

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 Age UK family includes Age Cymru,
Age NI and Age Scotland. There are
also more than 150 local Age UKs.***

This information guide has been prepared by Age UK and contains general advice only, which we hope will be useful. Nothing in this guide should be construed as specific advice and it should not be relied on as a basis for any decision or action. The Age UK Group 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. Please note that the inclusion of named agencies, companies, products, services or publications in this information guide does not constitute a recommendation or endorsement by the Age UK Group.

This guide was printed in April 2010 and updated in June 2011. Every effort has been made to ensure that the information contained in this guide is correct. However, things do change, so it is always a good idea to seek expert advice on your personal situation.

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Age UK is the new force combining

AGE
Concern

and

HELPTHEAGED WE WILL



Mixed Sources
This is a program that encourages
forests and other land uses to
contribute to the production of
FSC-certified wood and paper.

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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? We have 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 can help with information and advice and with products (including commercial products) and services.

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

What Age UK can do for you

Our information and advice services

Age UK is the leading charity for people in later life. We provide advice and information for people in later life through helplines, publications and online. We publish over 40 information guides and 70 detailed factsheets 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. Age Cymru and Age Scotland publish some factsheets with a focus on Wales and Scotland.

Age UK

Tavis House
1–6 Tavis House
London WC1H 9NA

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 NI

3 Lower Crescent
Belfast BT7 1NR

Tel: 0808 808 7575
www.ageni.org

Age Scotland

Causewayside House
160 Causewayside
Edinburgh EH9 1PR

Tel: 0845 125 9732
www.agescotland.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 NI or Age Scotland may also be able to provide you with direct support. We all 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
- day centres.

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

*Many of our local partners will remain Age Concern for a while yet.

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.

Citizens Advice Bureau (CAB)

Helps people resolve their money, legal and other problems by providing free, independent and confidential advice. To find details of your nearest CAB in:

England or Wales, go to www.citizensadvice.org.uk

Northern Ireland, go to www.citizensadvice.co.uk

CAB provides information on the law and your rights at www.adviceguide.org.uk

Directgov

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

www.direct.gov.uk

In Northern Ireland, visit NI Direct at nidirect.gov.uk

Stonewall

Works to achieve equality and justice for lesbians, gay men and bisexual people. Provides a range of publications on topics such as hate crime, health, housing and bullying.

Tower Building
York Road
London SE1 7NX

Info line: 08000 50 20 20
Textphone: 020 7633 0759
www.stonewall.org.uk

In Wales, contact Stonewall Cymru

3rd Floor, Transport House
1 Cathedral Road
Cardiff CF11 9SB

www.stonewallcymru.org.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

We publish a range of resources on consumer issues, from our information guides *Your consumer rights* and *Avoiding scams* to detailed factsheets on how to complain.

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

Independent voice for customers of water and sewerage companies. It provides advice on making a complaint against the service providers and its website has answers to frequently asked questions.

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

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

In Wales, contact Consumer Council for Water Wales

Room 140, Caradog House
1–6 St Andrew's Place
Cardiff CF10 3BE

Tel: 08457 078 267

Email: wales@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

Consumer Focus

Champions consumer interests and provides information on its website.

Tel: 020 7799 7900

www.consumerfocus.org.uk

Consumer Line

Consumer information for Northern Ireland.

Tel: 0300 123 6262

www.consumerline.org

Energy Ombudsman

Investigates complaints about gas or electricity companies.

Tel: 0330 440 1624

www.ombudsman-services.org

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

In Northern Ireland, contact the Department
of Consumer Affairs

www.detini.gov.uk/deti-consumer-index.htm

Ricability

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

Unit G03, The Wenlock Business Centre
50–52 Wharf Road
London N1 7EU

Tel: 020 7427 2460
Textphone: 020 7427 2469
www.ricability.org.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

We publish a range of resources on employment issues, from our information guides *Working past retirement* and *Your rights at work* to detailed factsheets on age discrimination law.

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

Acas (Advisory, Conciliation and Arbitration Service)

Information and advice on rights at work and help with resolving employment disputes. It doesn't provide face-to-face advice but can provide details of your nearest regional office.

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 information about redundancy legislation and details of the Redundancy Payments Office closest to your place of employment.

Redundancy helpline: 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.direct.gov.uk/jobsearch

Nextstep

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

Call to speak to an adviser or for details of your nearest nextstep service: 0800 100 900

www.direct.gov.uk/nextstep

PRIME

The PRIME Initiative provides free information, events and training to help people in later life get back into work by starting their own business.

Tavis House
1–6 Tavistock Square
London WC1H 9NA

Tel: 0800 783 1904 (free call)
www.prime.org.uk

In Wales, contact PRIME Cymru

16 Stone Street
Carmarthen SA20 0JP

Tel: 0800 587 4085 (free call)
www.prime-cymru.co.uk

TAEN – The Age and Employment Network

Directs people 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
www.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

We publish a range of resources on social care, from our information guides *Advice for carers*, *Care at home*, *Care homes checklist* and *Personal budgets* to detailed factsheets on finding and paying for care.

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

Assist UK

Sets up Disabled Living Centres nationally where people with disabilities can try out products and services.

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

Tel: 0161 238 8776
Email: general.info@assist-uk.org
www.assist-uk.org

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 and social care and health organisations 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 Direct

Help and support for carers.

PO Box 4338
Manchester M61 0BY

Helpline: 0808 802 0202

Website: www.nhs.uk/Carersdirect

Carers UK

Provides a free information and advice service for carers.

20 Great Dover Street
London SE1 4LX

Helpline: 0808 808 7777

Email: advice@carersuk.org

www.carersuk.org

In Wales, visit www.carerswales.org; in Northern Ireland, visit www.carersni.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 77 22 66

Counsel and Care

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

Twyman House
16 Bonny Street
London NW1 9PG

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 across the UK.

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

Local Government Ombudsman

Investigates complaints from self-funders of home and residential care in England if they don't get a satisfactory response from the provider.

Tel: 0300 061 0614

www.lgo.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

Adviceline: 0845 026 4748

Textphone: 020 7587 1177

www.ncil.org.uk

The Northern Ireland Ombudsman

Investigates complaints about services provided by government departments and agencies or public bodies in Northern Ireland, including organisations providing health and social services and prison healthcare.

Freepost BEL 1478

Belfast BT1 6BR

Tel: 0800 34 34 24

Email: ombudsman@ni-ombudsman.org.uk

www.ni-ombudsman.org.uk

Older People's Commissioner for Wales

Provides information, advocacy and support for older people in Wales.

Cambrian Buildings, Mount Stuart Square
Butetown
Cardiff CF10 5FL

Tel: 08442 640670
www.olderpeoplewales.com

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

Public Services Ombudsman for Wales

Investigates complaints about local organisations or local authorities if you don't get a satisfactory response from them.

1 Ffordd yr Hen Gae
Pencoed CF35 5LJ

Tel: 01656 641150
www.ombudsman-wales.org.uk

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.

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

Adviceline: 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). The department's contact details will be in your local telephone directory. For further help, contact Action on Elder Abuse on 0808 808 8141. Check with Age UK, Age Cymru, Age NI or Age Scotland as they may also provide elder abuse advocacy.

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

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.

WRVS Cardiff Gate
Beck Court
Cardiff Gat Business Park
Cardiff CF23 8RP

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

We publish a range of resources on health services, healthy living and common health conditions, including our information guides *Get flu protected*, *Going into hospital*, *Healthy living*, *Health services*, *Managing incontinence*, *Staying cool in a heatwave* and *Staying steady*.

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

Helpline: 0845 300 0336

www.alzheimers.org.uk

Arthritis Care

Provides clear information about arthritis, runs self-management programmes for people with arthritis and has a network of branches and groups.

18 Stephenson Way
London NW1 2HD

Helpline: 0808 800 4050
Email: helplines@arthritiscare.org.uk
www.arthritiscare.org.uk

Bladder and Bowel Foundation

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

SATRA Innovation Park
Rockingham Road
Kettering
Northants NN16 9JH

Helpline: 0845 345 0165
Email: info@bladderandbowelfoundation.org
www.bladderandbowelfoundation.org

British Heart Foundation

Provides information and support for people with a heart condition. Produces a range of booklets about heart conditions and staying healthy.

Greater London House
180 Hampstead Road
London NW1 7AW

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

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

Diabetes UK

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

Macleod House
10 Parkway
London NW1 7AA

Careline: 0845 120 2960
Email: careline@diabetes.org.uk
www.diabetes.org.uk

Health Professions Council

Regulates a range of health professionals. Contact them to check that health professionals working outside the NHS are registered practitioners.

Tel: 0845 300 4472 (lo-call rate)

www.hpc-uk.org

Macmillan Cancer Support

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

89 Albert Embankment

London SE1 7UQ

Helpline: 0808 808 0000

www.macmillan.org.uk

Mind

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

Mindinfo line

PO Box 277

Manchester M60 3XN

Info line: 0845 766 0163

Email: info@mind.org.uk

www.mind.org.uk

National Osteoporosis Society

Provides support and information for people affected by osteoporosis.

Camerton
Bath BA2 0PJ

Helpline: 0845 450 0230
Email: info@nos.org.uk
www.nos.org.uk

NHS Choices

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.wales.nhs.uk; in Northern Ireland, visit www.nidirect.gov.uk

NHS Direct

A 24-hour telephone service for people in England and Wales, 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

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

PO Box 15118
Birmingham B16 6GX

Tel: 0300 456 0300
www.publicguardian.gov.uk

Parkinson's UK

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

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

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
Email: jo@samaritans.org
www.samaritans.org

Sense

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

101 Pentonville Road
London N1 9LG
Tel: 0845 127 0066

Textphone: 0845 127 0062
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: 0303 303 3100
Email: info@stroke.org.uk
www.stroke.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

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

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

Care and Repair England

Aims to improve the housing and living conditions of older and disabled people. Publishes *In good repair* which has information about organising and funding building work and where to go for help.

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

Tel: 0115 950 6500

www.careandrepair-england.org.uk

Care and Repair Cymru

Norbury House
Norbury Road
Fairwater
Cardiff CF5 3AS

Tel: 029 2057 6286

Tel: 0300 111 3333 (to find a local agency)

www.careandrepair.org.uk

Disabled Living Foundation

Provides advice and information on disability equipment and assisted products.

380–384 Harrow Road
London W9 2HU

Helpline 0845 130 9177

Textphone: 020 7432 8009

Email: helpline@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 home improvement agencies. You can find your nearest home improvement agency on its website. It provides support for vulnerable homeowners and private tenants to help them undertake adaptations, repairs and improvements to their homes.

Bleaklow House
Howard Town Mill
Glossop SK13 8HT

Tel: 08458 645 210
[www.foundations.uk.com](http://wwwFOUNDATIONS.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

Housing Rights Service

Provides independent advice and information to people in Northern Ireland on a wide range of housing and debt matters.

4th Floor, Middleton Buildings
10–12 High Street
Belfast BT1 2BA

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

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 telephone advice to people with housing problems about tenancy rights, homelessness, repairs and housing benefit.

88 Old Street
London EC1V 9HU

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

In Wales, contact Shelter Cymru
25 Walter Road
Swansea SA1 5NN

Helpline: 0845 075 5005
www.sheltermymru.org.uk

TrustMark

Helps people find tradespeople to make repairs and improvements to their homes. All the trade people it recommends have been awarded the TrustMark which means they comply with government standards.

Englemere
Kings Ride
Ascot SL5 7TB

Tel: 01344 630 804
Email: info@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

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.

Women's Aid

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

Tel: 0808 2000 247
Email: helpline@womensaid.org.uk
www.womensaid.org.uk

Welsh Women's Aid

National umbrella organisation representing local Women's Aid groups in Wales.

Helpline: 0808 801 0800
www.wdah.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

We publish a range of resources on legal issues, from our information guides *Help with legal advice*, *How to be an executor*, *Looking after someone else's affairs*, *Powers of attorney and Wills and estate planning* to our detailed factsheets on age discrimination, making a complaint 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 a free copy on 0845 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. Call Age UK Advice for a copy on 0800 169 65 65.

You can choose a solicitor through organisations such as Citizens Advice Bureau (see page 6) or the Law Society (see page 38), and in some circumstances you may be eligible for legal aid. Alternatively, Age UK offers a range of services through the law firm Irwin Mitchell, providing advice on wills, Lasting Power of Attorney, family and relationships, buying or selling a home and rights at home. For more information, call 0845 685 1076.

Advicenow

An independent website providing information on rights and legal issues.

www.advicenow.org.uk

Community Legal Services

Offers free, confidential and independent legal advice.

Tel: 0845 345 4345

www.communitylegaladvice.org.uk

Disability Law Service

Provides legal information and advice to disabled people. Download its factsheets or call for help.

39-45 Cavell Street
London E1 2BP

Tel: 020 7791 9800

Textphone: 020 7791 9801

www.dls.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 (England): 0845 604 6610

Helpline (Wales): 0845 604 8810

Email: englandhelpline@equalityhumanrights.com or
waleshelpline@equalityhumanrights.com

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 Ombudsman

Investigates complaints about solicitors.

PO Box 15870

Birmingham B30 9EB

Helpline: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

www.legalombudsman.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.solicitorsfortheelderly.com

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, like our information guides *Managing your money*, *Money matters*, *Tax guide*, *Tracing lost money* and our two comprehensive benefits guides. 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

Benefit Enquiry Line (BEL)

Government-run information line providing information and advice for disabled people and carers on the range of benefits available.

Tel: 0800 88 22 00

Textphone: 0800 24 33 55

Charity Search

Helps people in financial need to find a charity that could provide them with a grant.

Freepost (BS 6610)

Avonmouth

Bristol BS11 9TW

Tel: 0117 982 4060

www.charitysearch.org.uk

Consumer Credit Counselling Service

Provides free advice for people in financial difficulty.

Wade House
Merrion Centre
Leeds LS2 8NG

Tel: 0800 138 1111
www.cccs.co.uk

DIAL UK

National organisation for a network of about 120 local Disability Information and Advice Line services (DIALs) run by and for disabled people.

St Catherine's
Tickhill Road
Doncaster DN4 8GN

Tel: 01302 310123
www.dialuk.info

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: 0800 0234 567
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.org.uk

HM Revenue and Customs (HMRC)

Administers Child Tax Credits and Working Tax Credits.

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

IFA Promotion

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

www.unbiased.co.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

Pension Service

Part of the Department for Work and Pensions, which calculates and pays pension entitlements. Contact the Department for further information about State Pension, Pension Credit and how to apply.

State Pension claim line (call if you are claiming State Pension for the first time): 0800 731 7898

Pension Credit helpline: 0800 99 1234

National helpline (general queries): 08456 060 265

Text phone: 0800 731 7339

www.thepensionservice.gov.uk

In Northern Ireland, call the Pension Credit helpline on 0808 100 6165

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: 0345 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.

Pineapple Business Park

Salway Ash

Bridport DT6 5DB

Tel: 0845 601 3321

Email: taxvol@taxvol.org.uk

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

Winter Fuel Payment Helpline

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

Tel: 08459 15 15 15



Leisure and travel

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

Age UK

We publish free guides *Digital switchover* and *Leisure and learning*, which contain advice and ideas you may find useful.

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

Digital UK

Not-for-profit organisation formed by the broadcasters to assist consumers in the conversion to digital TV.

Tel: 08456 50 50 50

www.digitaluk.co.uk

Do-it

A national database for volunteer work.

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 AL4 8SB

Tel: 01582 832 760

www.extend.org.uk

Gwanwyn Festival

Gwanwyn is a month-long national festival held across Wales every May to celebrate creativity in older age.

Tel: 029 2043 1555

www.gwanwyn.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

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

In Wales, contact RSVP (Retired and Senior Volunteer Programme) Wales

CSV House
Williams Way
Cardiff CF10 5DY

Tel: 029 2039 0477
Email: rsvp@csvwales.freereserve.co.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 1QE
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

Volunteering Wales

Information and advice about getting involved in volunteering in Wales.

www.volunteering-wales.net

Volunteer Now

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

34 Shaftesbury Square
Belfast BT2 7DB

Tel: 028 9020 0850
www.vsb.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

We provide a range of information on the end of life, from information guides *Bereavement* and *When someone dies* to detailed factsheets about the Mental Capacity Act.

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

Age UK Enterprises Ltd offers a funeral plan in conjunction with Dignity Caring Funeral Services. To find out more, call 0800 028 3134.

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 16 (call to find a suitable local counsellor)
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
(in Northern Ireland, call 028 8778 8016)
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

In Northern Ireland, contact Cruse Bereavement Care
in Northern Ireland

Graham House
Knockbracken Healthcare Park
Belfast BT8 8BH

Tel: 028 9079 2419
www.cruseni.org

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

London Friend LGBT Bereavement Helpline

Dedicated helpline offering support and practical information to lesbian, gay, bisexual and transgendered callers who have been bereaved or are preparing for bereavement.

Tel: 020 7837 3337
www.londonfriend.org.uk/bereavementhelpline

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

Much Loved

Tribute website through which people can set up an online memorial to someone who has died. It is free and no specialist computer knowledge is needed to use it.

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: 01962 712 690
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 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)

<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.

You may be interested in these other guides

- Advice for carers
- Care at home
- Healthy living
- Housing options
- Lesbian, gay or bisexual
- Managing your money
- Your consumer rights
- Your rights at work



To order any of our **free** publications please call Age UK Advice, free on:

0800 169 65 65

www.ageuk.org.uk/travelandlifestyle

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:

- *Leisure and learning*
- *More money in your pocket*
- *Health services*

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



*Many of our local partners will remain Age Concern for a while yet.

From spring 2011, Age UK will be moving offices to Tavis House, 1-6 Tavistock Square, London WC1H 9NA. Age UK is a charitable company limited by guarantee and registered in England (registered charity number 1128267 and registered company number 6825798). The registered address is 207-221 Pentonville Road, London N1 9UZ. Age Concern England (registered charity number 261794) and Help the Aged (registered charity number 272786), and their trading and other associated companies merged on 1 April 2009. Together they have formed the Age UK Group, dedicated to improving the lives of people in later life. 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 and Age Cymru. ID10898 06/11