

Useful contacts

Information and advice directory



*Travel &
lifestyle*



*Age UK is the new force combining
Age Concern and Help the Aged.*

*With almost 120 years of combined
history to draw on, we are bringing
together our talents, services and
solutions to do more to enrich
the lives of people in later life.*

The new force combining

AGE
Concern

and

HELPTHEAGED **WE WILL**

This information leaflet has been prepared by Age UK and contains general advice only, which we hope will be useful. Nothing in this leaflet should be construed as specific advice and it should not be relied on as a basis for any decision or action. Age UK does not accept any liability arising from its use. We aim to ensure that the information is as up to date and accurate as possible, but please be warned that certain areas are subject to change from time to time.

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Contents

Introduction	2
What Age UK can do for you	3
Consumer issues	6
Employment and rights at work	10
Social care	13
Health	19
Housing and crime	26
Legal issues	31
Money matters	33
Leisure and learning	38
End-of-life support	43

Introduction

Knowing where to go for information and advice can be the turning point in solving a problem. But how do you know where to go and whether the advice offered is reliable and up to date? Age UK has put together this handy directory to help. It covers:

- consumer issues
- employment and rights at work
- social care
- health
- housing and crime
- legal issues
- money matters
- leisure and learning
- end-of-life support.

We have also highlighted how we, Age UK, can help with information and advice and with products (including commercial products) and services.

This guide is relevant for people living in England and Wales and Northern Ireland. If you live in Scotland, contact the Age Scotland office for information: see contact details on page 4.

What Age UK can do for you

Age UK is the new force combining Age Concern and Help the Aged. By bringing together our expertise and our resources, we will be able to improve our services and extend their reach to help more people than ever before.

We work very closely with local charities across the UK, including local Age Concerns in England, and Age Scotland, Age Cymru and Age NI, to ensure that this can be achieved.

Contact details for the national charities are listed below.

Please note that many local Age Concerns are changing their names to Age UK, Age Scotland, Age Cymru or Age NI.

Age UK

207–221 Pentonville Road
London N1 9UZ

Age UK Advice: 0800 169 65 65
www.ageuk.org.uk

Age Cymru

Tŷ John Pathy
13/14 Neptune Court
Vanguard Way
Cardiff CF24 5PJ

Age UK Advice: 0800 169 65 65
www.agecymru.org.uk

Age Scotland

Causewayside House
160 Causewayside
Edinburgh EH9 1PR

Scottish helpline for older people: 0845 125 9732
www.agescotland.org.uk

Age NI

3 Lower Crescent
Belfast BT7 1NR

Advice line: 0808 808 7575
www.ageni.org.uk

Our information and advice services

Age UK provides advice and information for people in later life through helplines, publications and online.

We publish over 40 information guides, 70 detailed factsheets and over 20 priced books on a variety of topics including social care, housing, benefits and money, employment, consumer issues and health. Call Age UK Advice free on **0800 169 65 65** to order any of our publications or to seek advice. Lines are open 8am–7pm, 365 days a year. You can also download the information guides and factsheets from our website at www.ageuk.org.uk

Note Calls to 0845 numbers are charged at local rate and may be recorded to improve customer service.

Your local Age UK, Age Cymru, Age Scotland or Age NI may be able to provide you with direct support. We offer a range of services which vary from charity to charity but include, for example:

- help at home
- bereavement support groups
- information and advice
- befriending schemes
- handyperson schemes
- advocacy services
- nail-cutting service
- transport schemes
- help with claiming benefits
- exercise classes and
- day centres.

To find your local Age Concern/Age UK* call Age UK Advice on **0800 169 65 65**.

*Many Age Concerns are changing their name to Age UK

Consumer issues

It's important to know your consumer rights, from what to do if your energy company sends you a wrong bill to what action to take if you are mis-sold a product on the doorstep.

Age UK

Publish a range of resources on consumer issues from detailed factsheets on how to complain and information guides on avoiding scams.

Tel: 0800 169 65 65
www.ageuk.org.uk

Consumer Council

Represents consumers in Northern Ireland on a wide variety of issues.

116 Hollywood Road
Belfast BT4 1NY

Tel: 028 9067 2488
www.consumercouncil.org.uk

Consumer Council for Water

Advice on making a complaint about companies that provide water and sewerage services. In some cases the Council can take on a complaint and may be able to get the company to reconsider its actions or decisions.

1st Floor
Victoria Square House
Victoria Square
Birmingham B2 4AJ

Tel: 0845 039 2837
Email: enquiries@ccwater.org.uk
www.ccwater.org.uk

Consumer Direct

Provides clear, practical consumer advice on all types of consumer issues, such as faulty household equipment and problems with energy companies.

Tel: 08454 04 05 06
www.consumerdirect.gov.uk

Direct Selling Association (DSA)

Provides information to consumers on consumer protection and advises on making a complaint.

29 Floral Street
London WC2E 9DP

Tel: 020 7497 1234
Email: info@dsa.org.uk
www.dsa.org.uk

Mailing Preference Service (MPS)

Free service funded by the direct mail industry to enable consumers to have their names and home addresses in the UK removed from lists used by the industry.

DMA House
70 Margaret Street
London W1W 8SS

Tel: 0845 703 4599
Email: mps@dma.org.uk
www.mpsonline.org.uk

Ofcom

Independent organisation that regulates broadcasting, telecommunications and wireless services in the UK. Can investigate unfair practice and take action to protect consumers.

Riverside House
2a Southwark Bridge Road
London SE1 9HA

Tel: 020 7981 3000
Email: contact@ofcom.org.uk
www.ofcom.org.uk

Office of Fair Trading (OFT)

Encourages businesses to comply with competition and consumer law.

Enquiries and Reporting Centre
Office of Fair Trading
Fleetbank House
2–6 Salisbury Square
London EC4Y 8JX

Tel: 020 7211 8000
Email: enquiries@oft.gsi.gov.uk
www.oft.gov.uk

Telephone Preference Service (TPS)

A central opt-out register where individuals can register their wish not to receive unsolicited sales and marketing telephone calls.

DMA House
70 Margaret Street
London W1W 8SS

TPS registration line: 0845 070 0707
Fax: 020 7323 4226
Email: tps@dma.org.uk
www.tpsonline.org.uk

Employment and rights at work

There are lots of services offering advice on employment, from how to find work or training to information on your rights at work.

Age UK

Publishes a range of resources on employment issues from detailed factsheets on age discrimination law to information guides on employment choices.

www.ageuk.org.uk

Acas (Advisory, Conciliation and Arbitration Service)

Information and advice on rights at work and help with resolving employment disputes. Does not provide face-to-face advice but can provide details of nearest regional office on request.

Helpline: 08457 47 47 47
www.acas.org.uk

Business Link

Provides advice and training on setting up a business. Call the number below to be connected to your local Business Link.

Tel: 0845 600 9006
www.businesslink.gov.uk

Department for Business, Innovation and Skills

Website containing information on redundancy and employment rights.

www.bis.gov.uk

Insolvency Service's Redundancy Payments Office

Call the helpline for details of the Redundancy Payments Office local to your place of employment.

Tel: 0845 145 0004

www.insolvency.gov.uk

Jobcentre Plus

Call Jobseeker Direct for details of job vacancies. Look in your local phone book for your local Jobcentre Plus.

Jobseeker Direct: 0845 60 60 234

www.jobcentreplus.gov.uk

Nextstep

Provides a free service offering face-to-face help and support on training, learning and work.

Learning and Skills Council: 0870 900 6800
for details of your nearest nextstep service
www.direct.gov.uk/nextstep

Prime

National organisation that helps people over 50 who are unemployed or facing unemployment to set up a business.

Astral House
1268 London Road
London SW16 4ER

Tel: 0800 783 1904
Email: prime@ace.org.uk
www.primebusinessclub.com

TAEN – The Age and Employment Network

Directs individuals looking for employment who want to change direction, develop their careers or undertake training to relevant organisations and a number of useful resources.

Tel: 020 7843 1590
Email: info@taen.org.uk
<http://taen.org.uk>

Worksmart

Trades Union Congress (TUC) website that helps people get the most out of work, including information on employment rights, training, careers advice and how to find a union.

www.worksmart.org.uk

Social care

The following section can help you find advice on all aspects of social care, from how it is regulated to what support is available for carers.

Age UK

Publishes a range of resources on social care, from detailed factsheets on finding and paying for care to information guides on help available to help people stay in their own homes.

Tel: 0800 169 65 65
www.ageuk.org.uk

Care and Social Services Inspectorate Wales

The national regulatory body of care homes and domiciliary care in Wales. Can provide lists of care homes for a specific area, care home inspection reports and domiciliary care providers.

4–5 Charnwood Court
Heol Billingsley
Parc Nantgarw
Nantgarw CF15 7QZ

Tel: 01443 848 450
Email: cssiw@wales.gsi.gov.uk
www.cssiw.org.uk

Care Quality Commission (CQC)

The national regulatory body of care homes in England. Can provide lists of care homes for a specific area, care home inspection reports and hospital performance ratings.

Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA

Email: enquiries@cqc.org.uk
www.cqc.org.uk

Carers UK

Provides a free information and advice service for carers.

20 Great Dover Street
London SE1 4LX

Helpline: 0808 808 7777
Email: info@carersuk.org
www.carersuk.org

Community alarms

If you worry about having an accident or falling ill while you are alone at home, you may want to think about getting a community alarm, which would allow you to call for help even if you cannot get to a phone. Contact your local council to see if it runs an alarm scheme – in some areas this service is free.

Age UK also runs a community alarm scheme.

Tel: 0800 169 65 65

Counsel and Care

Provides information and advice on a variety of topics including social care, housing, benefits and community care.

Twyman House
16 Bonny Street
London NW1 9PG

Tel: 020 7241 8555
Advice line: 0845 300 7585
www.counselandcare.org.uk

Crossroads Care

Provides support for carers and the people they care for. Each nation has its own office. To find the web address for your nation visit the website below.

10 Regent Place
Rugby CV21 2PN

Tel: 0845 450 0350
www.crossroads.org.uk

FirstStop

Provides information and advice on care, housing and financial options for people in later life and their carers.

Tel: 0800 377 7070
Email: info@firststopadvice.org.uk
www.firststopcareadvice.org.uk

National Centre for Independent Living (NCIL)

Provides information and training on all aspects of direct payments and independent living.

Unit 3.40
Canterbury Court
1–3 Brixton Road
London SW9 6DE

Tel: 020 7587 1663
Textphone: 020 7587 1177
www.ncil.org.uk

The Princess Royal Trust for Carers

Provides an information, advice and support service to carers.

Unit 14
Bourne Court
Southend Road
Woodford Green
Essex IG8 8HD

Tel: 0844 800 4361
Email: info@carers.org
www.carers.org

The Regulation and Quality Improvement Authority

The independent health and social care regulatory body for Northern Ireland.

9th Floor
Riverside Tower
5 Lanyon Place
Belfast BT1 3BT

Tel: 028 9051 7500
Email: info@rqia.org.uk
www.rqia.org.uk

Relatives and Residents Association

Supports care home residents and their relatives.
Operates a helpline and has a network of local groups.

24 The Ivories
6–18 Northampton Street
London N1 2HY

Tel: 020 7359 8136
Email: info@relres.org
www.relres.org

Social services

If you are concerned about the abuse of people in later life, contact your local social services department (in Northern Ireland, contact the local health and social services trust and in Scotland, the social work department). Their contact details will be in your local telephone directory. For further help, contact **Action on Elder Abuse** on 0808 808 8141.

UK Home Care Association

Provides information on choosing care and finding a home care agency.

2nd Floor
Group House
52 Sutton Court Road
Sutton
Surrey SM1 4SL

Tel: 020 8288 5291
www.ukhca.co.uk

Warden schemes

Warden schemes address the concerns of local communities. Wardens are highly visible, work directly with local residents and help to make communities cleaner, safer, and greener. Please contact your local authority or housing association to find out if wardens operate in your area.

WRVS

Operates UK-wide and offers a range of services including home visits, help with shopping and other tasks, community transport, meals delivered to the home and social clubs. Call to find out what is available in your local area.

Garden House
Milton Hill
Steventon
Abingdon
Oxfordshire OX13 6AD

Tel: 029 2073 9000
www.wrvs.org.uk

Health

The internet offers a wealth of information on health from healthy living to health conditions. Use the contacts below to find trusted information and advice.

Age UK

Publishes a range of resources on health services, healthy living and common health conditions. For a copy of our free information guide on healthcare services call the number below or download it from our website.

Tel: 0800 169 65 65
www.ageuk.org.uk

Alzheimer's Society

Offers advice, information and support to people with dementia, their families and carers through its helpline and local branches.

Devon House
58 St Katharine's Way
London E1W 1JX

Tel: 020 7423 3500
Helpline: 0845 300 0336
www.alzheimers.org.uk

Bladder and Bowel Foundation

The UK's largest advocacy charity, providing information and support for people living with bladder and bowel control problems.

SATRA Innovation Park
Rockingham Road
Kettering
Northants NN16 9JH

Tel: 01536 533 255

Nurse helpline: 0845 345 0165

Email: info@bladderandbowelfoundation.org
www.bladderandbowelfoundation.org

British Red Cross

Offers a range of services including care in the home, transport services and the loan of some medical equipment.

44 Moorfields
London EC2Y 9AL

Tel: 0844 871 1111

Email: information@redcross.org.uk
www.redcross.org.uk

Depression Alliance

Helps people who have depression. It offers information and advice as well as a network of self-help groups and produces leaflets.

20 Great Dover Street
London SE1 4LX

Tel: 0845 123 23 20

Email: information@depressionalliance.org

www.depressionalliance.org

Health Professions Council

Regulates a range of health professionals working both for the NHS and privately.

Tel: 0845 300 4472 (lo-call rate)

www.hpc-uk.org

Mind

Produces booklets and factsheets on a wide range of mental health issues; also gives details of support services available in local areas.

PO Box 277
Manchester M60 3XN

Info line: 0845 766 0163

Email: contact@mind.org.uk

www.mind.org.uk

NHS Choices

Find out about local NHS services in England and Wales and get information to help you choose which hospital to go to for treatment.

www.nhs.uk

Northern Ireland: www.nidirect.gov.uk

NHS Direct

A 24-hour telephone service staffed by nurses offering advice on the most appropriate action to take if you are feeling unwell.

Tel: 0845 4647

Textphone: 0845 606 4647

www.nhsdirect.nhs.uk

Office of the Public Guardian

Operating in England and Wales only, its role is to protect people who lack capacity from being abused.

PO Box 15118

Birmingham B16 6GX

Tel: 0300 456 0300

www.publicguardian.gov.uk

Parkinson's Disease Society

Runs a helpline staffed by nurses, produces information sheets and other publications and has a network of local support groups.

215 Vauxhall Bridge Road

London SW1V 1EJ

Helpline: 0808 800 0303

www.parkinsons.org.uk

Parliamentary and Health Service Ombudsman

Carries out independent investigations into complaints about UK government departments, their agencies and the NHS.

Millbank Tower
Millbank
London SW1P 4QP

Helpline: 0345 015 4033 (lo-call rate)
Email: phso.enquiries@ombudsman.org.uk
www.ombudsman.org.uk

The Patients Association

A national healthcare charity providing patients with the opportunity to raise concerns and share experiences.

PO Box 935
Harrow
Middlesex HA1 3YJ

Helpline: 0845 608 4455
www.patients-association.org.uk

Public Services Ombudsman for Wales

Can look into complaints about local government, National Health Service organisations (including GPs), housing associations and the Welsh Assembly Government.

1 Ffordd yr Hen Gae
Pencoed CF35 5LJ

Tel: 01656 641 150
Email: ask@ombudsman-wales.org.uk
www.ombudsman-wales.org.uk

RNIB (Royal National Institute of Blind People)

Provides a range of services, advice and information, including leaflets and publications, many of which are available in large print, Braille and Moon. Can also give details of local sight loss support organisations.

105 Judd Street
London WC1H 9NE

Helpline: 0303 123 9999
www.rnib.org.uk

RNID (Royal National Institute for Deaf People)

Provides advice and support for people with hearing loss, through its information line, tinnitus helpline and range of factsheets.

19–23 Featherstone Street
London EC1Y 8SL

Information line: 0808 808 0123 (textphone: 0808 808 9000)
Tinnitus helpline: 0808 808 6666 (textphone: 0808 808 0007)
www.rnid.org.uk

Samaritans

Provides confidential emotional support 24 hours a day, seven days a week, to those experiencing despair, distress or suicidal feelings.

Tel: 08457 90 90 90
www.samaritans.org

Sense

Provides support and information and advice to people who are deafblind.

101 Pentonville Road
London N1 9LG

Tel: 0845 127 0060
Email: info@sense.org.uk
www.sense.org.uk

The Stroke Association

Provides community support in some areas and provides patient leaflets for people affected by stroke.

Stroke House
240 City Road
London EC1V 2PR

Helpline: 0845 3033 100
www.stroke.org.uk

Women's Aid

Provides a free, confidential helpline for women who have experienced domestic violence.

Tel: 0808 2000 247
www.womensaid.org.uk

Housing and crime

This section provides details on where to find trusted advice on your housing options and how to make improvements to your home.

Age UK

Provides a range of resources on housing from detailed factsheets on tenants' rights to information guides on housing options.

Tel: 0800 169 65 65
www.ageuk.org.uk

Abbeyfield

National charity providing housing with care for people in later life.

Abbeyfield House
53 Victoria Street
St Albans AL1 3UW

Tel: 01727 857 536
Email: enquiries@abbeyfield.com
www.abbeyfield.com

Assist UK

Sets up Disabled Living Centres across the UK.

Redbank House
4 St Chad's Street
Manchester M8 8QA

Tel: 0870 770 2866
Email: general.info@assist-uk.org
www.assist-uk.org

Care and Repair Cymru

Norbury House
Norbury Road
Fairwater
Cardiff CF5 3AS

Tel: 029 2057 6286
www.careandrepair.org.uk

Care and Repair England

Aims to improve the housing and living conditions of older and disabled people.

c/o The Renewal Trust Business Centre
3 Hawksworth Street
Nottingham NG3 2EG

Tel: 0115 950 6500
www.careandrepair-england.org.uk

Disabled Living Foundation

Provides impartial advice, information and training on daily living aids.

380–384 Harrow Road
London W9 2HU

Helpline 0845 130 9177
Textphone: 020 7432 8009
Email: info@dlf.org.uk
www.dlf.org.uk

Elderly Accommodation Counsel

Free advice on housing options for people in later life.

3rd Floor
89 Albert Embankment
London SE1 7TP

Tel: 020 7820 1343
Email: enquiries@eac.org.uk
www.housingcare.org

Foundations

National body for improvement agencies. Nearest local improvement agency can be found via its website.

Bleaklow House
Howard Town Mill
Glossop
Derbyshire SK13 8HT

Tel: 08458 645 210
www.foundations.uk.com

Gifted Housing Service (Age UK)

Those who own their home but are worried about the costs and responsibility of maintaining it might wish to consider donating their property to the Gifted Housing Service run by Age UK. In return for donating their property, Age UK helps them to maintain their independence at home by supporting them in a number of ways including organising and paying for repairs, paying council tax and water rates and, should they need it, contributing towards the cost of care either in their own home or in residential care.

Tel: 01225 447 800

Police

If you think a crime is being committed, call 999; if there is no emergency, call your local police station (see your phone book for relevant numbers). The police can also offer advice on safety at home and in the community.

Shelter

Provides advice, information and advocacy to people who have a housing need.

88 Old Street
London EC1V 9HU

Helpline: 0808 800 4444
Email: info@shelter.org.uk
<http://england.shelter.org.uk>
<http://scotland.shelter.org.uk>
<http://sheltercymru.org.uk>

TrustMark

Helps people find reliable, trustworthy tradespeople to make repairs and improvements to their homes.

Egglemere
Kings Ride
Ascot
Berkshire SL5 7TB

Tel: 01344 630 804
Email: enquiries@trustmark.org.uk
www.trustmark.org.uk

Victim Support

Provides free, confidential support to victims of crime and their friends and family.

Hannibal House
Elephant and Castle Shopping Centre
London SE1 6TB

Tel: 0845 30 30 900
Email: supportline@victimsupport.org.uk
www.victimsupport.org.uk

Legal issues

This section helps you find reliable information on legal matters, from making a complaint about a solicitor to knowing your legal rights.

Age UK

Publishes information on age discrimination, writing wills, powers of attorney and finding legal advice.

Tel: 0800 169 65 65
www.ageuk.org.uk

Age UK also produces LifeBook, an easy and safe way to record the practical details of your life such as your financial arrangements, details of family and friends, whom to contact in an emergency, which company provides your insurance and information about your medical or health conditions. Call for more information: 0845 6085 1061.

Age UK can signpost legal services through an arrangement with the law firm Irwin Mitchell on will-writing, personal injury, family and relationships, rights at work and buying or selling a home: 0845 685 1078.

Alternatively, you can choose a solicitor through organisations such as Citizens Advice Bureau (see page 34) or the Law Society (see page 32), and in some circumstances you may be eligible for legal aid.

Advicenow

An independent website providing information on rights and legal issues.

www.advicenow.org

Community Legal Services

Offers free, confidential and independent legal advice.

Tel: 0845 345 4 345

www.communitylegaladvice.org.uk

Equality and Human Rights Commission

One of its many roles is to make people aware of their rights and how to use them.

Helpline: 0845 604 6610

www.equalityhumanrights.com

The Law Society of England and Wales

Helps people find a solicitor, advises on what to expect when they visit one and produces guides to common legal problems.

Tel: 020 7242 1222

www.lawsociety.org.uk

The Law Society of Northern Ireland

Tel: 028 9023 1614

www.lawsoc-ni.org

Legal Complaints Service

Investigates complaints about solicitors.

Victoria Court
8 Dormer Place
Leamington Spa
Warwickshire CV32 5AE

Helpline: 0845 608 6565

Email: enquiries@legalcomplaints.org.uk

www.legalcomplaints.org.uk

Money matters

This section provides information on how to find out what you are entitled to and how to manage your money.

Age UK

Publishes information on a range of money matters from claiming benefits and managing money to coping with debt or checking your tax.

Your local Age Concern/Age UK can offer help or direct you to other local agencies that can check whether you are entitled to benefits and help you claim if you are.

Tel: 0800 169 65 65

www.ageuk.org.uk

Age UK also offers independent financial advice through a relationship with the Co-operative Independent Financial Advisers.

Tel: 0845 685 1077

Alternatively, you can find an independent financial adviser through personal recommendations or through organisations such as IFA Promotion via their website www.unbiased.co.uk or telephone 0800 085 3250.

Benefit Enquiry Line (BEL)

Provides information and advice for disabled people and carers on the range of benefits available.

Tel: 0800 88 22 00

Textphone: 0800 24 33 55

Citizens Advice Bureau (CAB)

Helps people resolve their money, legal and other problems by providing free, independent and confidential advice. Details of your local CAB can be found on the website or in your local phone book.

www.citizensadvice.org.uk

www.adviceguide.org.uk

Consumer Credit Counselling

Provides information and education about debt-related issues.

Wade House

Merrion Centre

Leeds LS2 8NG

Tel: 0800 138 1111

www.cccs.co.uk

DirectGov

The official government website, providing information on public services such as benefits, jobs, the environment, pensions and health services.

www.direct.gov.uk

Financial Ombudsman Service

Can consider complaints about most financial matters including banking, insurance, mortgages, pensions, savings and investments.

South Quay Plaza

183 Marsh Wall

London E14 9SR

Tel: 0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk

www.financial-ombudsman.org.uk

Financial Services Authority (FSA)

MoneyMadedclear, set up by the FSA, gives impartial information about financial products and services and offers tips on everyday money management.

25 The North Colonnade
Canary Wharf
London E14 5HS

Tel: 0300 500 5000
www.moneymadedclear.fsa.gov.uk

HM Revenue and Customs (HMRC)

Administers the Working Tax Credit system for people who are working but on a low income.

Tax Credit helpline: 0845 300 3900
www.hmrc.gov.uk

Independent Living Fund

A national resource providing financial support to disabled people to enable them to choose to live in the community rather than in residential care.

Equinox House
Island Business Quarter
City Link
Nottingham NG2 4LA

Tel: 0845 601 8815
www.ilf.org.uk

National Debtline

Free, confidential and independent service operating in England, Wales and Scotland, with a telephone helpline for people with debt problems.

Tricorn House
51–53 Hagley Road
Edgbaston
Birmingham B16 8TP

Debtline: 0808 808 4000
www.nationaldebtline.co.uk

The Pensions Advisory Service (TPAS)

An independent organisation that provides information and guidance on different types of pensions.

Helpline: 0845 601 2923
Email: enquiries@pensionsadvisoryservice.org.uk
www.pensionsadvisoryservice.org.uk

Service Personnel and Veterans Agency

Provides free help and advice to people who have served in HM Armed Forces.

Norcross
Thornton Cleveleys
Lancashire FY5 3WP

Helpline: 0800 169 22 77
Textphone: 0800 169 34 58
Email: veterans.help@spva.gsi.gov.uk
www.veterans-uk.info

TaxAid

Free, independent advice on tax.

Tel: 0845 120 3779

www.taxaid.org.uk

TaxHelp for Older People (TOP)

Offers independent advice from qualified tax advisers for people in later life who have a low income.

Tel: 0845 601 3321

Email: taxvol@taxvol.org.uk

www.taxvol.org.uk

Unbiased.co.uk

Independent financial advisers who can help people with their finances. Find an adviser in your area through the website.

www.unbiased.co.uk

Winter Fuel Payment Helpline

Provides information about Winter Fuel Payment, guidance on reporting changes to individual circumstances, and a claim form.

Tel: 08459 15 15 15

Leisure and learning

There are lots of leisure and learning opportunities throughout the UK to help us get the most out of life.

Age UK

If you would like to become more involved with the Charity, you might consider becoming a volunteer. This could involve helping out in a shop or befriending someone in later life. Call to find out about opportunities available.

Tel: 0800 169 65 65
www.ageuk.org.uk

Contact the Elderly

Organises volunteers in England, Wales and Scotland to provide transport for older people wishing to meet for tea on Sunday afternoons.

15 Henrietta Street
London WC2E 8QG

Tel: 0800 716543
www.contact-the-elderly.org.uk

do-it.org.uk

A national database for volunteer work.

1st floor
50 Featherstone Street
London EC1Y 8RT

Tel: 020 7250 5700
www.do-it.org.uk

Extend

Offers 'movement to music' classes for older and disabled people in many parts of the UK.

2 Place Farm
Wheathampstead
Hertfordshire AL4 8SB

Tel: 01582 832 760
www.extend.org.uk

Learndirect

Provides information and advice on many different courses and has its own network of centres.

PO Box 900
Leicester LE1 6XJ

Tel: 0800 101 901
www.learndirect.co.uk

Making Music

Provides contact details of music groups throughout the UK.

2-4 Great Eastern Street
London EC2A 3NW

Tel: 020 7422 8280
Email: info@makingmusic.org.uk
www.makingmusic.org.uk

Ramblers' Association

Britain's biggest walking charity with walking groups across the UK.

2nd Floor
Camelford House
87–90 Albert Embankment
London SE1 7TW

Tel: 020 7339 8500
Email: ramblers@ramblers.org.uk
www.ramblers.org.uk

Royal Photography Society of Great Britain (RPS)

For national and local information about workshops, field trips and lectures.

Fenton House
122 Wells Road
Bath BA2 3AH

Tel: 01225 325 733
Email: reception@rps.org
www.rps.org

RSVP (Retired and Senior Volunteer Programme)

Places people in later life as volunteers in their local communities.

237 Pentonville Road
London N1 9NJ

Tel: 020 7643 1385
www.csv-rsvp.org.uk

Society of Genealogists

Offers research material, guidance and support for people interested in family history and the lives of earlier generations.

14 Charterhouse Buildings
Goswell Road
London EC1M 7BA

Tel: 020 7251 8799
www.sog.org.uk

Thrive

Provides information and guidance on how to make gardening easier and more enjoyable.

The Geoffrey Udall Centre
Beech Hill
Reading RG7 2AT

Tel: 0118 988 5688
www.thrive.org.uk or www.carryongardening.org.uk

University of the Third Age (U3A)

A network of local groups of people in later life who organise informal learning. Also provides online courses.

19 East Street
Bromley BR1 1QH

Tel: 020 8466 6139
www.u3a.org.uk

Volunteering England

Provides details of local volunteer centres in England and signposts volunteering opportunities across the UK.

Regents Wharf
8 All Saints Street
London N1 9RL

Tel: 0845 305 6979
www.volunteering.org.uk

End-of-life support

Find information on planning for a funeral and support and guidance when someone close to you dies.

Age UK

Provides a range of information on the end of life from detailed factsheets about the Mental Capacity Act to information guides on what to do when someone dies.

Tel: 0800 169 65 65
www.ageuk.org.uk

Bereavement Advice Centre

Offers practical advice on what to do when someone dies.

Helpline: 0800 634 9494
Email: info@bereavementadvice.org
www.bereavementadvice.org

British Association for Counselling and Psychotherapy

A professional body for counselling and psychotherapy providing a reference point for anyone seeking information.

BACP House
15 St John's Business Park
Lutterworth
Leicestershire LE17 4HB

Tel: 01455 88 33 00
www.bacp.co.uk

The Compassionate Friends

A nationwide self-help organisation. Parents who have been bereaved themselves offer friendship and support to other bereaved parents, grandparents, and their families.

53 North Street
Bristol BS3 1EN

Helpline: 0845 123 2304
Email: helpline@tcf.org.uk
www.tcf.org.uk

Cruse Bereavement Care

Offers free information, advice and support, including books, leaflets, a newsletter and a helpline, to bereaved people.

PO Box 800
Richmond
Surrey TW9 1RG

Helpline: 0844 477 9400
Email: helpline@cruse.org.uk
www.cruse.org.uk

Funeral Planning Authority Limited

Regulates registered providers to ensure they maintain high standards of conduct.

Knellstone House
Udimore
Rye TN31 6AR

Tel: 0845 601 9619
www.funeralplanningauthority.com

Institute of Civil Funerals

Helps people find someone to conduct a non-religious funeral.

Tel: 01920 898 156
www.iocf.org.uk

Marie Curie Cancer Care

Provides end-of-life care to people with cancer and other life-limiting illnesses through Marie Curie nurses.

89 Albert Embankment
London SE1 7TP

Tel: 020 7599 7777
www.mariecurie.org.uk

MissYou and Much Loved

Tribute websites through which people can set up an online memorial to someone who has died. Both are free and no specialist computer knowledge is needed to use them.

www.missyoud.org.uk
www.muchloved.com

Natural Death Centre

Offers advice on arranging a funeral with or without using a funeral director.

In The Hill House
Watley Lane
Twyford
Winchester SO21 1QX

Tel: 0871 288 2098
Email: contact@naturaldeath.org.uk
www.naturaldeath.org.uk

War Widows Association of Great Britain

Offers advice, help and support to war widows and dependants.

c/o 199 Borough High Street
London SE1 1AA

Tel: 0845 241 2189
Email: info@warwidowsassociation.org.uk
www.warwidowsassociation.org.uk

Can you help Age UK?

Please complete the donation form below with a gift of whatever you can afford and return to: Age UK, FREEPOST LON13041, PO Box 203, London N1 9BR. Alternatively, you can phone 0800 169 80 80 or visit www.ageuk.org.uk/donate. Thank you.

Personal details

Title:	Initials:	Surname:
Address:		
Postcode:		
Tel:	Email:	

By providing your email address and/or mobile number you are agreeing to us contacting you in these ways. You may contact us at any time to unsubscribe from our communications.

Your gift

I would like to make a gift of: £

I enclose a cheque/postal order made payable to Age UK

Card payment

I wish to pay by (please tick) MasterCard Visa CAF CharityCard
 Maestro American Express

(Maestro only)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Signature X
Expiry date	<input type="text"/>	/	<input type="text"/>	Issue no. (Maestro only)	<input type="text"/>	

Gift Aid declaration

(please tick) Yes, I want Age UK and its partner organisations* to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as gift aid donations. I confirm I pay an amount of income tax and/or capital gains tax at least equal to the tax that the charity will reclaim on my donations in the tax year. Date: ___/___/___ (please complete). *Age Cymru, Age Scotland and Age NI



We will use the information you have supplied to communicate with you in line with Data Protection guidelines. Age UK (registered charity no 1128267) comprises the Charity, its group of companies and national partners (Age Cymru, Age Scotland and Age NI). If you would prefer not to hear from them or carefully selected third parties, let us know by phoning 0800 107 8977.

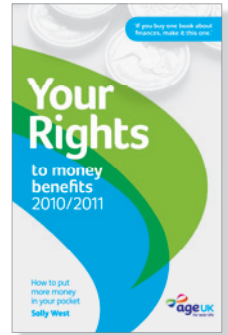
Age UK publishes a range of books on issues relevant to people as they get older. Browse our online bookshop at www.ageuk.org.uk/bookshop

Your Rights to money benefits 2010/11

Sally West

Updated each year after the Budget, this book contains comprehensive details on the benefits you may be entitled to in retirement, including:

- pensions and retirement
- financial help for those on low incomes
- benefits and financial support for disabled people and their carers
- other types of financial support.

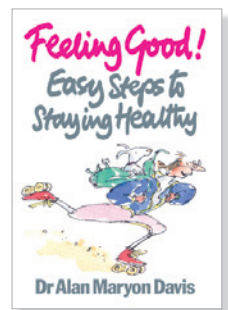


Paperback £5.99

Feeling good

Dr Alan Maryon Davis,
illustrated by Quentin Blake

Written by well-known media medic, Dr Alan Maryon Davis, and illustrated by Quentin Blake, this is a must-have self-help guide that provides a light-hearted yet serious approach to the secrets of keeping fit and healthy for longer.



Paperback £9.99

What should I do now?

For more information on the issues covered in this guide, or to order any of our publications, please call Age UK Advice free on **0800 169 65 65** or visit www.ageuk.org.uk/travelandlifestyle

Our publications are also available in large print and audio formats.

The following Age UK information guides may be useful:

- *Making a will*
- *Staying steady*
- *Your tax health check*

Age UK offers a wide range of products and services specially designed for people in later life, for more information, please call **0800 169 18 19**.

If contact details for your local Age UK/Age Concern are not in the box below, call Age UK Advice free on **0800 169 65 65**.



*Many Age Concerns are changing their name to Age UK

Age UK is a registered charity (number 1128267) and company limited by guarantee (number 6825798). The registered address is 207-221 Pentonville Road, London N1 9UZ. VAT number: 564559800. Age Concern England (charity number 261794) and Help the Aged (charity number 272786) and their trading and other associated companies merged on 1 April 2009. Together they have formed Age UK, a single charity dedicated to improving the lives of people in later life. Age Concern and Help the Aged are brands of Age UK. The three national Age Concerns in Scotland, Northern Ireland and Wales have also merged with Help the Aged in these nations to form three registered charities: Age Scotland, Age NI, Age Cymru. ID8667