Useful contacts

Information and advice directory

age UK
Love later life

Travel & lifestyle

AgeUKIG10

Information and advice you need to help you love later life.

We're Age UK and our goal is to enable older people to love later life.

We are passionate about affirming that your later years can be fulfilling years. Whether you're enjoying your later life or going through tough times, we're here to help you make the best of your life.

Our network includes Age Cymru, Age NI, Age Scotland, Age International and more than 160 local partners.

This information guide has been prepared by Age UK and contains general advice only, it should not be relied on as a basis for any decision or action and cannot be used as a substitute for professional medical advice.

Neither Age UK nor any of its subsidiary companies or charities accepts any liability arising from its use and it is the reader's sole responsibility to ensure any information is up to date and accurate.

Please note that the inclusion of named agencies, websites, companies, products, services or publications in this information guide does not constitute a recommendation or endorsement by Age UK or any of its subsidiary companies or charities.

Date of publication: November 2015 © Age UK 2015

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What this guide is about

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? We have put together this handy directory to help. It covers:

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

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

This guide is applicable across England, Wales, and Northern Ireland.

For details of Scottish organisations, please contact **Age Scotland** (see page 4).

What Age UK can do for you

Our information and advice services

Age UK is the leading charity for people in later life. Our network includes Age Cymru, Age NI, Age Scotland, Age International and more than 160 local partners. We provide advice and information for people in later life through helplines, publications and online. We publish a range of information guides and detailed factsheets on a variety of topics, including social care, housing, benefits and money, and health.

You can find all of our free information guides and factsheets online at www.ageuk.org.uk/publications. Alternatively, 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.

Age Cymru and Age Scotland publish their own nation-specific versions of some of the factsheets and information guides. To download them, visit the Age Cymru or Age Scotland websites listed over the page.

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

Age Cymru
Tel: 0800 022 3444
www.agecymru.org.uk

Age NI
Tel: 0808 808 7575
www.ageni.org

In Scotland, contact **Age Scotland** by calling **Silver Line Scotland**: 0800 470 8090 (This is a partnership between The Silver Line and Age Scotland)
www.agescotland.org.uk

You can find all of our free information guides and factsheets online at www.ageuk.org.uk/publications.

In England and Wales, your local Age UK or Age Cymru may also be able to provide you with direct support. Each local Age UK and Age Cymru offers a range of services that vary from area to area, but include, for example:

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

To find your local Age UK, call Age UK Advice on 0800 169 65 65.

You can find all of our free information guides and factsheets online at www.ageuk.org.uk/publications. Alternatively, 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.

General help

Some organisations can help with a variety of issues. If you're not sure where to begin, one of these might be a good place to start.

Advice NI
Independent advice service for people in Northern Ireland with a network of local branches. Also offers advice online and via its helplines.

Tax and benefits advice: 0800 988 2377
Debt advice: 0800 917 4607
www.adviceni.net

Citizens Advice
National network of advice centres offering free, confidential and independent advice, face-to-face or by telephone.

In Wales, there is a national phone advice service on 0344 477 2020. It is available in some parts of England on 0344 411 1444.

To find details of your nearest CAB in:
England or Wales: www.citizensadvice.org.uk
Northern Ireland: www.citizensadvice.co.uk
Visit www.adviceguide.org.uk for online information.

Gov.uk
Official government website, providing information on public services such as benefits, job-hunting support, pensions and health services.

www.gov.uk

In Northern Ireland, contact **NI Direct**
www.nidirect.gov.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

For information on consumer issues such as returning faulty goods or online shopping, see our website. Our information guide *Avoiding scams* contains tips to help you spot any dodgy deals and check a company's credentials.

Tel: 0800 169 65 65
www.ageuk.org.uk/money-matters/consumer-advice

Action Fraud

National reporting centre for fraud and internet crime. You can use the online fraud reporting service and receive a police crime reference number. Call the helpline for advice on preventing fraud and how to report it.

Tel: 0300 123 2040
Textphone: 0300 123 2050
www.actionfraud.police.uk

Citizens Advice Consumer Service

Provides consumer advice on issues such as faulty household equipment, problems with energy companies, and scams.

Tel: 0345 404 0506
You can speak to a Welsh-speaking adviser on
0345 404 0505
www.adviceguide.org.uk

Consumer Council

Represents consumers in Northern Ireland and provides advice on a wide variety of issues, including energy, water, transport, and postal services.

Tel: 028 90251 600
www.consumercouncil.org.uk

Consumer Council for Water

Independent voice for customers of water and sewerage companies in England and Wales. Visit their website to register a complaint.

Tel: 0121 345 1000
www.ccwater.org.uk

Mailing Preference Service (MPS)

Free register for people who don't want to receive unsolicited sales and marketing contacts by post.

Tel: 0845 703 4599 (MPS registration line)
Email: mps@dma.org.uk
www.mpsonline.org.uk

Ombudsman services

Investigates complaints about gas and electricity companies, phone and internet providers, property companies, and copyright issues. Deals with unresolved complaints about the Green Deal. Works across England, Wales and Scotland.

Tel: 0330 440 1614 (complaints about communications services)
Tel: 0330 440 1624 (complaints about energy companies)
www.ombudsman-services.org

Resolver

A free online tool run in conjunction with Money Saving Expert which assists consumers to make complaints to energy, finance, legal, leisure, motoring, retail, food, travel, telecoms, water and other firms.

www.resolver.co.uk

Rica

National research charity providing independent information to disabled and older consumers about useful products.

Tel: 020 7427 2460
www.rica.org.uk

Telephone Preference Service (TPS)

Free register for people who don't want to receive unsolicited sales and marketing telephone calls.

Tel: 0345 070 0707
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

We have lots of information on employment issues on our website, including tips on how to make the most of your CV and advice on disputes at work.

Tel: 0800 169 65 65
www.ageuk.org.uk/work-and-learning

Acas (Advisory, Conciliation and Arbitration Service)

Information and advice on rights at work and help with resolving employment disputes.

Tel: 0300 123 1100
www.acas.org.uk

Business Wales

Helps people in Wales to start and grow a business.

Tel: 0300 060 3000
www.business.wales.gov.uk

Gov.uk

Official UK government website. Includes information about redundancy, setting up a business, retirement and employment rights.

Tel: 0300 456 3565 (business support helpline)
Textphone: 0191 581 0052
www.gov.uk

Jobcentre Plus

Provides help with finding a job, as well as information on benefits, loans and grants. You can use the Universal Jobmatch service online to find a job.

Tel: 0345 6060 234 (to search for a job)
Textphone: 0345 605 5255
www.gov.uk/contact-jobcentre-plus

Labour Relations Agency (Northern Ireland)

Provides advice and information on employment and can assist with disputes or mediation.

Tel: 028 90 321 442
www.lra.org.uk

Learndirect

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

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

National Careers Service

Provides a free service offering face-to-face help and support on training, learning and work to people in England. Call to speak to an adviser.

Tel: 0800 100 900
Textphone: 0800 0968 336
https://nationalcareersservice.direct.gov.uk

NI Direct

Provides information on employment rights and advice and support to help get into work, change career or become self-employed.

www.nidirect.gov.uk

PRIME Cymru (The Prince's Initiative for Mature Enterprise in Wales)

Provides support and mentoring to older people in Wales who want to stay economically active.

Tel: 0800 587 4085
www.primecymru.co.uk

Redundancy Payments Helpline

Call the Redundancy Payments Helpline on 0330 331 0020 for information about redundancy legislation and payments in England, Scotland, and Wales.

Social care

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

Age UK

We publish a range of resources on social care – from our information guides *Advice for carers*, *Care home checklist*, *Caring for someone with dementia* and *Getting help at home*, to detailed factsheets on finding and paying for care.
Age Cymru and Age Scotland produce factsheets that deal with issues which are different in their nations.

Tel: 0800 169 65 65
www.ageuk.org.uk/home-and-care

Action on Elder Abuse (AEA)

Works to protect vulnerable older adults and prevent abuse. Its helpline provides confidential information and emotional support in English and Welsh.

Tel: 0808 808 8141
www.elderabuse.org.uk

Care and Social Services Inspectorate Wales (CSSIW)

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

Tel: 0300 790 0126
www.cssiw.org.uk

Care Quality Commission (CQC)

National independent regulator of all health and social care services in England, including NHS and private hospitals, dentists, ambulance services and home care agencies. Can provide lists of care homes for a specific area, care home inspection reports and hospital performance ratings.

Tel: 0300 061 6161
www.cqc.org.uk

Carers Direct

Government organisation offering help and support to carers.

Tel: 0300 123 1053 (England only)
www.nhs.uk/carersdirect

Carers NI

Provides advice, information and support for carers in Northern Ireland.

Tel: 028 9043 9843
Email: advice@carersni.org
www.carersuk.org/northernireland

Carers Trust

Offers practical help and assistance to carers.

Tel: 0844 800 4361
(in Wales, call 029 2009 0087)
Email: support@carers.org
www.carers.org

Centre for Independent Living NI
Promotes independent living for disabled people in Northern Ireland, and provides support with using direct payments.

Tel: 028 9064 8546
Textphone: 028 9064 0598
www.cilbelfast.org

Commissioner for Older People in Northern Ireland
Can help with complaints about public services or cases affecting the rights of older people.

Tel: 028 9089 0892
www.copni.org

Crossroads Caring for Carers
Offers practical help and assistance to carers in Northern Ireland.

Tel: 028 9181 4455
www.crossroadscare.co.uk

Department of Health
UK Government department with responsibility for adult social care, including residential care homes.

Tel: 020 7210 4850
Textphone: 020 3741 8449
www.gov.uk/government/organisations/department-of-health

In Northern Ireland, contact **Northern Ireland Social Care Council**
Tel: 028 9536 2600
www.niscc.info

In Wales, contact the **Welsh Government**
Tel: 0300 060 3300 (English) or 0300 060 4400 (Welsh)
www.gov.wales

DIAL UK

A network of local Disability Information and Advice Line services (DIALs) run by and for disabled people. Call the Scope helpline which can direct you to local support.

Tel: 0808 800 3333
www.scope.org.uk/dial

Disability Rights UK

Provides information and training on all aspects of direct payments and independent living. Includes the RADAR national key scheme, allowing disabled people access to locked public toilets across the UK.

Tel: 020 7250 8181 (general enquiries)
Tel: 0300 555 1525 (personal budgets helpline)
Email: selfdirectedsupport@disabilityrightsuk.org
www.disabilityrightsuk.org

Find Me Good Care

Provides advice and information about choosing care in England.

www.findmegoodcare.co.uk

Independent Age

Provides advice and information for older people, their families and carers.

Tel: 0800 319 6789
Email: advice@independentage.org
www.independentage.org

Local Government Ombudsman

Provides a free service that looks at complaints about councils and other organisations including adult social care providers (such as care homes and home care providers).

Tel: 0300 061 0614
www.lgo.org.uk

Northern Ireland Ombudsman

Can investigate complaints about public bodies in Northern Ireland.

Tel: 0800 343424
www.ni-ombudsman.org.uk

Public Services Ombudsman for Wales

Final stage for complaints about public services in Wales. Can also provide advice on how to make a complaint.

Tel: 0300 790 0203
www.ombudsman-wales.org.uk

Older People's Commissioner for Wales

Independent champion for older people in Wales, promoting their rights and welfare. Provides support for older people in Wales who want to make a formal complaint.

Tel: 08442 640670
www.olderpeoplewales.com

Personal alarms

If you worry about having an accident or falling ill while you're alone at home, you may want to think about getting a personal alarm, which would allow you to call for help even if you can't get to a phone. Contact your local council to see if it runs an alarm scheme.

Age UK also provides Personal Alarms.* For more information about the service and the likely costs, call 0800 011 3846.

In Northern Ireland, the Age NI Personal Alarm** service is available. Call 0808 100 4545 for more information.

Regulation and Quality Improvement Authority (RQIA)

Independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland.

Tel: 028 9051 7500
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 in England and Wales.

Tel: 020 7359 8136
www.relres.org

*Age UK Personal Alarms is a product name of and is provided by Aid-Call Limited, registered in England and Wales number 01488490. Registered address Tavis House, 1–6 Tavistock Square, London WC1H 9NA. VAT number 710 3843 66. Aid-Call Limited is a wholly owned subsidiary of Age UK (registered charity number 1128267 and registered company number 06825798) and donates its net profits to Age UK. Age UK is a registered trademark. The use and name of the logo 'Age UK' is done under licence agreement between Age UK and Aid-Call Limited.

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Royal Voluntary Service (formerly 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.

Tel: 0845 608 0122
www.royalvoluntaryservice.org.uk

Telecare Services Association

Regulates telecare and telehealth services. Provides information about telecare, such as personal alarms.

Tel: 01625 520 320
www.telecare.org.uk

UK Home Care Association

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

Tel: 020 8661 8188
www.ukhca.co.uk

Health

These organisations offer a wealth of information on health, from healthy living to health conditions. Use the contacts below to find trusted information and advice.

Age UK

We publish resources on health services, healthy living and common health conditions, including our information guides *Bladder and bowel problems*, *Caring for someone with dementia*, *Going into hospital*, *Healthy eating*, *Healthy living*, *Living with early-stage dementia*, *Staying cool in a heatwave* and *Staying steady*. Age Cymru and Age Scotland produce factsheets that deal with issues that are specific to their nations.

Tel: 0800 169 65 65
www.ageuk.org.uk/health-wellbeing

Action on Hearing Loss (formerly RNID)

Provides advice and support for people who are deaf or hard of hearing through its information line, tinnitus helpline and range of factsheets.

Tel: 0808 808 0123
Textphone: 0808 808 9000
Tinnitus helpline: 0808 808 6666
Email: informationline@hearingloss.org.uk
www.actiononhearingloss.org.uk

In Northern Ireland, contact:
Tel: 028 9023 9619
Textphone: 028 9024 9462
Email: information.nireland@hearingloss.org.uk

Addiction NI

Alcohol and drug addiction treatment for people aged 55 and over in Northern Ireland.

Tel: 028 9066 4434
www.addictionni.com

Alcohol Concern

Offers information and support about alcohol abuse and local services.

Tel: 020 7566 9800
www.alcoholconcern.org.uk

All Wales Drug and Alcohol Helpline

A free, bilingual helpline in Wales providing advice on drug and alcohol issues. Advisers are available 24 hours a day, every day of the year.

Tel: 0808 808 2234 (or text 'DAN' to 81066)
www.dan247.org.uk

Alzheimer's Society

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

Tel: 0300 222 1122
www.alzheimers.org.uk

In Northern Ireland, visit:
www.alzheimers.org.uk/northernireland

Arthritis Care

Offers information and support for people with arthritis and has a network of branches and groups.

Tel: 0808 800 4050
www.arthritiscare.org.uk

Aware Defeat Depression

Provides support groups, helpline services and information for people affected by depression in Northern Ireland.

Tel: 0845 120 2961
Email: help@aware-ni.org
www.aware-ni.org

Bladder and Bowel Foundation

Provides information and support for people living with bladder and bowel control problems.

Tel: 0845 345 0165
www.bladderandbowelfoundation.org

British Heart Foundation

Provides information and support for people with a heart condition.

Tel: 0300 330 3311
www.bhf.org.uk

C.A.L.L. (Community Advice and Listening Line)

Offers confidential support and information to people in Wales who are concerned about their mental health or that of a relative or friend.

Tel: 0800 132 737 (or text 'Help' to 81066)
www.callhelpline.org.uk

Depression Alliance

Provides information and a network of local support groups for people affected by depression.

Email: info@depressionalliance.org
www.depressionalliance.org

Diabetes UK

Provides information, support and services to help people manage their diabetes.

Tel: 0345 123 2399
www.diabetes.org.uk

Healthwatch England

A local Healthwatch provides information, advice and support to users of health services in your area. It can also put you in touch with your local NHS Complaints Advocacy service.

To find your local Healthwatch call **NHS England** on 0300 068 3000
www.healthwatch.co.uk

In Wales, contact your **Community Health Council** (CHC). CHCs are a statutory and independent voice in health services in Wales. They should work to improve the quality of local health services. Each CHC runs a Complaints Advocacy Service. For information on the CHC covering your area, contact:
Tel: 029 2023 5558
www.nhsdirect.wales.nhs.uk/localservices/communityhealthcouncils

Journeys

Offers support and understanding to people in Wales affected by depression, and their friends, families and carers.

Tel: 029 2069 2891
Email: info@journeysonline.org.uk
www.gofal.org.uk/journeys

Lifeline
Crisis response helpline service for people in Northern Ireland who are experiencing distress or despair.

Tel: 0808 808 8000
www.lifelinehelpline.info

Macmillan Cancer Support
Provides practical, medical and financial support for people living with cancer.

Tel: 0808 808 0000
www.macmillan.org.uk

Mind
Produces booklets and factsheets on a wide range of mental health issues and gives details of local support services in England and Wales.

Tel: 0300 123 3393 (or text 86463)
www.mind.org.uk

National Osteoporosis Society
Provides support and information for people affected by osteoporosis.

Tel: 0808 800 0035
www.nos.org.uk

NHS 111
24-hour helpline in England for advice on urgent but non-life-threatening symptoms. The website includes a symptom checker. Calls are free from landlines and mobiles.

Tel: 111

In Wales, contact **NHS Direct Wales**
Tel: 0845 46 47
www.nhsdirect.wales.nhs.uk

NHS Choices

Use this website to find out about local NHS services in England and get information to help you choose which hospital to go to for treatment. Provides information on a wide range of health conditions and advice on keeping healthy.

www.nhs.uk

In Wales, visit www.nhsdirect.wales.nhs.uk

In Northern Ireland, visit www.nidirect.gov.uk

NHS Smokefree

For information on stopping smoking and details of support.

Tel: 0300 123 1044
www.smokefree.nhs.uk

In Wales, contact **Stop Smoking Wales**
Tel: 0800 085 2219
www.stopsmokingwales.com

In Northern Ireland, contact **Want 2 Stop**
www.want2stop.info

Northern Ireland Chest Heart and Stroke

Provides support groups, services and advice on healthy living for people with respiratory, cardiac and stroke related issues.

Tel: 028 9032 0184
www.nichs.org.uk

Parkinson's UK

Provides information and support to people with Parkinson's and their families, including a helpline staffed by nurses and a network of local support groups.

Tel: 0808 800 0303
www.parkinsons.org.uk

Parliamentary and Health Service Ombudsman

The Ombudsman will only investigate after patients have been through the usual NHS complaints process and haven't been able to resolve the matter.

Tel: 0345 015 4033
Textphone: 0300 061 4298
www.ombudsman.org.uk

Patient and Client Council

Provides help to make a complaint on aspects of health and social care in Northern Ireland.

Tel: 0800 917 0222
www.patientclientcouncil.hscni.net

The Patients Association

National healthcare charity that gives patients the opportunity to raise concerns and share experiences.

Tel: 0845 608 4455
Email: helpline@patients-association.com
www.patients-association.org.uk

RNIB (Royal National Institute of Blind People)

Provides services, advice and information to people who are visually impaired or blind. Can also give details of local sight-loss support organisations.

Tel: 0303 123 9999
Email: helpline@rnib.org.uk
www.rnib.org.uk

Samaritans

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

Tel: 116 123
Email: jo@samaritans.org
www.samaritans.org

Sense

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

Tel: 0300 330 9256 or 020 7520 0972
www.sense.org.uk

The Stroke Association

Provides information, support and local services to people affected by stroke.

Tel: 0303 303 3100
www.stroke.org.uk

Housing

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

Age UK
We provide a range of resources on housing – from information guides *Adapting your home* and *Housing options*, to detailed factsheets on tenants' rights.

Tel: 0800 169 65 65
www.ageuk.org.uk/home-and-care

The Age UK group offers handyperson schemes to older people in some areas who meet certain criteria, to assist with small repairs and reduce risks in the home. In Wales, contact your local Age Cymru to find out if there's a handyperson or HandyVan scheme in your area. Visit Age Cymru's website at www.agecymru.org.uk to find out more.

Abbeyfield
Runs supported housing in family-style households.

Tel: 01727 857 536
www.abbeyfield.com

In Wales, contact **Abbeyfield Wales Society Ltd**
Tel: 01633 244 182
www.abbeyfieldinwales.com

In Northern Ireland, contact **Abbeyfield and Wesley**
Tel: 028 9036 5081
www.abbeyfieldandwesley.org.uk

Disabled Living Foundation
Provides advice and information on disability equipment and assisted products.

Tel: 0300 999 0004
Email: helpline@dlf.org.uk
www.dlf.org.uk

Elderly Accommodation Counsel
Provides information and advice on care, housing and financial options for older people and their carers.

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

Fold
Provides free support and advice for people in Northern Ireland applying for a Disabled Facilities Grant.

Tel: 028 9042 8314
www.foldgroup.co.uk/stayingput

Foundations
National body for home improvement agencies (HIAs) and handyperson schemes in England. You can find your nearest agency or service on its website. HIAs provide support for vulnerable homeowners and tenants to help them undertake adaptations, repairs and improvements to their home.

Tel: 0300 124 0315
www.foundations.uk.com

In Wales, contact **Care and Repair Cymru**
Tel: 0300 111 3333
www.careandrepair.org.uk

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. This service is not available in Scotland or Northern Ireland.

Tel: 0800 389 5295
Email: GHS@ageuk.org.uk
www.ageuk.org.uk/gifted-housing

Housing Ombudsman Service (HOS)

Helps to resolve complaints about social housing and private landlords who are members of the HOS scheme.

Tel: 0300 111 3000
www.housing-ombudsman.org.uk

Housing Rights Service

Provides advice in Northern Ireland about housing and debt, and free representation at court for people who are at risk of losing their homes due to rent or mortgage arrears.

Tel: 028 9024 5640
www.housingrights.org.uk

Leasehold Advisory Service (LEASE)

Provides advice on the law affecting residential leasehold. LEASE also advises on the law related to park homes.

Tel: 020 7832 2500
Park homes advice line: 020 7832 2525
www.lease-advice.org

NHBC (National House-Building Council)
Independent standard-setting body and provider of warranty and insurance for new homes. Check on their website to find out if a builder is registered with NHBC.

Tel: 0800 035 6422
www.nhbc.co.uk

Shelter
Provides information, advice and advocacy to people with housing problems.

Tel: 0808 800 4444
http://england.shelter.org.uk

In Wales, contact **Shelter Cymru**
Tel: 0345 075 5005
www.sheltercymru.org.uk

In Northern Ireland, contact **Shelter NI**
Tel: 028 9024 7752
www.shelterni.org

Stonewall Housing
Specialist housing advice and support for lesbian, gay, bisexual and transgender people.

Tel: 020 7359 5767
www.stonewallhousing.org

TrustMark
Helps people find a reliable, trustworthy tradesperson.

Tel: 0333 555 1234
www.trustmark.org.uk

Crime

This section provides details on where to get help if you have been the victim of a crime, and how to stay safe.

Age UK

We provide a range of resources on crime – from information guides *Avoiding scams* and *Staying safe* to detailed factsheets on anti-social behaviour.

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

Action Fraud

National reporting centre for fraud and internet crime. They have an online reporting service and a helpline offering advice on preventing fraud and what to do if you fall victim to it.

Tel: 0300 123 2040
Textphone: 0300 123 2050
www.actionfraud.police.uk

GALOP

A lesbian, gay, bisexual and transgender charity which can offer advice on dealing with hate crime, or act as a safe third party if you are anxious about going to the police.

Tel: 020 7704 2040
www.galop.org.uk

Live Fear Free

Helps women and men who are experiencing domestic abuse or sexual violence in Wales, or who are worried about a friend or relative.

Tel: 0808 801 0800
www.livefearfree.gov.wales

ManKind
National charity that provides help and support for male victims of domestic abuse and domestic violence.

Tel: 01823 334244
www.mankind.org.uk

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

Tel: 0808 168 9111
www.victimsupport.org.uk

In Northern Ireland, contact **Victim Support NI**
Tel: 028 9024 3133
www.victimsupportni.co.uk

Women's Aid
Provides a free, confidential helpline for women across the UK who have experienced domestic violence.

Tel: 0808 200 0247
Email: helpline@womensaid.org.uk
www.womensaid.org.uk

Women's Aid Federation Northern Ireland
Provides a 24-hour helpline open to all women and men affected by domestic violence.

Tel: 0808 802 1414
www.womensaidni.org

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
We publish a number of resources on legal issues including our guides *How to be an executor*, *Powers of attorney* and *Wills and estate planning*.

Tel: 0800 169 65 65
www.ageuk.org.uk/money-matters/legal-issues

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, who to contact in an emergency, which company provides your insurance, and information about your medical or health conditions. For a free copy call 0345 685 1061.

Age Cymru produces *My future*, a bilingual booklet to help you take steps to prepare for a time when you may require a lot of support. Download it from the Age Cymru website, or order a copy by calling 029 2043 1555 or emailing enquiries@agecymru.org.uk

You can choose a solicitor through organisations such as Citizens Advice or the Law Society (see pages 6 and 36). In some circumstances you may be eligible for legal aid. Age UK offers a range of services through the law firm Irwin Mitchell, providing advice on wills, probate and estate administration, Lasting Power of Attorney, family and relationships, buying or selling a home and rights at work. For more information, call Age UK Legal Services on 0800 055 6314.

Advicenow
An independent website providing information on rights and legal issues.

www.advicenow.org.uk

Civil Legal Advice
Offers free, confidential and independent legal advice in England and Wales for people who are eligible for legal aid.

Tel: 0345 345 4345
Textphone: 0345 609 6677
www.gov.uk/civil-legal-advice

The Court of Protection
Makes decisions, and appoints other people to make decisions, for people who lack the mental capacity to do so for themselves.

Tel: 0300 456 4600
www.gov.uk/court-of-protection

Disability Law Service
Provides legal information and advice to disabled people.

Tel: 020 7791 9800
Textphone: 020 7791 9801
www.dls.org.uk

Equality Advisory Support Service
Government helpline providing advice on equality and human rights issues.

Tel: 0808 800 0082
Textphone: 0808 800 0084
www.equalityadvisoryservice.com

Equality Commission for Northern Ireland
Provides advice and information, and promotes equality in Northern Ireland.

Tel: 028 9050 0600
www.equalityni.org

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 7320 5650
www.lawsociety.org.uk

In Northern Ireland, contact **The Law Society of Northern Ireland**
Tel: 028 9023 1614
www.lawsoc-ni.org

Legal Ombudsman
Helps resolve complaints about solicitors in England and Wales. It can also help you to make a complaint using your solicitor's complaints procedure.

Tel: 0300 555 0333
www.legalombudsman.org.uk

Office of Care and Protection
Has responsibility in Northern Ireland for Controllership Orders and Enduring Power of Attorney.

Tel: 028 9072 5953
www.courtsni.gov.uk

Office of the Public Guardian
Registers Lasting Powers of Attorney (LPAs) and helps attorneys carry out their duties in England and Wales.

Tel: 0300 456 0300
www.gov.uk/office-of-public-guardian

Press for Change
Legal advice and support for the trans community.

Tel: 0844 870 8165
www.pfc.org.uk

Solicitors for the Elderly
Independent national organisation of lawyers who are committed to helping older and vulnerable people, as well as their families and carers.

Tel: 0844 567 6173
www.sfe.legal

Stonewall
Works to achieve equality and justice for lesbians, gay men, bisexuals and transgender people.

Tel: 0800 050 2020
www.stonewall.org.uk

In Wales, contact **Stonewall Cymru**
www.stonewallcymru.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

We publish information on a range of money matters, including our information guide *Dealing with debt* and our comprehensive benefits guide *More money in your pocket*. Your local 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/money-matters/

Age UK offers an annuity service provided by Just Retirement Solutions Limited which can help you shop around for your annuity.

Just Retirement Solutions Limited will take people through what they need to consider when looking at their annuity options for retirement, and provide a range of annuity quotes. Visit www.ageuk.org.uk or call 03332 209 471. If you call the 03332 number, you will be dealing with Just Retirement Solutions Limited. Calls may be monitored or recorded for training purposes.

Age UK offers access to the Age UK Equity Release Advice Service provided by Just Retirement Solutions Limited*. Visit www.ageuk.org.uk or call 0800 023 2814**.

*Age UK Enterprises Limited receives commission from Just Retirement Solutions Limited of up to 0.75 per cent of the amount advanced under each equity release plan sold plus a contribution towards marketing support. Any net profits raised by Age UK Enterprises Limited from commission are donated to Age UK the Charity (registered charity number 1128267). Registered address Tavis House, 1-6 Tavistock Square, London, WC1H 9NA.

**If you call the 0800 number, you will be dealing with Just Retirement Solutions Limited, which provides and manages the Age UK Equity Release service. Calls may be monitored or recorded for training purposes.

Advice NI

Independent advice service for people in Northern Ireland with a network of local branches. Also offers advice online and via its helpline. Advice is given on tax, benefits, and debt issues.

Tel: 0800 988 2377 (tax and benefits advice) or
0800 917 4607 (debt advice)
www.adviceni.net

Carer's Allowance Unit

Offers information on Carer's Allowance and how to make a claim.

Tel: 0345 608 4321
Textphone: 0345 604 5312
www.gov.uk/carers-allowance-unit

In Northern Ireland, for information on Carer's Allowance:
Tel: 0800 22 06 74

Charity Search

Offers a free service helping older people in financial need find and apply to grant-giving charities.

Tel: 0117 982 4060
www.charitysearch.org.uk

Debt Action NI

Offers free, confidential and impartial debt and money advice services across Northern Ireland.

Tel: 0800 917 4607
www.debtaction-ni.net

Disability Benefits Centre

Government website providing information about claiming disability benefits.

For Disability Living Allowance (DLA) if you were born on or before 8 April 1948:
Tel: 0345 605 6055
Textphone: 0345 604 5312

For Disability Living Allowance (DLA) if you were born after 8 April 1948:
Tel: 0345 712 3456
Textphone: 0345 722 4433

For Attendance Allowance (AA):
Tel: 0345 605 6055
Textphone: 0345 604 5312

For Personal Independence Payment (PIP):
Tel: 0345 850 3322
Textphone: 0345 601 6677

www.gov.uk/disability-benefits-helpline

In Northern Ireland, for information about these benefits call 0800 220 674
www.nidirect.gov.uk/benefit-enquiry-line

The Equity Release Council (formerly SHIP)

Trade association for providers of equity release schemes that comply with a code of conduct. Provides a list of members and free written information about equity release.

Tel: 0844 669 7085
www.equityreleasecouncil.com

Future Pension Centre

Provides State Pension statements and information.

Tel: 0345 300 0168
Textphone: 0845 3000 169
www.gov.uk/future-pension-centre

Money Advice Service

Gives impartial information about financial products and services and offers tips on everyday money management.

Tel: 0300 500 5000
www.moneyadviceservice.org.uk

National Debtline

National helpline for people with debts, giving self-help advice and support.

Tel: 0808 808 4000
www.nationaldebtline.org

National Insurance contributions office

Provides information on National Insurance contributions.

Tel: 0300 200 3500
Textphone: 0300 200 3519
www.hmrc.gov.uk/ni

Pension Service

Provides details of State Pension, including pension statements and how to claim your pension.

Tel: 0800 731 7898

In Northern Ireland:
Tel: 0300 123 3014 (State Pension enquiries)
Tel: 0808 100 2658 (State Pension claim line)
www.gov.uk/state-pension

Pension Wise
Provides guidance online, face-to-face or by telephone on what you can do with your pension pot, if you have a defined contribution pension.

Tel: 0300 330 1001 (to book an appointment for advice)
www.pensionwise.gov.uk

The Pensions Advisory Service (TPAS)
Provides independent information and guidance on different types of pensions.

Tel: 0300 123 1047
www.pensionsadvisoryservice.org.uk

Pension Tracing Service
Provides help to find a lost pension.

Tel: 0845 600 2537
Textphone: 0845 300 0169
www.gov.uk/find-lost-pension

Stepchange
Provides debt advice and can help you manage your debts.

Tel: 0800 138 1111
www.stepchange.org

Tax Help for Older People
Offers independent advice from qualified tax advisers for people in later life on a low income.

Tel: 0845 601 3321
www.taxvol.org.uk

Turn2us

Helps people access the money available to them through welfare benefits, grants and other help.

Tel: 0808 802 2000
www.turn2us.org.uk

Unbiased

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

Government-run information line providing information about Winter Fuel Payment, guidance on reporting changes to your circumstances, and a claim form.

Tel: 0345 915 15 15
Textphone: 0345 606 0285
www.gov.uk/winter-fuel-payment

Leisure

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 Age UK, you might consider becoming a volunteer. This could involve helping out in a shop or national office, or befriending someone in later life. If you live in Wales, you can volunteer with Age Cymru or one of their local partner organisations. Call to find out about opportunities available in your area.

Age UK has friendship centres across England, Scotland and Wales. They organise their own activities which may include lunches, holidays, outings, walking, bowling and more. They can be a great way to meet like-minded people. Call to find out more or visit www.ageuk.org.uk/get-involved/social-groups/friendship-centres

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

Cinnamon Trust

Specialist charity for older people and their pets. Contact the Cinnamon Trust if you'd like to volunteer to be a dog walker or short–term fosterer.

Tel: 01736 757 900
www.cinnamon.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.

Tel: 0800 716 543
www.contact-the-elderly.org.uk

Extend
Gentle exercise-to-music classes for older and disabled people in many parts of the UK.

Tel: 01582 832760
www.extend.org.uk

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

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

RSVP (Retired and Senior Volunteer Programme)
Places people in later life as volunteers in their local communities.

Tel: 020 3780 5875
www.csv-rsvp.org.uk

In Wales, contact **RSVP Wales**
Tel: 029 2046 4004

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

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

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

Tel: 0118 988 5688
www.thrive.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.

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

In Northern Ireland, contact **U3A Northern Ireland**
Email: nithirdage@gmail.com
www.u3ani.info

Volunteer Now

Provides information about volunteering opportunities in Northern Ireland, including those especially suited to older people.

Tel: 028 9023 2020
www.volunteernow.co.uk

Volunteering Wales

Information and advice on volunteering opportunities in Wales.

Tel: 0800 288 8329
www.volunteering-wales.net

End-of-life support

Find information on getting help for someone who is coming to the end of their life, planning for a funeral, and support and guidance when someone close to you dies.

Age UK

We provide a range of information on the end of life – from information guides *Before you go*, *Bereavement* and *When someone dies* to detailed factsheets about funeral planning.

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

An Age UK Funeral Plan can help take care of funeral costs and arrangements in advance. Age UK Funeral Plans are offered by Advance Planning Limited, a company incorporated in England and Wales and owned by Dignity Pre-Arrangement Limited, a subsidiary of Dignity plc. Contact Dignity on 0800 022 3243 for more information.

Compassionate Friends

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

Tel: 0345 123 2304 (in Northern Ireland, call 028 8778 8016)
www.tcf.org.uk

Cruse Bereavement Care

Offers free information, advice and support to bereaved people. It provides a telephone helpline and face-to-face support.

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

In Northern Ireland, contact **Cruse Bereavement Care Northern Ireland**
Tel: 0844 477 9400
www.cruse.org.uk/northern-ireland

Dying Matters
Aims to change public knowledge, attitudes and behaviours towards dying, death and bereavement. Provides information and advice on end of life matters.

Tel: 0800 021 4466
www.dyingmatters.org

Hospice UK
Represents and supports more than 200 hospices across the UK and champions the best care for everyone at the end of their life. Search online for local hospice and palliative care, either in a hospice or at home, and Marie Curie and Macmillan services.

Tel: 020 7520 8200
www.hospiceuk.org

Institute of Civil Funerals
Provides information on how to arrnge a non-religious funeral, including how to find someone to conduct it.

Tel: 01480 861 411
www.iocf.org.uk

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

Tel: 0800 090 2309
www.mariecurie.org.uk

National Society of Allied and Independent Funeral Directors

Offers support and information about funerals in the UK.

Tel: 0345 230 6777 or 01279 726 777
www.saif.org.uk

Natural Death Centre

Seeks to increase awareness of funeral choices outside the mainstream. Publishes the *Natural Death Handbook* which includes a directory of natural burial grounds.

Tel: 01962 712 690
www.naturaldeath.org.uk

Winston's Wish

Offers support, information and guidance to people caring for a bereaved child or young person.

Tel: 08452 03 04 05
www.winstonswish.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, Tavis House, 1–6 Tavistock Square, LONDON WC1H 9NA. Alternatively, you can phone 0800 169 87 87 or visit www.ageuk.org.uk/donate. If you prefer, you can donate directly to one of our national or local partners. 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)

Signature **X**

Expiry date / Issue no. (Maestro only)

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

age UK
Love later life

The Age UK Group may use the information you have supplied to tell you about our other charitable services or to ask you to support our work. Age UK (registered charity no 1128267) comprises the Charity, its group of companies and national partners (Age Cymru, Age Scotland & Age NI). If you would prefer not to hear from us do let us know by phoning 0800 107 8977 or by writing to us at our registered address. The registered address is Tavis House, 1–6 Tavistock Square, London WC1H 9NA.

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Supporting the work of Age UK

Age UK aims to enable all older people to love later life. We provide vital services, support, information and advice to thousands of older people across the UK.

In order to offer free information guides like this one, Age UK relies on the generosity of its supporters. If you would like to help us, here are a few ways you could get involved:

1 Make a donation

To make a donation to Age UK, simply complete the enclosed donation form, call us on **0800 169 8787** or visit **www.ageuk.org.uk/get-involved**

2 Donate items to our shops

By donating an unwanted item to one of our shops, you can help generate vital funds to support our work. To find your nearest Age UK shop, visit **www.ageuk.org.uk** and enter your postcode into the 'What does Age UK do in your area?' search function. Alternatively, call us on **0800 169 8787**

3 Leave a gift in your will

Nearly half the money we receive from supporters come from gifts left in wills. To find out more about how you could help in this way, please call the Age UK legacy team on **020 3033 1421** or email **legacies@ageuk.org.uk**

Thank you!

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:

- *Advice for carers*
- *Attendance Allowance*
- *Pension Credit*

The Age UK Group 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 are not in the box below, call Age UK Advice free on **0800 169 65 65**.

Age UK is a charitable company limited by guarantee and registered in England and Wales (registered charity number 1128267 and registered company number 6825798). Registered address: Tavis House, 1–6 Tavistock Square, London WC1H 9NA. Age UK and its subsidiary companies and charities form the Age UK Group, dedicated to helping more people love later life. ID202636 11/15