞 020 8658 6953
● www.bromley.gov.uk/directory_record/13533/environment_bromley_aka_enbro

Talking Books

See also Sight loss (page 80)

Talking Books are novels, newspapers, magazines etc. available on audio cassette. For further information, contact:

Listening Books
12 Lant Street, London SE1 1QH
📞 020 7407 9417  ●  www.listening-books.org.uk
Both postal and internet audiobook library service for people with visual impairments, dyslexia, difficulty holding a book and learning difficulties.

Bromley & District Talking News
Northlands, Freelands Grove, Bromley, BR1 3LH
📞 020 8290 0085  ●  www.tnf.org.uk
Currently available on CD for new listeners and both CD and audio cassette for existing listeners. It is planned to switch to Memory Sticks for new listeners and existing cassette listeners later in 2011—free for registered blind and partially sighted.

Royal National Institute for the Blind (RNIB) Talking Book Service
PO Box 173, Peterborough PE2 6WS  ☏ 0845 762 6843  ●  www.rnib.org.uk
Subscription service for people with sight loss.
Volunteering

For information on volunteering contact:

**Age UK Bromley’s Community Volunteers Time Bank**  
*(page 13)*

**The Volunteer Centre**  
Community Links Bromley  
Community House, South Street, Bromley BR1 1RH  
☎ 020 8315 1900  🌐 [www.communitylinksbromley.org.uk](http://www.communitylinksbromley.org.uk)  
Recruits volunteers of all ages for a variety of community groups operating in the Borough of Bromley. Has a Directory of local, regional and national organizations that work in the London Borough of Bromley.

**REACH**  
89 Albert Embankment, London SE1 7TP  
☎ 020 7582 6543  🌐 [www.reachskills.org.uk](http://www.reachskills.org.uk)  
Finds voluntary work for professionals, including people who have retired and have experience and skills to offer. Places them with voluntary organisations, community groups, and charities.
Pets

Help with caring for your pet

**Cinnamon Trust**
10 Market Square, Hayle, Cornwall, TR27 4HG
 01736 757900   www.cinnamon.org.uk
Services include help with dog walking, taking a pet to the vet, and looking after your pet if you go into hospital, residential care, or die. They also have a list of care homes who will accept pets.

**Friends of Animals League**
Foal Farm, Jail Lane, Biggin Hill, Kent TN16 3AX
 01959 572386   www.foalfarm.org.uk
Can care for your pet if you are no longer able to.

Help with vet bills

**People’s Dispensary for Sick Animals (PDSA)**
Help with veterinary treatment (PetAid) for people claiming Housing Benefit or Council Tax Benefit. Phone them with your postcode to find the nearest centre to you.
 0800 731 2502   www.pdsa.org.uk

**The Blue Cross**
Shilton Road, Burford, Oxfordshire, OX18 4PF
 01993 822 651   www.bluecross.org.uk
Finds homes for unwanted animals and treats the pets of owners who cannot afford private veterinary care. They also run the bereavement support service below.

**Blue Cross Pet Bereavement Support Service**
 0800 096 6606

**Animals at home**
 01322 618580   www.animalsathome.co.uk
Will take your pet either accompanied or unaccompanied to any veterinary practice in the Borough or to a veterinary hospital outside of the Borough. They also provide a dog walking and pet sitting service.
ARE YOU FIT FOR LIFE?

There are many health and lifestyle benefits of physical activity whatever your age! Regular physical activity will help you:

- improve mobility, balance and muscle strength
- promote an overall sense of wellbeing
- prevent some illnesses
- reduce the risk of heart disease, type 2 diabetes, osteoporosis, obesity and being hurt in a fall
- reduce stress and alleviate depression
- enjoy activities with family and friends

This is what some older people have said about our Fit for Life programmes:

“Get to it and get going, fitness is the key to a better life”
…“It not only motivates the body to be more active but helps to coordinate the brain”…“Meet people, plenty of advice on fitness and wellbeing it was fantastic…best thing I’ve done all the year”.

To find out the dates of our next Fit for Life 12 week programme please call:

Our Fit for Life Coordinator ☎ 020 8315 1850
Important Numbers

If you smell gas
Thames Water
Bromley Police (non-emergency)

Emergency services:
Police, Fire or Ambulance
BT Nuisance Callers Advice Line
Bromley Social Services
NHS Direct
Trading Standards Bogus Callers
Rapid Response Team

NOTES
(Please use the space below for your own personal entries)
Promoting positive attitudes towards older people and ageing

Age UK Bromley
Community House
South Street
Bromley BR1 1RH

☎ 020 8315 1850
Fax: 020 8315 1851
🌐 www.ageukbromley.org.uk
Email: info@ageukbromley.org.uk

Age UK Bromley is the trading name of Age Concern Bromley, a registered charity number 1060861 and company limited by guarantee number 3304510. Age UK Bromley is a brand partner of the national charity Age UK and works with the network of local Age UKs across the capital to promote actively the well-being of people in later life contributing to national and regional campaigns. Each Age UK is an independent charity, responsible for its own governance and funding.