

Guide for people over 50 in Coventry



Foreword

Age UK Coventry is delighted to be able to produce this guide to assist you, your relatives, friends and carers.

It aims to give you a comprehensive overview of the information and support which is available to you on a number of key areas including Money Matters, Support and Care, and Leisure and Learning. And we are grateful to the many organisations that contributed details.

We hope you find this guide both valuable and useful. If you would like to see any additions or changes then please do contact us to let us know: Age UK Coventry **024 7623 1999**.

Layout of the guide and how to use it:

The guide is set out in chapters, each covering an area of general interest. Within each chapter, the information is laid out alphabetically. To find a specific topic or organisation, please refer to the index (p82) which will guide you to the page(s) on which the topic is covered.

Useful websites have been shown at the end of each section: see computer access (p65) for support to learn to use the internet to access much more detailed information.

Age UK Information Guides/Leaflets and Factsheets: These are produced nationally and cover many areas of information of interest to older people in great detail. They are referred to throughout this guide and are available by telephoning Age UK's free information and advice line on **0800 169 2081** or by visiting Age UK's website:

www.ageuk.org.uk/publications

[AgeUKIG10: useful contacts; Information Guide catalogue](#)

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We have done everything we can to ensure that all of the information is up to date at the time of publication, but cannot guarantee this.

Age UK Coventry

Age UK Coventry is the City's leading charity providing a wide range of specialist services and products aimed at improving life for people over 50, to help make later life a more fulfilling and enjoyable experience.

Last year we helped over 18,000 people, many of whom sought assistance at those points in life when the right advice and support can make a significant difference to them and their families. We:

- Provide advice and information through helplines, publications, on-line and face to face
- Help people enjoy a better life by providing life enhancing services and vital support
- Develop products specifically designed for people over 50
- Champion the voice of older people in Coventry.

Our services are open to people aged 50+.

www.ageukcoventry.org.uk

Volunteering:

Age UK Coventry is assisted by a dedicated group of more than 350 volunteers. They help in nearly every aspect of our work and we could not provide such a range of services and amount of help to older people without their valuable input. Training is provided and expenses paid. Hours are as few or as many as people wish to offer. **Tel: 024 7643 3980.**

Rights & Entitlements:

Information & Advice:

A free, confidential and independent service to those over 50 and their friends and carers. We can help you to access welfare benefits and local services, deal with housing, health and social care issues and cope with money, family and other personal matters. We offer face to face, telephone or email advice.

Our advice line number is 024 7643 3043 Email
advice@ageukcoventry.org.uk

Help is available every day of the year from 8am to 7pm

We also hold a number of specialist clinics, including will clinics, and drop-in sessions. Provide advice in Asian languages. **Tel: 024 7623 1999** to book an appointment.

Advocacy:

Provided in line with the Care Act 2014. The role of an Independent Advocate is to give the person they are advocating for as much choice and control as possible over their life. They will be helped to understand information, say what they want and what they need. To receive support from the Advocacy Service you must be referred by your Social Worker as part of your review, assessment or safeguarding

Money Management Service:

Offers support in the following ways: Appointeeship; Deputyship (through the Court of Protection); Lasting Power of Attorney; Cash Collection. **Tel: 024 7643 3044**

Contact & Connect:

Helps older people by connecting them to appropriate services. Contact & Connect can link you to services such as a benefits check and help to claim, free home fire safety checks, falls prevention advice and much more. The simple contact form can be completed over the telephone or in your own home.

Tel: 024 7625 8176.

Maintaining Independence:

Helping Hand At Home:

When some of the usual chores and everyday tasks start to become more difficult to carry out, we could all do with a little bit of help. Our home assistants are friendly and reliable. This is not a free service.

Tel: 024 7625 8228.

Trusted Traders:

This service is available to anyone aged over 18 and who lives in Coventry. It is run in partnership with Coventry City Council Trading Standards. The Trusted Traders service is an easy, safe and reliable way to avoid rogue traders. In just one phone call, you can find trusted traders for all the maintenance and repair jobs in your home and garden including, Home Hairdressing and Foot Health Professionals. **Tel: 024 7643 3982.**

Going Home From Hospital:

For all older in-patients (65+) at University Hospitals Coventry and Warwickshire. We provide information, signposting to useful services and support, all at the bedside to help people cope when discharged home. Accessed by speaking to hospital staff or by calling the team on

Tel: 024 7622 2320.

Feeling good and keeping well:

Physical Activity Classes:

Being active and having a good diet can make you feel healthier, sleep better and reduce the risk of conditions like stroke, heart problems, high blood pressure and depression. Our citywide groups and classes are designed to be fun and sociable and suitable for everyone, whatever your current level of mobility and fitness. **Tel: 024 7667 4397.**

Social Prescribing

Patients over 18 who would benefit from social and physical activities can be quickly referred to a vast range of services and activities to improve their physical and emotional health, and enhance their well-being and quality of life. To receive support from Social Prescribing service you must be referred by your GP or another Health Professional.

Join us for friendship and fun:

Craft and Computer Centre in Earlsdon:

Learn something new, or regain a lost skill in a friendly and supportive setting. Our stimulating groups and classes include computer skills for beginners, using Tablets, spinning and weaving, art and more. We also have a fully equipped woodwork room. **Tel: 024 7667 2911.**

Home Library Service

Books, tapes and other library resources delivered by volunteers to housebound older readers.

Tel: 024 7623 1999.

Join us for friendship and fun:

Friendship

Would you like to get out more and socialise?

We have a number of different volunteer supported schemes for people over 50 and you would be very welcome! We will help you to meet new people, join in with social activities and establish friendships.

Friendship groups: which meet at various venues across the city including: churches, libraries and pubs.

Arts Gymnasium: weekly fun theatre sessions at the Belgrade Theatre, promoting positive well-being through imagination and movement.

Embrace: for older Gay and Bi men

D group: for older people with a hearing impairment Dosti:

Big Lunch: for older South Asian people

Lunch and Shopping Club: for older people with a learning disability.

1:1 Friendship Support Schemes: For people find it difficult to get out and about, a friendly volunteer can visit you in your home for a chat, cup of tea or to share an activity such as cooking or a game of cards.

Dementia friendship scheme:

A supportive volunteer can help an older person with early stage dementia to continue a hobby or activity.

Please call us for more details on all Friendship groups.

Tel: 024 7643 3977.

Key Contacts

Coventry Older Voices

Coventry Older Voices (COV) is an umbrella representative group, which presents older people's views, needs and aspirations for later life. Its aim is to give people over 50 a stronger and more influential voice in the city:

- COV represents older people's views on issues of importance to them, for instance on transport, health and income.
- COV enables its members to participate meaningfully in planning and provision of services locally.
- COV campaigns on issues of importance to members.
- COV is Independent, Representative and Influential.

Membership is open to anyone who is over 50 and who lives, works or has family in Coventry. (Anyone under the age of 50, who lives, works or has a family in Coventry, can become a "Friend of Coventry Older Voices" to support activity.)

Tel: 024 7643 3050.

Age Friendly Coventry

With a growing number of older people in the city, Coventry City Council have teamed up with Coventry University and Age UK Coventry to help the city become more age-friendly.

An Age-Friendly City is part of a World Health Organisation international programme. It aims to create an environment where older people are encouraged to take part and where they are helped to stay healthy and active as they age.

There are eight parts of city living identified by the World Health Organisation to support people as they grow older: outdoor spaces; transport; housing; social participation; respect and social inclusion; civic participation and employment; communication and information; and community services.

The age-friendly city programme will create opportunities to promote health, participation and security as people age. This will increase the quality of life for all and make the city a great place to grow older, allowing people to play an active role in city life and feel valued as they age.

Age Friendly Coventry

Email: kam.kaur1@coventry.ac.uk

Tel: 024 7683 3333

Visit: <http://www.coventry.gov.uk/agefriendlycoventry>

The Age Friendly City Initiative is jointly funded by Coventry University Coventry City Council (Public Health) and Age UK Coventry.

Other Local Info and Advice Agencies

www.adviceservicescoventry.org.uk

The information in this booklet is concise. To find out more, or to get help in claiming benefits and accessing services, contact an Advice Agency. Not all of these services cover every type of help, so if you are in any doubt contact

Age UK Coventry and we can help you directly or signpost you to the right service.

Coventry Benefits Advice Line:

Welfare benefits telephone advice line. Opening hours Monday, Wednesday and Thursday 9:00am – 4:30pm, Tuesday 10:00am – 4:30pm and Friday 9:00am – 4:00pm. **Tel: 024 7683 2000.** Asian languages **Tel: 024 7683 4814.** www.coventry.gov.uk/benefits
Email:welfare.benefits@coventry.gov.uk

Coventry Citizens Advice Bureau (CAB):

24 hour telephone information service providing general advice. The Bureau is open for advice and information on a range of issues and specialist help in debt and welfare benefits: Reception Service for information only Monday to Friday 9:30am – 4:00pm; ‘drop-in’ sessions Monday to Friday 9:30am; Deaf & Hard of Hearing Clients only on

Tuesday 10:00am – 11:45am. Kirby House, Little Park Street, CV1 2JZ.

Textphone: 07984 475 987.

www.coventrycab.org.uk

Coventry Direct (Coventry City Council):

For general enquiries and city services advice, including information about bin collections, street lighting and pest control. Opening times Monday – Friday 8:00am - 8:00pm and Saturday 9:00am - 1:00pm. **Tel: 024 7683 3333,**

Textphone: 0500 431 143. Emergency out of hours Tel:

024 7683 2222. Email:customer.services@coventry.gov.uk

Coventry Independent Advice Services

Coventry Independent Advice Services is a charity offering free advice, information and support to all Coventry residents. It is the new name for free neighbourhood advice in Coventry and brings together the well-established advice services that were previously delivered by Willenhall Advice Centre, Wood End Advice and Information Centre and Holbrooks Community Care Association. The service is confidential and their skilled advisers can help with:

- Helping to sort out debt and other money problems
- Challenging decisions on benefit claims
- Giving basic advice and information about housing and welfare issues
- Helping to find other appropriate sources of support
- Identifying entitlement to benefits and helping make claims

Tel: 024 7652 1100

Coventry Law Centre:

A charity employing Solicitors and Paralegals to offer free legal advice and representation in the areas of housing, immigration, employment, money and debt, public law, discrimination, community care and welfare benefits, to the people of Coventry. (Assistance with initial claims not offered.) Monday – Thursday 9:00am – 12:30pm and 1:30pm – 5:00pm (Friday 4:00pm).

Oakwood House, St Patricks Road Entrance, Coventry, CV1 2HL **Tel: 024 7622 3053.**

www.covlaw.org.uk Email: enquiries@covlaw.org.uk **FS77: The Law on age discrimination**

Holbrooks Community Care Association:

For people in the Holbrooks area. Information and advice on a range of issues, including welfare benefits, debt, housing and employment. Advice available in Polish and Punjabi. Drop in Tuesday 9:00am – 11:00am and Wednesday 5:00pm -7:00pm (people will be seen on a first come first served basis) The Park, Holbrooks Lane, CV6 4DE.

Tel: 024 7663 8681

Email: hcca@btconnect.com

St Oswald's Community Advice Centre:

Tile Hill and surrounding area. Friday 10:00am – 12:00 noon. St Oswald's Parish Hall, Jardine Crescent, Tile Hill, CV4 9PL. **Tel: 024 7646 6282/5072.**

www.stoswalds.co.uk

Citizens Advice Consumer Service (Trading Standards):

A telephone service which provides free, confidential and impartial advice on consumer issues, energy and post. **Tel: 0845 404 0506.**

www.adviceguide.org.uk www.tradingstandards.gov.uk

Willenhall Advice Centre:

This has now been taken over by Coventry Independent Advice Services 104, Remembrance Road, Willenhall, CV3 3DP. **Tel: 024 7652 1100.**

www.willenhalladvicecentre.co.uk

Email: enquiries@willenhalladvicecentre.co.uk

Wood End Advice and Information Centre:

This has now been taken over by Coventry Independent Advice Service. Moat House Leisure and Neighbourhood Centre, Winston Avenue, Wood End CV2 1EA.

Tel: 024 7652 1100.

Money Matters

Age UK IG43: More money in your pocket; Fact Sheet

12: Planning for retirement;

FS56: Benefits for people under State Pension age.

State Benefits:

If you are over 60 the Pension Service can conduct a full benefit check and complete benefit claim forms for you. Home visits may be arranged. You could also contact an advice centre (see previous section). Many of these agencies can arrange for the forms to be supplied and help you to complete them. Please remember, even if you have been turned down for benefits in the past it is still worth checking again either if your circumstances change, or when the rates change every April.

Payment of State Benefits:

State Pensions and related entitlements are paid directly into a bank or building society account of your choice, through a Post Office Card Account.

State Pension Age:

For women born after 5 April 1950 but before 6 December 1953, their State Pension age is between 60 and 65. Under the Pensions Act 2011 women's State Pension age will increase more quickly to 65 between April 2016 and November 2018. From December 2018 the State Pension age for both men and women will start to increase to reach 66 in October 2020. These changes affect you if you're a woman born on or after 6 April 1953 or a man born on or after 6 December 1953.

Tel: 0845 731 3233.

Attendance Allowance:

You need to be 65 or over to claim Attendance Allowance. You also need to have a disability or illness that makes it hard for you to look after yourself.

Lots of people are entitled to Attendance Allowance but don't know enough about it to claim. It's based on the care you need not the care you are actually getting, or not. You could get £55.10 or £82.30 a week - the amount you get will depend on how much help you need. You can spend the money however you like - it could help you stay independent in your own home for longer.

Attendance Allowance isn't taxable or means tested so it doesn't matter what other money you get. It doesn't matter how much you have in savings either - there's no limit.

It won't affect your state pension and you can claim it if you're still working and earning money.

You'll need to complete a long claim form when you apply for Attendance Allowance. It might seem daunting at first but help is available from us here at Age UK Coventry so don't let the form put you off applying.

Attendance Allowance helpline: **Telephone: 0345 605 60 55**

www.gov.uk/attendance-allowance [AgeUKIG49:](#)

[Attendance Allowance FS34 - Attendance Allowance.](#)

Bereavement Payments:

Bereavement payment (£2,000) available to men and women under state retirement age.

Age UKIG03: When someone dies.

Carer's Allowance:

Carer's Allowance is a benefit for people who are giving regular and substantial care to disabled people in their own homes. Carer's Allowance is a taxable benefit and forms part of your taxable income.

The main welfare benefit for carers is called Carer's Allowance and it's worth £62.10 per week if you're eligible. You don't have to be related to or live with the person you care for to claim Carer's Allowance.

You'll also get National Insurance credits each week towards your pension if you're under pension age.

Don't assume you're not a carer

You may not think of yourself as a carer. Perhaps you've looked after someone for a long time without ever calling yourself one, or maybe you think the help you give your spouse or parent is simply what you should be doing. If so,

you may have been missing out on the help that is available to you.

www.carers.org www.gov.uk/carers-allowance AgeUKIG13: Advice for carers

FS55: Carer's Allowance.

Cold Weather Payments:

Cold Weather Payments are made to eligible people when the weather is very cold. You get £25 a week when the average temperature has been, or is expected to be 0C or below for 7 days in a row (between 1 November and 31 March).

You will automatically receive the payment, if you get a Pension Credit or certain other means-tested benefits.

Community Care Grants:

To enable you to stay in or return to your own home, you will need to be receiving Pension Credit and the grant you may get is reduced if you have more than £1,000 in savings (aged 60+). You do not have to pay the grant back.

[FS49: The Social Fund.](#)

Council Tax Benefit (to reduce Council Tax):

The national scheme ended in April 2013. Coventry City Council will run a local scheme; People over Pension Credit qualifying age already getting the benefit will be protected. Claim forms from Coventry City Council Benefits Service **Tel: 024 7683 1800**, or Benefits Advice Line **Tel: 024 7683 2000**.

Email: benefits@coventry.gov.uk

[FS17: Housing benefit and Council Tax benefit.](#)

Council Tax Reductions:

These are not related to income or savings and may be available if you are a carer, have adaptations to your house for a disabled person or are severely mentally impaired. Apply to Coventry City Council **Tel: 024 7683 1111**.

[FS21: Council Tax.](#)

Credit Unions:

Volunteer run financial organisations that provide basic savings, loans and insurance services to their members, regardless of employment or financial status. Whether saving for a holiday, Christmas or budgeting for regular bills, the Credit Union is here to help.

Membership is open to everybody who lives or works in Coventry.

Helpline Tel: 024 7663 3456 (West) 024 7651 1117 (East).

www.cwcd.co.uk/credit-unions/local-credit-unions

Debt Problems:

Debt counselling services are available at Citizens Advice Bureau, Willenhall Money Advice Centre & Wood End Advice Centre and Coventry Law Centre. National Debtline **Tel: 0808 808 4000.**

www.nationaldebtline.co.uk www.stepchange.org

[FS75: Debt Advice.](#)

Disability Living Allowance (DLA):

From 8 April 2013 the Government is introducing a new benefit called Personal Independence Payment (PIP) to replace DLA for eligible working age people aged 16 to 64 with a health condition or disability. DLA will end for everyone aged 16 to 64 even if they have an indefinite period award on the day PIP is introduced. Currently there are no plans to replace DLA for children under 16 and people aged 65 and over who are already receiving DLA. **Tel: 0800 882200.** www.gov.uk/PIP

[FS87: Personal Independence Payment \(PIP\)](#)

Employment and Support Allowance (ESA):

is a benefit for people who are unable to work due to illness or disability.

There are 2 types of ESA, and you may be entitled to one or both of them:

- Contribution-based ESA - you can get this if you've paid enough National Insurance contributions. It's taxable.
- Income-related ESA - you can get this if you have no income or a low income. You don't have to have paid

National Insurance contributions and it isn't taxable. You must be under State Pension age to claim ESA. **Jobcentre Plus** Contact centre - **Telephone: 0800 055 6688**

[FS56: Benefits for people under Pension Credit age](#)

Equity Release – Raising Income or Capital on Your Home: It is always advisable to seek independent financial advice before taking out one of these plans. Equity Release Council (formerly Safe Home Income Plans SHIP) has a voluntary code of practice by which members agree to abide. 3rd Floor, Bush House, North West Wing, Aldwych, London WC2B 4PJ **Tel: 0844 6697085.**

www.equityreleasecouncil.com

[AgeUKIL06: Equity release; FS65: Equity Release; FS13: Funding for home improvements](#)

Funeral Payments:

If you, as the nearest relative or friend (not the person who has died), receive Income Support, Pension Credit, Council Tax Benefit or Housing Benefit you could get help to pay for a simple funeral. The Veterans Agency may help if the deceased was a war pensioner. **Tel: 0800 169 2277.**

[FS49: The Social Fund.](#)

Help with Health Costs:

For those on a low income with savings of less than £12,000 (at 60+), gives financial help towards dental check-ups and treatment, glasses, wigs and fabric supports and towards necessary travel costs to hospitals for NHS treatment. Claim on HC1 form available at dentists, opticians, Age UK Coventry. **Tel: 0845 610 1112, Textphone: 0870 010 2870.** People aged 60 and over get free prescriptions and NHS funded sight tests.

[FS61: Help with health costs.](#)

Housing Benefit (for help with rent):

For those on a low income with less than £16,000 in savings (this limit does not apply for people on Pension Credit Guarantee) living in rented accommodation. Claim forms from Coventry City Council Benefits Service

Tel: 024 7683 1800, or

Benefits Advice Line **Tel: 024 7683 2000**.

Email: benefits@coventry.gov.uk

FS17: [Housing benefit and Council Tax benefit](#).

Income Tax:

If your income is over a certain amount, you will have to pay Income Tax on it. Not all income is taxable, and there are allowances and reliefs you may be able to claim that can reduce your bill. Most people in the UK get a Personal Allowance of tax-free income. This is the amount of income you can have before you pay tax.

We all have a personal tax-free allowance (this starts to reduce if your income exceeds £120,000) which represents the amount of income you can receive before paying tax.

Some people are entitled to other allowances as well, such as Married Couple's Allowance and Blind Person's Allowance

FS12: [Planning your retirement: money and tax](#).

Tax Help for older people(ToPS: 0845 6013321

Jobseeker's Allowance (JSA):

JSA is a benefit for people who are unemployed but capable of work.

To get JSA you also have to meet several other conditions, which include showing that you are looking for work. There are two types of Jobseeker's Allowance, contribution-based (non-means-tested) Jobseeker's Allowance and income-based (means-tested).

Jobseeker's Allowance. When you apply for Jobseeker's Allowance, the

Jobcentre Plus office will work out which type you should be paid. You can claim Jobseeker's Allowance online or on the phone **Tel: 0800 055 66 88**.

Married Couple's Allowance:

If you are married and one of you was born before 6 April 1935 you can claim this. Tax Helpline **Tel: 0300 200 3300**

Tax Back Line (to reclaim tax from savings only): Tel: 0845 366 7850 to request an R40. If you don't pay tax on your income you should contact HMRC Leicester & Northampton.

If you are not sure **Tel: 0300 200 3300** for general enquiries.

[FS15: Income tax.](#)

Inheritance Tax:

Payable on estates only of over £325,000 (to April 2015); £650,000 (couples). The tax is payable at 40 per cent on the amount over this threshold. Further information and form filling guidance from Probate and Inheritance Tax helpline: **Tel: 0300 123 1072**

www.hmrc.gov.uk/inheritancetax

Pension Credit:

From 6 April 2010 the minimum age you can claim Pension Credit rises in line with the minimum women's state pension age. There are two parts to Pension Credit – guarantee credit tops up weekly income to £142.70 (single person) and £217.90 (couple); savings credit is an extra amount for people aged 65+ who have modest savings or occupational pensions. Savings credit amounts are up to £18.54 (single person) and £23.73 (couple). The above figures apply from 9 April 12 to April 13 and may be higher if you have housing costs such as ground rent or a mortgage, receive Attendance Allowance and live alone, or are a carer. If entitled arrears of up to 3 months may be payable. The Pension Service

Tel: 0345 606 0265. Telephone claims: **Tel: 0800 991 234**.

[FS48: Pension Credit.](#)

Power of Attorney:

Lasting Power of Attorney gives a nominated person the power to deal with your financial affairs should you become incapable. The documents may be drawn up with a solicitor, or can be obtained from the Public Guardianship Office. **Tel: 0300 456 0300.**

www.publicguardian.gov.uk

AgeUKIG21: Powers of Attorney; FS22: Arranging for someone to make decisions about your finances or welfare.

Private or Occupational Pensions:

OPAS - Pensions Advisory Service provides free and independent advice and help. 11 Belgrave Rd, London SW1V 1RB. **Tel: 0345 6060 265.**

www.pensionsadvisoryservice.org.uk

State Pension:

You should receive an invitation to claim about 4 months before you reach retirement age. If not, ring the Pension Service **Tel: 0345 6060 265.** Following this, your claim can be made on **Tel: 0800 731 789.** Or you can claim online [https:// www.gov.uk/claim-state-pension-online](https://www.gov.uk/claim-state-pension-online)

State pension can be deferred over normal pension age and paid as either a lump sum or an extra weekly amount. The state pension age (see State Pension Age p13). You can ask for a pension forecast at any time up to 2 weeks before retirement age (form BR19 available from Local Pension Service or an advice agency), **Tel: 0845 300 0168.**

www.gov.uk/state-pension

FS19: State Pension.

The Pension Service:

The Pension Service runs the State Pension system, including pension credit, and pays state pensions and

pension credit. It is part of the Department for Work and Pensions. If you have any questions about your State Pension the Pension Service should be able to help you.

Taking charge of someone's financial affairs

- **Agent:** a person may nominate someone (an agent) to collect weekly benefit.
- **Appointee:** If someone is unable to sign or act for him or herself a relative or friend may take on this responsibility. The Pension Service must satisfy itself that a person is unable to manage their own affairs by obtaining medical evidence and visiting the person.
Tel: 0845 6060 265
- **Banks and Building Societies:** (third party mandate/ joint account) - discuss with your branch.
[FS22: Arranging for others to make decisions about your finances or welfare](#)

Universal Credit:

Universal Credit is a new benefit that is being introduced in stages throughout the UK. You might need to apply for Universal Credit instead of other existing benefits like Jobseeker's Allowance, Housing Benefit or Tax Credits etc. It's mainly available to people who are unemployed or earn less than £338 a month - but you can get it in some other circumstances. It can be complicated to work out if you're eligible just by reading all the small print. It might be quicker and easier to talk to an expert so you can explain your personal circumstances.

Universal Credit helpline: **0345 600 0723**

[FS56: Benefits for people under Pension Credit age](#)

When will the changes happen?

- April 2013 Universal Credit pilot schemes start in some areas of England
- October 2013 Universal Credit will start to be introduced gradually for new claims throughout the rest of the UK.
- If you're already getting benefits, you should be transferred to Universal Credit by 2017.

War Pensions Scheme:

Covers benefits for disablement caused by or made worse by service in HM Armed Forces. Veterans Agency, Norcross, Blackpool FY5 3WP

Tel: 0800 169 2277, Textphone: 0800 169 3458.

www.veterans-uk.info

Widows and Widowers:

If you are over state pension age there is normally no specific bereavement benefit, but your retirement pension may be increased, based on your deceased spouse's National Insurance contributions.

Winter Fuel Payment:

The Winter Fuel Payment is an annual one-off payment to help you pay for heating during the winter. Anyone born on or before 5 January 1953 can get it, if you live in the UK or another eligible country.

You only need to claim once. After this, you should get it automatically each year, as long as your circumstances do not change. The payment is made directly into your bank account in November or December.

Winter Fuel Payment Helpline: **0345 915 1515**

[AgeUKIG27: Winter Wrapped Up](#)

Your Health

NHS 111: Service

111 is the NHS non-emergency number. It's fast, easy and free. When calling 111 you will speak to a highly trained adviser, who is supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. NHS is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111.

[AgeUKIG24: Healthy living.](#)

[AgeUKIG38: Healthy eating.](#)

Health Information Centre:

Based in the main entrance to University Hospital at Walsgrave, providing high quality health information on a wide range of conditions, treatments and procedures; NHS services; travel insurance; inoculations; current health issues and health promotion campaigns. Free and confidential. Monday to Friday 9:00am to 5:00pm.

Tel: 024 7696 6051.

Email: health.information@uhcw.nhs.uk

[FS44: NHS services.](#)

Aids & Disability Equipment: see Support & Care p37.

Alzheimer's Disease and Other Dementia:

Memory problems can arise for many reasons and an early visit to the GP can rule out other conditions such as depression or a physical illness. If the GP suspects that the problems are due to dementia then a referral will be made to specialist services for a formal diagnosis. Early diagnosis is important in order to take advantage of any medication which can slow down the progression of dementia, and to access services that can help. The Coventry branch of the Alzheimer's Society offers a full range of services to support the person with dementia and their carer along the journey of dementia including information, emotional support and practical help.

31 Barras Green, Coventry, CV2 4PH

Tel: 024 7665 2602. National helpline

Tel: 0300 222 1122.

www.alzheimers.org.uk

[Email: Coventry@alzheimers.org.uk](mailto:Coventry@alzheimers.org.uk)

Arthritis:

Whether recently diagnosed with arthritis, living with it for some while or think you may have the early signs, Arthritis Care can help.

Tel: 0808 8004 050 (free call)

www.arthritiscare.org.uk

Cancer:

Macmillan Cancer Support and Information Centre offer face to face information, practical advice and emotional support to cancer patients, their families and friends. Main entrance, University Hospital NHS Trust

Tel: 024 7696 6052. National **Tel: 0808 808 0000** (free call).

www.macmillan.org.uk

Chiropodists / Podiatrists:

Free assessment of foot health is available under the NHS. The service aims to educate patients to prevent foot problems or their reoccurrence. Ongoing treatment may be offered to high risk patients depending on individual need. Application form from your GP or Podiatry, City of Coventry Health Centre, 2 Stoney Stanton Rd, CV1 4FS.

Tel: 024 7696 1335. If you choose to pay privately you should ensure that the chiropodist is registered with the Health Professionals Council (HPC).

Dental Care:

See p20 for help with the costs of treatment (Help with Health Costs). If you need to find an NHS dentist in your area contact Age UK Coventry. **Tel: 024 7623 1999**, or NHS **Tel: 111** or

www.nhs.uk

FS5: Dental care: NHS & private treatment.

Diabetes:

This condition becomes more common among older people but can be easily diagnosed by a simple blood test. Treatment is effective and control of your diabetes and the early detection and treatment of any possible problems is very important. Diabetes UK. 10 Parkway, London NW1 7AA. **Tel: 0207 424 1000**. Careline **Tel: 0845 120 2960** (including translation service). Recorded information on diabetes-related topics is also available on this number 24 hours a day.

www.diabetes.org.uk

Doctors:

Everyone is entitled to be registered with a G.P. though not necessarily of your choice. If you want to change, contact the new practice first. For a list of G.P.s contact NHS 111 **Tel: 111** NHS Coventry **Tel: 024 7655 3344** or NHS Coventry PALS **Tel: 024 7624 6002** or **0300 200 0017**.

Out-of-hours GP service:

This runs from 6:30pm – 8:00am and offers out-of-hours healthcare with appointment either at the City of Coventry Health Centre, 2 Stony Stanton Road or if clinically appropriate at home. Whichever GP surgery you are registered at, if you need help outside of normal surgery hours, then call NHS 111 **Tel: 111**

[FS44: NHS services.](#)

Exercise:

There is increasing evidence that physical activity is beneficial to health at all ages. Regular physical activity of moderate intensity, such as brisk walking, can bring about major health benefits. It can help to reduce coronary heart disease and obesity, high blood pressure, depression and anxiety. And it's never too late: even taking up low-level exercise at the age of 70 can add more than 30 months to your life expectancy. See Physical Activity p6 and 65 for fun activities.

Falls and Staying Steady:

Falls do not have to be an inevitable part of getting older, but the effects of falls can be serious. It's never too late to start reducing your risk of a fall with a few small changes in your lifestyle and at home. The five most important things to help you keep steady on your feet are:

- Keep active and take part in regular physical activity.
- Have your eyesight checked regularly.
- Look after your feet and wear the correct type of shoes.
- Manage your medicines – check with your GP or Pharmacist if you have any concerns with medication. Check your home environment inside and outside for slip and trip hazards. Orbit Care & Repair can carry out a free complete safety check on your home and mobility, see p50. If you experience repeated falls talk to your GP. If you fall in the street as a result of a problem with a pavement contact Coventry Direct **Tel: 0500 834 333** (free call) so they can take action.

[AgeUKIG14: Staying Steady; Age UK leaflet: Strength and balance exercises for healthy ageing.](#)

Feeling Down:

Depression is very common and affects the lives of many older people. It is not just “one of those things that you can expect at your age” nor an inevitable part of ageing. It is an illness that can be treated if you seek help and receive appropriate treatment. Improving Access to Psychological Therapies (IAPT) – services are for people with mild, moderate and moderate to severe symptoms of anxiety or depression.

Tel: 024 7667 1090.

See also mental health p33 and counselling p74

www.covwarkpt.nhs.uk/iapt www.mind.org.uk

Healthy Eating:

Eat Well, Be Well. Eating a varied and balanced diet is important for everybody. It helps to make eating more enjoyable and helps you to stay healthy and active. Make sure you eat plenty of foods rich in starch and fibre, Iron, Vitamin C, Calcium, B Vitamins, Vitamin D and Potassium. Include once a week oily fish and don't forget your 5 a day. [AgeUKIG38 Healthy eating.](#)

Hearing Problems:

Hearing loss is a common problem that often develops with age or is caused by repeated exposure to loud noises. It is estimated that there are more than 10 million (about 1 in 6) people in the UK with some degree of hearing impairment or deafness. Hearing loss can occur suddenly, but usually develops gradually.

General signs of hearing loss can include:

- difficulty hearing other people clearly and misunderstanding what they say
- asking people to repeat themselves.
- listening to music or watching the television with the volume turned up higher than other people require.

See your GP if you're having problems with your hearing. If you lose your hearing suddenly, in one or both ears, you must see your GP as soon as possible. Your GP can check for any problems and may refer you to an audiologist hearing specialist or an ENT surgeon for further tests.

You can also visit the Action on Hearing loss website for an online hearing test.

Action on Hearing Loss Information line: **0808 808 0123**

Text service: **0780 0000 360**

Community Services (Visual & Hearing Impairment Team): may be able to offer an assessment and aids and equipment. Faseman Ave, Tile Hill, CV4 9RB.

Tel: 024 7678 5354, Textphone: 024 7647 1008.

Email: BSCFasemanHouse@coventry.gov.uk

Heat:

The warm weather can be uncomfortable and present some risks in later life. There are simple tips to keep cool, including how to recognise heat-related illness and what to do if someone demonstrates signs of it.

[AgeUKIL1: Staying cool in a heatwave.](#)

Heart Problems:

British Heart Foundation for free, confidential information about heart health issues. BHF, Greater London House, 180 Hampstead Road, London NW1 7AW.

Tel: 0300 330 3311.

www.bhf.org.uk

Hospitals:

Additional support is available through Age UK Coventry's Going Home from Hospital Service: available on all UHCW wards, Mon-Fri, 9-5. The service assists with patient discharge experience by delivering information, signposting and support.

It can be accessed by talking with hospital staff or by calling the team on **Tel: 024 7622 2320.**

[AgeUKIG07: Going into hospital;](#)

[FS37: Hospital discharge arrangements.](#)

- **University Hospital:** Clifford Bridge Rd, Walsgrave, Coventry CV2 2DX Tel: 024 7696 4000. www.uhcv.nhs.uk
- **Accident and Emergency Department (A&E):** A 24 hour, 7 day a week emergency service based at University Hospital (see above). **Tel: 024 7696 6200.**
- **Walk-in Centre:** offers treatment for minor illnesses and injuries; assessment is by an experienced NHS nurse. No appointment is necessary and patients are seen on a first come first served basis. Open 8:00am – 10:00pm. City of Coventry Health Centre, NHS Walk in Centre 2 Stoney Stanton Road, Coventry CV1 4FH. **Tel: 0300 200 0060.**
- **Planned operations:** If you require an operation in hospital do consider what care you might need when you get home. The pre-admission clinic should alert the community social work team **Tel: 024 7683 3003** to arrange for an assessment BEFORE you are admitted, to keep the time in hospital to a minimum. Once you are home if you recover quickly there will be no problem in cancelling services. This includes any aids or adaptations and care needed when you get home.
- **Unplanned admissions:** If you have been admitted as an unplanned matter and need support contact the nurse in charge of the ward to ensure that a referral is made to Intermediate Care or the Social Work team for assessment. Community Services (for hospital patients) **Tel: 024 7696 5600.**

Hypothermia:

If an older person is found in cold surroundings and is suspected to be suffering from hypothermia get medical assistance at once. Raise the room temperature and wrap the person in blankets. Do not place the person in front of a fire, do not give alcohol nor apply hot water bottles and do stay with the person until help has arrived. See p44 for advice on energy efficiency.

AgeUKIG27: Winter Wrapped Up.

Intermediate care now Home Support Short Term Services:

Coventry City Council providing short term enablement support ease the discharge from hospital. It can possibly prevent a hospital admission being necessary and even reduce dependency on long term social care. **Tel: 024 7678 6767.**

FS20: NHS continuing healthcare and NHS-funded nursing care;

FS76: Intermediate Care and re-ablement.

Incontinence:

This is a common condition, but if advice is sought the problem may be helped. District nurses can give skilled professional advice on continence promotion and incontinence care and refer you to the Community Services incontinence laundry service. Continence Foundation

Tel: 0845 345 0165.

www.continence-foundation.org.uk

AgeUKIG15: Bladder and Bowel Problems

Medicines:

If you are in any doubt about a drug, ask the pharmacist or your doctor for a clear explanation about it. Unused medicines should be returned to the Pharmacist. Some drugs and alcohol should not be taken together.

Mental Health

- **Coventry MIND:** offers information and a variety of services covering all aspects of mental ill health, including home based support and befriending for older people. Coventry & Warwickshire Mind, Wellington Gardens, Windsor Street, CV1 3BT. **Tel: 024 7655 2847.** Mental Health Information Line (24 hr) **Tel: 0300 123 3393.**
- **Improving Access to Psychological Therapies Service:** Free advice, information and therapy service for people who are feeling stressed, anxious, low in mood or depressed. **Tel: 024 76671090.**
www.cwmind.org.uk or www.mind.org.uk
- **Community Mental Health Team (Older People):**
Multidisciplinary, health and social care teams offer specialist assessment, treatment and care specifically for older adults with mental health problems and their carers, in their own homes and their local community. Most service users are referred by their GP and other health or social care professionals but referrals can also be made by carers and the service user themselves.
Tel: 024 7670 7970.

NHS Complaints:

[FS66: Resolving problems and making complains about NHS care.](#)

Opticians:

Eye tests are free if you are 60 or over. Help with cost of glasses and repairs are available if you are on a low income. See Help with Health Costs p18. There are Opticians who will do home visits; list available from Age UK Coventry **Tel: 024 7623 1999** or NHS Coventry. Christchurch House, Greyfriars Lane, CV1 2GQ Tel: **024 7655 3344.** www.nhs.uk

Osteoporosis:

Osteoporosis literally means 'porous bones' which makes the bone more fragile and prone to break. Bone health is largely inherited, but there are steps you can take to make a difference for yourself.

Coventry & District Osteoporosis Support Group.

Email: noslynn@gmail.com

Tel: 024 7667 6683 National Helpline **Tel: 0808 8000 035**

www.nos.org.uk

PALS (Patient Advice & Liaison Service):

Helps with concerns regarding University Hospital and Rugby St Cross hospital. A confidential listening service, PALS provides immediate help, advice and support.

Write to: Patient Advice and Liaison Service Coventry and Warwickshire Partnership NHS Trust Wayside House, Wilsons Lane Coventry CV6 6NY **Tel: 0800 212 445**. For concerns about NHS services in the community

Tel: 024 7624 6002.

Email PALS.Complaints@covwarkpt.nhs.uk

[FS66: Resolving problems and making complains about NHS care.](#)

Parkinson's Disease:

The local branch of the Parkinson's UK has a Welfare Officer who can offer support and advice. **Tel: 0344 2253762.**

215 Vauxhall Bridge Rd, London SW1V 1EJ.

National helpline Tel: 0808 800 0303.

www.parkinsons.org.uk

Sexual Health:

Many people continue to have an enjoyable and active sex life in later life, and this can contribute to health and well-being. Research shows that it is health problems rather than increasing age that lead to sexual difficulties, so do consider approaching your G.P. The most common sex problems are lack of interest for women and impotence for men.

There has been a recent increase in sexually transmitted infections (STIs) in people over 50. With more long-term relationships breaking up than before, many older men and women are returning to the dating scene but in many cases ignoring safer sex messages and assuming warnings are aimed only at young people. If you're in a new relationship, use a condom.

www.nhs.uk/livewell www.fpa.org.uk

Sight Problems (Visual Impairment):

Some people with very poor sight may be eligible for registration as either severely sight impaired / blind or sight impaired / partially sighted. The registration process begins when you are referred by your GP to a consultant ophthalmologist.

Community Services (Visual & Hearing

- **Impairment Team):**

May be able to offer an assessment and aids and equipment. Faseman Ave, Tile Hill, CV4 9RB.

Tel: 024 7683 3003.

Email: bscfasemanhouse@coventry.gov.uk. They can provide information on the services available, including advice and the provision of equipment and training.

- **Coventry Resource Centre for the Blind:** is a registered charity that provides support, information, resources, training and social activities for people with a visual impairment in the Coventry area. Monday, Tuesday Wednesday and Thursday 9:00am – 4:00pm. 33 Earlsdon Avenue South, CV5 6TH. **Tel: 024 7671 7522.**
www.coventryblind.org.uk
- **SENSE:** a national charity that supports and campaigns for those who are deafblind and provide advice and information as well as specialist services to deafblind people, their families, carers. 101 Pentonville Road, London N1 9LG **Tel: 0300 3309 250.**
www.sense.org.uk

Other useful contacts include:

- **Readers for the Blind:** **Tel: 024 7667 2972.**
- **RNIB Helpline:** for a range of advice and services **Tel: 0303 123 9999.** www.rnib.org.uk
- **Talking Newspaper Association:** **Tel: 0303 123 999**
www.tnauk.org.uk

Stroke:

The Stroke Association offers a range of very useful publications and can put you in touch with local groups for social support, entertainment and therapies. Stroke helpline Stroke Association House, 240 City Road, London, EC1V 2PR. **Tel: 0303 303 3100** (Monday to Friday 9:00am - 5:00pm).
www.stroke.org.uk

Support and Care

Keeping you independent and in your own home for as long as possible.

Adaptations to your home:

Following an Occupational Therapy assessment, it may be possible to receive financial help for home adaptations such as a shower, stair lift or ground floor extension to make it easier for you to manage. The Opal, Occupational Therapy Service,

17-18 Bishopsgate Business Park, Widdrington Rd CV1 4NA. **Adult Social Care Direct 024 76 787820**

[AgeUKIG17:](#)

[Adapting your home](#)

[AgeUKIG23: Getting help at home](#)

[FS42: Disability equipment and home adaptations.](#)

Assessments:

An adult who may have needs for care and support can have an assessment. Also, anyone who looks after another adult and may need help to enable them to continue to care can have a Carers Assessment. The assessment collects information about you and your life and talking with you about the difficulties you have and how they affect your wellbeing. This helps the local authority understand your situation, what your needs are and how to plan for the future. It is a very important process and should not just be seen as a way to get care and support services; sometimes there are other ways you can be helped.

Adult Social Care Direct: **024 7683 3003**

[FS41: Social care assessment, eligibility and care planning](#)

Care Homes (Residential and Nursing):

A number of older people feel that they are unable to live safely in their own homes. In these situations it is advisable to consult Community Services before giving up any accommodation, as alternatives such as Housing with Care or support at home may be available.

This is particularly important when in hospital as decisions are best made in your own home. There are criteria for financial support that may mean the Council would propose alternatives and could not continue to fund arrangements you might make yourself.

All Care Homes and Home Care services (including Extra Care Housing providers) must be registered and regularly inspected by the Care Quality Commission. These inspection records for local services are available to the public through the library. **Tel: 0300 061 6161.**

www.cqc.org.uk

Support for Relatives of people in Care Homes is available from: The Relatives and Residents Association, 24, The Ivories, 6 – 18 Northampton Street, London N1 2HY.

Tel: 020 7359 8136.

www.relres.org

Adult Social Care

Older people's services from Coventry City Council:

Most people want to live a normal life and to continue to play an active part in family and community activity, getting the best out of their later years. They wish to live independently for as long as they can in their own

homes, and to engage in community activity in ways that we would all value. The Council's aim is to help people to achieve these outcomes and their promoting independence philosophy is based on people making decisions for themselves and retaining choice and control over how they live their lives, and what outcomes they want for themselves. You may be offered some short-term services which will help you regain lost skills or confidence which have resulted in you living less independently, for example Intermediate Care.

- There may be some technology that could be available to raise an alert if you were unlucky and experienced an untoward event (e.g a fall where you could not contact anyone). This is called Telecare. **Tel: 024 76833003. Email: telecare@coventry.gov.uk www.coventry.gov.uk/telecare**
- You may need changes to your home, equipment, or longer-term services.
- It is possible that you have a carer who needs support or access to breaks.
- Services arranged include care at home, support for family carers, home meals, adaptations to your home, day opportunities and activities.

If ongoing care services are needed flexible alternatives may be offered, for example, through a direct payment see p41. Arrangements are agreed in writing and there are also 'eligibility criteria' which define what services can be provided, dependent on level of need.

[AgeUKIG23 Getting Help at Home; FS6:](#)

[Finding help at Home;](#)

[FS41: Local authority assessment for community care services;](#)

[FS46: Paying for care and support at home;](#)

[FS59: How to resolve problems and make a complaint about social care;](#)

[FS76: Intermediate care and reablement.](#)

Community Services (Visual & Hearing Impairment Team): may be able to offer an assessment and aids and equipment. Faseman Ave, Tile Hill, CV4 9RB.

Tel: 024 7683 3003, Fax: 0121 615 3001.

Email: ascdirect@coventry.gcsx.gov.uk.

They can provide information on the services available, including advice and the provision of equipment and training.

Short term Assessment and Response (StART) Team: The first point of contact for social care is Adult Social Care Direct Customer Services Resources Directorate Broadgate House, Broadgate, CV1 1FS.

Tel: 024 7683 3003.

Older people in hospital: Community Services, 2nd floor, East Wing, University Hospital, Walsgrave, CV2 2DX.

Tel: 024 7696 5600.

Community Mental Health Teams (Older People): via GP referral only. North **Tel: 024 7624 5800** or South **Tel: 024 7647 2662.**

Details of Accommodation Provision: Elderly Accommodation Council, 3rd Floor, 89 Albert Embankment, London SE1 7TP. **Tel: 0800 377 7070.**

www.eac.org.uk

FS10: Paying for permanent residential care FS29:

Finding care home accommodation

FS39: Paying for care in a care home if you have a partner FS58:

Paying for temporary care in a care home

FS60: Choice of accommodation.

Direct Payments:

These are payments that can be made by Community Services so that individuals can arrange their own support to meet the needs they have been assessed as having. For help and advice contact Penderels Trust,

Tel: 024 7651 1611.

www.penderelstrust.org.uk

FS24 Personal Budgets and direct payments in adult social care.

Equipment and Aids:

Occupational Therapy: Daily Living Equipment, such as bathing aids, products for food preparation, raised toilet seats can be supplied by **Adult Social Care** following an Occupational Therapy assessment. Occupational Therapy Service, The Opal, 17-18 Bishopsgate Business Park, Widdrington Rd. CV1 4NA. **Tel: 024 76787820.**

The British Red Cross: Operates an equipment store for short term hire £10.00 deposit required, per week which will be refunded once equipment has been returned. Check availability of stock and opening times. Bradbury House, Wheler Road, Seven Stars Estate, CV3 4LB. **Tel: 024 763 4200.**

Equipment to Purchase: If you prefer to buy privately there are a large number of commercial outlets. Look in Yellow Pages under Mobility and Access Equipment. Mobility Pathways see p56 also sells a good range of mobility equipment. For independent guidance and information contact Disabled Living Foundation **Tel: 0300 9990 004.** www.dlf.org.uk.

Ricability produces excellent consumer guides for disabled people (wheelchairs, cars, stair lifts, domestic appliances etc). **Tel: 0207 427 2460.** www.ricability.org.uk

[FS42: Disability equipment and Home Adaptations](#)

Domestic Help:

This is generally not easily available through Adult Social Care and you may need to pay privately for help with cleaning etc. Information on Age UK Coventry's Helping Hand at Home service and a list of other agencies available from Age UK Coventry. **Tel: 024 7625 8228.**

Please note that although Attendance Allowance see p16 is not awarded because you need help with domestic tasks, it may be that there are other aspects of self care with which you are struggling and you may be able to claim on these grounds. You could then use the Allowance to pay for domestic help.

Emergency Alarm Systems:

Providing 24 hour help, these systems are activated by pressing a large button on the telephone, or on a pendant worn round your neck. Fee payable.

- Aid Call (Age UK) **Tel: 024 7623 1999 or 0800 0329 425**
www.ageuk.org.uk/alarm
- Community Lifeline Alarms Orbit Response Unit.
Tel: 0845 605 0551.
www.orbit.org.uk
- Coventry Careline Emergency Services Unit.
Tel: 024 7683 2658.

Response alarm systems (RAS) are available in certain circumstances through Adult Social Care – see p38. Ricability guide available see p41.

Extra Care Housing Accommodation:

Groups of self contained accommodation suitable for older people with care and support needs with 24 hour care staffing on site. In Coventry these are an excellent alternative to more traditional care homes and some units have been designed with people with dementia in mind. **Adult Social Care** assessment needed see p38.
www.extracarehousing.org.uk or www.housingcare.org

Family Carers

Carers Trust Heart of England:

Offers a free, confidential service to support the needs of carers - friends, relatives and neighbours - who look after people who cannot look after themselves due to illness, disability or frailty. Information and advice is available on a range of issues, including: money and benefits, care services, respite care, special equipment, long term care,

specific illnesses and disabilities and local support groups and organisations. Emotional support, support groups, social and leisure events, therapies and training provided. Coventry Central Library, Smithford Way Coventry CV1 1FY. **Tel Helpline: 024 7610 1040.**

Open Monday - Friday 8:30am - 4:30pm &

Saturdays 10:00am - 2:00pm

www.carerstrusthove.org.uk

Email: contactus@carerstrusthove.org.uk

Carers' UK:

20/25 Glasshouse Yard, London EC1A 4JT.

Tel: 0808 808 7777 (free call).

www.carersuk.org

Community Care Services:

Can provide advice and support for adult carers who care for the elderly, children with special needs and adults with physical or learning disabilities. Carers may be entitled to receive additional help and support for their own needs. For more information please contact **Customers Services Team** at Coventry City.

www.coventry.gov.uk

E-mail: customer.services@coventry.gov.uk

Your Home

Builders & Tradespeople:

See Age UK Coventry Trusted Traders p5 and p50 which is run in conjunction with Coventry City Trading Standards. **Coventry**

Customer Services:

Coventry City Council's contact centre for queries on the services that affect you on a day to day basis, including refuse and recycling collections, highways issues, litter and fly tipping, pest control, noisy neighbours and many other services.

Tel: 0500 834 333 Free for Mobiles 0808 5834 333

Emergency out of hours 024 7683 2222

E-mail: customer.services@coventry.gov.uk

Distraction Burglary:

See Bogus Callers p59.

Energy Efficiency Advice:

NEA (National Energy Action) offers advice on using your heating efficiently; grants to make your home warmer and more energy efficient; coping with fuel bills. Contact NEA. Harp

Place

Tel: 024 7655 9191.

www.nea.org.uk

, 2 Sandy Lane, CV1 4DX

www.coventry.gov.uk/energyefficiency

or Energy Savings Trust **Tel: 0300 123 1234** Mon-Fri 9am-8pm

www.energysavingtrust.org.uk

E-mail energy-advice@est.org.uk

AgeUKIG30: Save energy, pay less.

Fire Safety:

You can get personal advice on preventing fires in the home from the fire brigade. A smoke detector (including a deaf alert if needed) can be fitted free as part of a home security check by the Fire Service. Visits are made on an appointment only basis and will be arranged at a convenient time for you.

Tel: 0800 389 5525

www.wmfsnet

Furniture Re-cycling:

For all people on a low income and benefits to purchase low cost good quality furniture including electrical and white goods. Donations and unwanted furniture are always needed.

- Community Transport **Tel: 024 7669 1433.**
- Emmaus **Tel: 024 7666 1466.**
- Myton Hospice Warehouse **Tel: 024 7645 9342.**

Gas and Electricity:

If you are experiencing difficulties regarding your gas or electricity supplier contact Citizens Advice Consumer Service.

Tel: 0345 404 0506 or Textphone: 18001 03454 040506. Mon - Fri 9-5pm

Older or disabled customers can register on the Priority Service Register, which entitles you to various services including a free gas safety check and free adaptations to gas appliances. Contact the number on your bill to register. Western Power Distribution for electricity

Tel: 0800 678 3105.

Emergency Number **Tel: 0800 678 3105**

National Grid general enquiry line **Tel: 0800 111 999**

No pensioner should have their supply disconnected between 1 October and 31 March because they cannot pay their bill. Contact Citizens Advice consumer helpline.

Tel: 0345 4040 506

Textphone 1800 1034 5404 0506

Mon-Fri 9 - 5pm

www.citizensadvice.org.uk/consumer/getmorehelp **FS82:**

[Switching energy supplier](#)

Gas Safety:

If you smell gas call the National Grid Emergency Service **Tel: 0800 111 999** immediately and tell them your location **Textphone: 0800 371 787**. In addition please follow these simple guidelines:

- Turn off gas: turn off the meter at the valve, unless meter is located in a basement or cellar. If there is a smell of gas in the basement or cellar evacuate the building.
- Extinguish all naked flames: do not smoke or strike matches.
- Do not touch electrical switches: turning a light on or off can ignite escaping gas.
- Open windows and doors: this gets rid of gas by ventilating the property.

The Gas Safety Register:

Has replaced CORGI; by law any person carrying out gas work must be registered. Your gas engineer should have a gas safety register card and you can check if a gas engineer is on the register or find a list of registered engineers at

Tel: 0800 408 5500.

www.gassaferegister.co.uk

Helping Hand at Home Service:

Run by Age UK Coventry this personally tailored service can help with jobs such as cleaning, shopping, housework, escorting you to appointments, shopping with you or for you, taking you to visit the grave of a loved one, tea and a chat, walking the dog, dealing with correspondence and any other task you can no longer do alone. You may need someone to do a job for you or just need a little help with part of it. Hourly fee charged (nonprofit making); minimum service time is one hour and you may choose to have a service regularly or just occasionally. **Tel: 024 7625 8228.**

Disabled Facilities Grant:

The purpose of this grant is to enable disabled people to have access in and around their home and so allow them to continue to live in their own homes.

A Disabled Facilities Grant can help, for example to pay for ramp and handrails (or a step lift), to widen doorways or replace a bath with a shower. The grant is 'means tested' and your income and savings will be taken into account to decide if a grant can be paid and what level of contribution (if any) you would need to find. A member of the adaptations team can explain about this in greater detail.

Adaptations Team

The Opal

Unit 17/18 Bishopsgate Business Park

Coventry

CV1 4NA

Tel: 024 7678 7820

Email: adaptations@coventry.gov.uk

Home adaptations

The Council carries out minor adaptations which have been recommended by Community/Hospital Occupational Therapy staff, Physiotherapists and District Nurses. Citizens cannot request directly as an assessment needs to be made. These include:

- banister rails
- all types of grab rails
- installation of intercom systems
- alterations to steps to ensure safe access in to the property.

The work the team carry out helps to effectively and safely assist people in managing in their own home.

Adult Social Care Direct

2nd Floor Broadgate House Broadgate Coventry CV1 1FS

Tel: 024 7683 3003

Email: ascdirect@coventry.gov.uk

Housing (rented):

All local Housing Association properties except hostels and Extra Care accommodation are let using the Coventry Homefinder Choice Based Lettings scheme which has been developed in partnership with the City Council and 11 Housing Associations in the city. The available properties are advertised in the Weekly Property List which can be viewed on the internet at www.coventryhomefinder.com under Property Search. The Weekly Property List is also available from libraries. and from the Coventry Housing Options Team Customer Service Centre Broadgate Coventry CV1 1FS. For Homefinder enquiries:

Tel: 024 7676 7152

To register for Coventry Homefinder you should access and complete the application form online via the website. Even if you are a home owner you can still be accepted on to the waiting list.

[Age UKIG08: Housing options](#)

[FS8: Council & housing association housing](#) [FS64:](#)

[Specialist housing for Older People](#) [FS63: Finding private rented accommodation](#) [FS35: Tenants' rights – rent](#)

[FS67: Tenants' rights – repairs](#)

[FS68: Tenants' rights – security of tenure.](#)

Rubbish Removal:

Contact Coventry City Council, Environmental Services **Tel: 0500 834 333** (reduced rates for pensioners). Trusted Traders can also assist see (p5 and p50).

Security:

[AgeUKIG01: Staying safe.](#)

Sheltered Housing:

This normally means housing that has been designed specifically for an older person's needs. Schemes do vary but will offer you independence and your own front door. This is combined with a good level of security and services such as a warden on site or on call, 24 hour alarm system, communal areas and social activities. Access via Coventry Homefinder (see Housing – rented). See also Extra Care housing accommodation for housing with care on site p42. [FS64: Specialist Housing for Older People.](#)

Buying:

These properties offer similar facilities to rented accommodation and you can buy part or all. There will usually be an additional service charge for maintenance and warden cover. Lists of schemes to buy or rent are available from Age UK Coventry (Coventry only) or Elderly Accommodation Council FirstStop Advice line.

3rd Floor, Albert Embankment, London SE1 7TP. **Tel: 0800**

377 7070 (countrywide) www.housingcare.org

AgeUKIG08: Housing options FS2:

Buying retirement housing.

Smoke Detectors:

Fitting one of these could save your life. See Fire Safety p46.

Telephones:

BT provides a wide range of equipment and services for disabled people. There are also reduced tariffs for low usage Light User Scheme. For a free catalogue **Tel: 0800 800 150**.

www.bt.com/includingyou/products-services.html

Trusted Traders:

This scheme, run by Age UK Coventry, puts you in contact with accredited tradespeople, selected for their reliability and quality of work. Small and large jobs, no call out charges and free quotes and can also put you in touch with mobile hairdressers and Foot Health Professionals.

Tel: 024 7643 3982 or come along to our office.

Water:

If you live alone you may be able to save on your water bills by having a meter fitted (free). The WaterSure (Vulnerable Households) scheme assists metered customers on certain benefits who have a medical condition, which results them in using more water. Severn Trent Water Emergency Number **Tel: 0800 783 4444**

Billing Enquires Tel: 0345 750 0500

www.stwater.co.uk.

Consumer Council for Water Tel: 0300 034 2222

www.ccwater.org.uk.

United Utilities - Watersure Provides financial assistance you may be eligible if you get certain benefits. Priority Services Tel: 0345 072 6093

If you are having difficulty paying your water bills, a one off grant may be available from the Severn Trent Trust Fund. Apply via an Advice Agency see p9-12.

Tel: 0121 355 7766

email: office@sttf.org.uk

FS69: [Water advice](#).

Park Homes:

Park Homes are legally defined as caravans and are laid out on privately owned sites where normally all the infrastructure is provided by the site owner. The site owner retains ownership of the land on which the home is placed, but the resident owns the home and pays a pitch fee for the right to station it on the land. Many sites have restrictions on the age and family composition of residents. The majority of the residents in this sector are retired or semi-retired and some are vulnerable.

FS71: [Park Homes](#).

Getting Around

'Getting Around in the West Midlands' a transport guide for people with a mobility difficulty is a useful booklet free from Centro (see below), Libraries or Age UK Coventry, also available in large print, audio tape or braille.

[AgeUKIG44: In the driving seat](#)

[FS26: Public transport and concessions.](#)

Bus Passes:

Allows for free local travel (bus and rail in West Midlands) within England any time between 9:30am and 11:00pm. Available for men and women at the current women's retirement age. Apply at Centro Travel Information Centre or TWM Travelcard and Information Centre, Pool Meadow Bus Station (form also downloadable from website or **Tel: 0345 303 6760** to ask for one, to be posted to you), taking with you:

- proof of age e.g. passport, birth certificate
- proof of address e.g. medical card, driving licence, bill
- two passport sized photos

www.networkwestmidlands.com

CENTRO:

Responsible for all public transport in West Midlands. Centro House, 16 Summer Lane, Birmingham B19 3SD Local office at Pool Meadow Bus Station.

Tel: 0345 3036 760.

www.centro.org.uk

Community transport:

- Volunteer Service – no longer operates
- ACTIVE Minibus Project: to provide transport for older people who have a care package to attend day centres, social and leisure activities.
- Group Travel: low cost fully assessable minibuses for hire to non profit making community groups (membership fee applies) to attend social and leisure activities and day care centres. 269 Sovereign Rd, Earlsdon CV5 6LT.

Tel 0845 209 0190 Tel: 024 7669 1433.

www.communitytransport.org/coventry

Disabled Parking Badges (Blue Badge Scheme): Available to those receiving the Disability Living Allowance higher rate mobility component see p17, in receipt of War Pensioners Credit, or who are registered blind. Also available to those with poor mobility, subject to an assessment carried out by Occupational Therapy. Fee payable. An application pack from Coventry Direct

Tel: 0500 834 333 or www.coventry.gov.uk/bluebadge

Disabled Parking Bays:

If you are disabled and have no alternative but to park on the road it may be possible to have a bay marked outside your house. **Tel: 0500 834 333.**

Driving Licences:

At 70 you will need to reapply for a driving licence and fill in a questionnaire every three years making sure you are medically fit to drive. Further information from DVLA, Swansea SA99 1BN

Tel: 0300 790 6801.

www.dft.gov.uk/dvla www.gov.uk/browse/driving/driving-licences

Mobility Benefits:

See Disability Living Allowance p18. If you receive DLA higher rate mobility component and your vehicle is used exclusively by or for you, you may be able to claim exemption from vehicle road tax. Apply on V188 "Exemption from vehicle tax for disabled people" form along with Exemption Certificate – DLA404 or WPA442. Vehicle Registration Document / Certificate (V5 or V5C) from main Post Offices or DVLA, Swansea SA99 1AB.

Tel: 0300 790 6802.

www.gov.uk/car-tax-disc-vehicle-licence

Motability:

See Disability Living Allowance p15. If you are receiving the higher rate mobility component you can apply for help in leasing or purchasing a vehicle or wheelchair. Mobility Car Scheme **Tel: 0300 456 4566.**

Textphone: 0300 0370 100. www.motability.co.uk

Mobility Wheelchair and Scooter Scheme: Motability Operations, City Gate House, 22 Southwark Bridge Road, London SE1 9H.

Tel: 0300 456 4566 Textphone: 0300 0370 100

www.motability.co.uk

Ring and Ride:

Door to door minibus service for anyone who has difficulty travelling on public transport. £1 single trip and £2 after 7pm or on a Sunday. A carer or companion can travel with you. Register 3 days before use. After registration you can

book your journeys over the telephone 2 days in advance of the day you wish to travel. **Tel: 0333 0066 024.** www.ringandride.org

Scooters

These are not available on the NHS. You can borrow one (no charge but donations welcome) from Mobility Pathways (see next entry) or purchase one privately, Ricability produce a helpful Guide see p41.

Shopmobility (now Mobility Pathways):

Based at the Barracks car park behind British Home Stores. Pre-booked free hire of wheelchairs and scooters, to help you get around the city centre. Mobility Pathways also sells a good range of mobility equipment, including walking sticks. **Tel: 024 7683 2020.**

Toilets (Disabled Access):

Many public toilets offer disabled facilities accessed by using a RADAR key (national Key Scheme). These can be purchased from the Central Library, Smithford Way (£3) or mail order from www.radar-shop.org.uk (£4).

Toilets (Changing Places):

Central Library, Smithford Way, with the right equipment and enough space. Assess to the Changing Place by Radar Key.

Toilets in Coventry City Centre:

Central Library (ground floor), New Union St (car park opposite Police Station), Pool Meadow Bus Station, Rail Station, Sherbourne Arcade (by market), West Orchards (second floor).

Trains:

Full local access information from CENTRO see p52. Senior Railcard or Disabled Persons Railcard available. Enquiries to CENTRO or your local station.

Wheelchairs:

Standard manual wheelchairs are available on free permanent loan for people with mobility problems from Coventry Wheelchair Service (NHS). You will need to be referred by your G.P. or other health professional. Newfield House, Kingfield Road CV2 4NZ.

Tel: 024 7623 7055.

You can hire a wheelchair for a small fee from:

- Age UK Coventry at Gilbert Richards Centre, Broadway, Earlsdon, **Tel: 024 7667 2911.**
- Red Cross, **Tel: 024 7630 2645** (deposit required).
- Commercial outlets (see Yellow Pages – Mobility and Access Equipment). See Getting Around p52.

Employment:

FS79: The Equality Act 2010: The Public Sector Equality Duty

ACAS:

Stands for Advisory, Conciliation and Arbitration Service. Their aim is to improve organisations and working life through better employment relations. ACAS helps with employment relations by supplying up-to-date information, independent advice and high quality training, and working with employers and employees to solve problems and improve performance.

Tel: 08457 47 47 47.

www.acas.org.uk

Jobseeker's Allowance: See p19

The Equality Act 2010:

The Equality Act 2010 brought together existing regulations that already gave protection against ageism and other forms of discrimination, and extended them. Since October 2010 this has been the main law relating to age discrimination, protecting you against ageism in employment, education and training. The law maintains your right not to be disadvantaged or treated badly at work because of your age. It also covers the way you are treated by further and higher education organisations such as universities, and by clubs, associations and trade bodies.

The Equality Act gives new protection to ensure older people get fair treatment when they are receiving goods and services, although this part of the Act was only introduced in April 2012.

In addition to age, under the Equality Act people cannot be discriminated against as a result of any of the other 'protected characteristics'. These are: disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

Redundancy:

In general terms, a redundancy happens when there is no longer a need for someone to do your work, for example, if the business is closing down or changes are made to the way the work is done. Your employer has a duty to consider whether there are any alternative suitable jobs for you within the organisation. They also have to show that they have followed a fair procedure when making you redundant. If your employer is making you redundant, you should check whether it is a genuine redundancy situation and whether the correct procedure is being followed.

Tel: Coventry Law Centre 024 7622 3053

ACAS Helpline 0300 123 1100.

Legal, Personal Safety and Crime

Advocacy:

Age UK Coventry offers a skilled, confidential and independent service to speak up for older people who need help. Service also available for older people in hospital in Coventry. **Tel: 024 7663 4600.**

Bogus Callers:

Bogus callers (con men and women) sometimes pose as water, gas or electricity workers, police or council workers or even Age UK staff. You can prevent this type of crime if you take precautions.

STOP – before you open the door

CHAIN – put it on

CHECK – check their identification before letting them in.

AgeUKIG05: Avoiding scams

Community Legal Advice:

Can provide free help or legal advice over the phone. They can help with family, debt, housing, employment, education, welfare benefits and tax credits problems. They will check to see if you are eligible for legal aid and put you in touch with a specialist legal adviser. If you are not eligible for legal aid, Community Legal Advice can still put you in touch with organisations that can help.

Opening hours: Monday to Friday 9:00am – 8:00pm. Saturday 9:00am – 12:30pm. Calls to Community Legal Advice cost 4 pence a minute from a BT landline. Calls from mobiles will usually cost more. If you are worried about the cost of the call, they can call you back.

Tel: 0845 345 4 345.

www.communitylegaladvice.org.uk

Consumer Advice:

Citizens Advice Consumer Service offers advice on consumer rights and complaints. The Advice line will pass your complaint on to Trading Standards, Consumer Advice Officers who can also sometimes mediate between parties to a dispute. **Tel: 0345 404 0506.**

www.adviceguide.org.uk

www.tradingstandards.gov.uk

Crimestoppers:

If you have information about crime, contact Crimestoppers. You do not have to leave your name or address.

Tel: 0800 555 111.

www.crimestoppers-uk.org

The website has useful information about crime prevention.

Door chains and Door Bars:

These are designed ONLY to use while you check a caller's identity. Do not put them on at other times as it would make your house much more difficult to access in an emergency, or by a keyholder. See Security p49 for free advice.

Neighbourhood Watch:

Anyone can get involved with this and help cut crime. To find out how to join or start a scheme contact **Tel: 101** or your local police station.

www.neighbourhoodwatch.net

Noise Pollution:

Any complaints made are logged, noise officers are then sent to investigate.

Tel no 0500 834000

www.problemneighbours.co.uk

[FS9: Anti-social behaviour in housing.](#)

Police:

For all non-emergencies **Tel: 101**. Only use 999 when there is a danger to life, risk of serious injury, a crime is in progress or about to happen or when an offender is still at the scene of the crime or has just left. The Police now have Vulnerable Persons Officers based within Community Safety Bureaux to help older and disabled people deal with safety matters.

www.west-midlands.police.uk

Probate:

This is a legal term used when a will is enacted. There is a similar process (Letters of Administration) if the deceased has not made a will. Probate and Inheritance Tax helpline **Tel: 0300 123 1072**.

www.gov.uk/wills-probate-inheritance

[AgeUKIG03: When someone dies FS14:](#)

[Dealing with an estate.](#)

Solicitors:

Many will offer initial free advice before taking on your case, and help with costs in certain circumstances may be available. Names available in yellow pages or on Law Society website

www.lawsociety.org.uk.

Age UK Coventry holds solicitors' surgeries for general advice (initial advice free). **Tel: 024 7623 1999** Community Legal

Advice **Tel: 0845 345 4345**. [AgeUKIL8: How to be an executor](#)

[FS43: Getting legal advice.](#)

Coventry Victim Support: Free and confidential support, practical help and information to victims of crime or witnesses in court
www.victim support.org.uk

- Victim Support, Steeple House, Percy Street, Coventry, CV1 3BY
Tel: 024 7683 9950
- Domestic Abuse/Safe Guarding Team **Tel: 024 7653 9445.**

Wills:

By making a will you can ensure that your estate is passed on as you wish. Generally speaking it is advisable to use a solicitor to draw up a will, as various problems can arise with 'home made' wills.

Solicitor's Wills clinic held weekly at Age UK Coventry.

Tel: 024 7623 1999 for an appointment.

[AgeUKIG31: Wills and estate planning FS7:](#)

[Making a Will](#)

[FS14: Dealing with an estate](#)

[FS72: Advance decisions, advance statements and living wills.](#)

Social, Leisure & Learning

Adult Education:

There is a wide range of courses for leisure and learning at local venues around the city, with fee reductions for pensioners. To find out what is going on in your area contact your local Adult Education Centre:

- South Fields Old School, South St Cov CV1 5EJ
Tel: 024 7678 7978.
- South: Willenhall Education Employment and Training Centre, Robin Hood Rd. **Tel: 024 7678 6806.**

www.coventry.gov.uk/adultedvenues - For more info
[FS79: The Equality Act 2010: Further and Higher Education](#)

Age UK Coventry Craft and Computer Workshops: Based at the Gilbert Richards Centre, Broadway, Earlsdon CV5 6NT, a wide range of groups and classes offer the chance to learn something new in a friendly, social setting. Activities include woodwork, pottery, art, needlework, computer skills and much more
Tel: 024 7667 2911.

British Pensioners & Trade Union Action Association (BPTUAA):

Affiliated to the National Pensioners Convention the BPTUAA actively campaigns on behalf of all pensioners. The Coventry Branch meets monthly at the Council House. Membership fee, but visitors are welcome. c/o 53 The Hiron, CV3 6HS.

Tel: 024 7650 2429.

npcuk.org

Coventry Pensioners Convention:

Affiliated to the National Pensioners Convention the Coventry Pensioners Convention actively campaigns on behalf of all pensioners and organises trips. They meet monthly on the third Tuesday of the month at 10.30am in the Council House. Membership fee, but visitors are welcome. Harp Place, 2 Sandy Lane, CV1 4DX.

Tel: 024 77 679055.

Email: covpen@yahoo.co.uk

www.coventrypensionersconvention.co.uk npcuk.org

Computer Classes:

- Available at the Age UK Coventry Craft & Computer Centre p6 or via Adult Education (see p63).
- Highpoint Services - Anyone can attend these lessons, but they must book in advance by ringing 07737 511215 and leaving a message. Computer classes are held on Wednesday afternoons. 2 hour per week and 4 sessions in total. Cost £20.00 to cover room hire. Student volunteers from Warwick University
- Holbrooks Community Care Association, Holbrook Lane computer club on Tuesday from 9:00am – 4.40pm Wednesday 12-7:30pm Thursday 9-4pm
- Foleshill Library every Tuesday 12-1pm
Tel: 024 7678 6977
- Tile Hill Library every Thursday from 10:00am – 12:00 noon
Tel: 024 7678 6785.
- Stoke Library every Monday from 9:30am – 11:30am

- Coventry Central Library Computer tablet mobile phones internet etc. (Gen to Gen) - Service, They put you in contact with a volunteer from Coventry University one to one depending on what help you need. 1-2 hours long - as many sessions as you need must be a library member.
Tel:024 7683 2314

Computer Access:

Available free at libraries for one hour a day, including help with viewing websites on the internet. Remember to visit

www.ageukcoventry.org.uk

[AgeUKIL4: Internet security.](#)

Physical Activity Classes:

Run by Age UK Coventry the city wide classes offer a range of fun opportunities to improve fitness, health and wellbeing. Activities include walking, chair based exercise, yoga, swimming, tai chi and many more, to meet different abilities and interests. Sessions are run across the city in

community settings, day centres, sheltered accommodation and residential care.

Tel: 024 7667 4397.

Friendship and Fun Social Activities:

Age UK Coventry's Friendship service is supported by volunteers, enabling people to rebuild lost confidence through home visits and introducing them to new groups and social activities. We also try to organise activities that give you the opportunity to meet people and make new friends. You can even help us by becoming a volunteer or helping us to choose activities to try or different places to visit.

Tel: 024 7643 3977.

Gardening:

If you enjoy gardening and it is getting more difficult to manage, the organisation 'Thrive' can offer information about ways to make it easier, such as tools for easier gardening. The Geoffrey Udall Centre, Beech Hill, Reading RG7 2AT. **Tel: 0118 988 5688.**

www.carryongardening.org.uk

Leisure Plus One:

A card issued to allow a helper to accompany anyone with a disability free to many local leisure venues. Small fee if you do not hold Passport to Leisure and Learning. Leisure Plus One cards are issued by post. To request an application form or any further information.

Tel: 024 7683 1341 opt. 4.

E-mail: BSCCC4Floor2@coventry.gov.uk

Libraries:

Free public access to the Internet and other information technology is now available in all Coventry's public libraries. All libraries have a collection of large print and taped books. They are also an excellent source of information about what's on in your area. To find out about mobile library stops, library opening hours and general information on libraries.

Tel: 024 7683 2314.

www.coventry.gov.uk/libraries

Home Library Service:

Run by Coventry Libraries and Age UK Coventry. If you are unable to get to your library this scheme helps with volunteers delivering books, tapes and library products to your home. **Tel: 024 7623 1999.**

Holidays

- **Tourism for All:** produces specialist information about accessible holidays for disabled people and carers. Tourism for All UK, 7A Pixel Mil, 44 Appleby Road, Kendal, Cumbria LA9 6ES.
Tel: 0845 124 9971.
www.tourismforall.org.uk
- **Vitalise:** a national disability charity providing breaks at five accessible UK Centres. Aims to offer choice through an enabling environment whilst providing essential breaks for carers. Respite breaks, short breaks and holidays at Vitalise Centres. Short Break Bookings Team, 212 Business Design Centre, 52 Upper Street, London N1 0QH.
Tel: 0303 303 0145.
Email: bookings@vitalise.org.uk www.vitalise.org.uk

Lunch Clubs:

available all over the city for a hot meal at a reasonable price and social contact. Normally you would be expected to make your own way there, and actual care is not provided.

Passport to Leisure and Learning:

Available at a small fee to people on a means tested benefit, this offers substantial reductions on fees for sports, leisure and learning activities. Apply at your local Post Office, Central Library or Sports Centre.

Tel: 024 7683 1341 opt. 4.

E-mail: BSCCC4Floor2@coventry.gov.uk

www.coventry.gov.uk/ptll

Pets

- **P.D.S.A:** provides subsidised veterinary treatment.
Appointments only and you will need to show proof of receiving Housing Benefit or Council Tax benefit.
34 Barkers Butts Lane.
Tel: 024 7659 0298.
www.pdsa.org.uk
- **The Dogs Trust:** offers free micro-chipping for dogs belonging to pensioners. Tel: 01926 484398. Also operates a free Canine Care Card scheme to ensure that your dog would be rehomed in the event of a sudden death. Contact 17 Wakley St, London EC1V 7RQ
Tel: 020 7837 0006.
www.dogstrust.org.uk
- **The Cinnamon Trust:** may be able to help with dog walking and pet care in case of severe illness for people over retirement age. Volunteers always needed.
10 Market Square, Hayle, Cornwall TR27 4HE.
Tel: 0173 675 7900.
www.cinnamon.org.uk
- **Pet Bereavement Support Line:** losing a pet can be very painful and if you would like some emotional support and a listening ear contact 0800 096 6606 (free call)
www.bluecross.org.uk

Returning from Abroad: FS25:

Returning from abroad Minicom

Tel: 0300 790 6050

Social Clubs & Groups:

This guide is not big enough to list the wide range of locally based and special interest clubs and groups that there are in the city! Contact the Central Library, **Tel: 024 7683 2314** or Age UK Coventry **Tel: 024 7623 1999** to find the group suited to you.

www.coventry.gov.uk

Swingin' 60s:

If you are over 60, for £10.50 you can purchase a card to provide price concessions for Coventry Sports and Leisure Centres. The card has no expiry date

Tel: 024 7625 2525.

www.coventrysports.co.uk

TV Licence Concessions:

Free for people 75+. At 74 you will need to buy a short licence from the pay point to cover up to the end of the month before your 75th birthday. Take proof of age and National Insurance number.

You can pay for your TV Licence using one of the following options:

- **online** www.tvlicensing.co.uk
- Over the phone by calling 0300 7906 144
- at a PayPoint outlet – take your renewal notice, payment slip or saving card (see below) to one of the PayPoint outlets to pay by cash or debit card.
Tel 0300 790 6165

TV licensing payment card – with this scheme you can spread the cost of your TV Licence fee by paying regular weekly or monthly payments at PayPoint outlets, online or over the phone; for more information and/or to join the scheme call 0300 555 0286.

- **savingscard** – you can save towards the cost of your next TV licence in small amounts by using a saving card.
To apply call 0300 555 0281.

www.tvlicensing.co.uk

University of the Third Age (U3A):

Self help associations of retired people who organise and run their own educational, recreational and social activities. Regular general meetings, together with a range of individual groups which cater for special interests. Modest membership fee. www.u3a.org.uk

- **Coventry U3A, Tel: 024 7647 4789**
- **Coventry Sherbourne U3A, Tel: 024 7663 8662.**
- **Coventry Spires U3A, Tel: 07935 957672**

Volunteering:

Even if you give just an hour or two a week it could make a real difference to someone. Age UK Coventry welcomes volunteers of all ages and backgrounds for many different roles, based at the office or in the community

Tel: 024 7643 3980.

[email volunteering@ageukcoventry.org.uk](mailto:volunteering@ageukcoventry.org.uk)

Retired and Senior Volunteer Programme:

RSVP Coventry, encourages older people (50+) to set up and take part in volunteering activities using their skills and life and work experience in order to benefit themselves and their local communities. Central Methodist Hall, Warwick Lane.

Tel: 024 7622 3564

Voluntary Action Coventry:

Provides information and advice on over 500 volunteering opportunities in Coventry. VAC is also an advocate for Voluntary and Community groups, helping to develop effective and diverse communities in Coventry.

Post: Voluntary Action Coventry, Volunteering Team, 29 Warwick Road, Coventry, CV1 2ES.

Tel: 024 7622 0381.

Email: volunteering@vacoventry.org.uk

www.vacoventry.org.uk

Personal Issues

Alcohol Problems:

The Recovery Partnership provides advice support and treatment for adults in Coventry and Warwickshire who have been affected by alcohol or drugs. 8 Ironmonger Row, Coventry, CV1 1FD. Drop in or telephone for advice opening times Mon - Fri 9-5, Tue 9-7 Tel: 024 7663 0135 www.cw-recovery.org.uk

Bereavement:

The death of a loved one is a devastating experience. It can often take much longer than expected to begin to be able to come to terms with the loss.

Age UKIG03: When someone dies; IG04:
Going solo;
IG32: Bereavement.

Cruse Bereavement Care:

Offers counselling to help you come to terms with your loss. There is also a weekly 'drop-in' for social contact. **Tel: 024 7667 0714.**

Daytime Helpline 0808 8081677 Mon-Fri 9:30-5pm
www.cruse.org.uk/coventry-and-warwickshire-area-map

The National Association of Widows:

meets regularly and organises affordable social events to enable widows to restart a social life. 3rd Floor, 48 Queens Road, Coventry, CV1 3EH

Tel:024 7663 4848

Email:info@forthewidowed.org

Councillors:

If you have an issue concerning Coventry City Council you may wish to discuss it with your local Councillor. Each electoral ward has three councillors and for details of how to get in touch with them.

Tel: 024 7683 1030 or write to the Council House, Earl St CV1 5RR. Details are also published in Citivision, free City Council newspaper. Most will visit you at home if necessary.

www.coventry.gov.uk/councillors

Complaints:

People are often unwilling to complain about services provided by the NHS, local Council or other agencies. It is worth remembering that suggestions and complaints can lead to improvements, which will benefit everyone. Most agencies have their own complaints procedure. If you are unsure of how best to make a complaint contact an Advice Agency see p10 - 12. See also NHS complaints p34.

FS59: How to resolve problems and complain about social care;

FS66: Resolving problems and making a complaint about NHS care;

FS74: Challenging welfare benefit decisions.

If your complaint is about goods or services purchased Citizens Advice Consumer Service offers national telephone advice on

Tel: 0345 404 0506.

www.ageuk.org.uk/money-matters/consumer-advice

Age UK Coventry Advice line **Tel: 024 7643 3043**

Counselling:

Counselling involves talking to and sharing your feelings, with a trained person over a period of weeks or months. A counsellor can support you while you explore your situation, and offer time, confidentiality and the impartiality that friends and family may not be able to give. Contact your

G.P. for referral to Improving Access to Physical Therapies (IAPT) see page 33.

Local counselling services:

- **Abacus:** Mary Morris, 14th Floor, Coventry Point, 17 Market Way, Coventry, CV1 1EA
Tel: 024 7622 6623.
www.abacus-cs.co.uk
- **The Light House:** A professional counselling service to men and women of any age or race, irrespective of their personal beliefs. We offer one to one counselling, as well as working with couples and family groups. (Christian Care Ministry). 1A Argyll St, Coventry, CV2 4FJ
Tel: 024 7644 0095.
www.lighthousechristiancare.co.uk
- **Relate:** (building better relationships) - support for everyone experiencing difficulty in their family personal relationships
1110A Elliott Court Coventry Business Park, Herald Avenue Coventry CV5 6UB . **Tel: 024 7622 5863.**
www.relatecoventry.org

Elder Abuse:

Unfortunately it is a sad fact that many older people are the victims of physical, emotional, financial or sexual abuse. You can discuss any concerns about yourself or another person in confidence with the Elder Abuse Response Line **Tel: 0808 808 8141**. Alternatively you can contact the City Council's Safeguarding adults helpline.

Tel: 024 7683 3003.

www.elderabuse.org.uk

FS78: Safeguarding older people from abuse, and neglect.

Funerals:

Often people wish to leave written instructions regarding their wishes for funeral arrangements. Such records can provide peace of mind for loved ones that they are acting in accordance with your wishes.

Information is also available about pre-paid funeral plans.

[FS27: Planning for your funeral.](#)

Gay, Lesbian, Bisexual & Transgender Older People:

- [Age UK England](#): produces a range of information on social and financial issues and campaigns to help make organisations more welcoming and inclusive of older lesbians, gay men and bisexuals. Civil Partnership brings with it a wide range of rights and responsibilities similar to marriage.

www.ageuk.org.uk/lgbt

- [Embrace](#): A fortnightly friendship group for gay men in Coventry over the age of 50. Tel: 024 76433 977.

- **Coventry & Warwickshire Friend:** Lesbian, gay, bisexual and trans telephone helpline. Tuesday – Thursday 7:30pm – 9:30 p.m.
Tel: 024 7671 4199.
www.cwfriend.co.uk

Age UKIG02: Lesbian, gay, bisexual or transgender; FS16:
Transgender issues in later life.

Grandchildren:

The Grandparents' Association aims to provide support to enable the special relationship between grandparents and grandchildren to flourish.

Advice line: 0845 434 9585.

www.grandparentsplus.org.uk

Homelessness:

Coventry Cyrenians provides accommodation for single homeless people. Norton House, Bird Street CV1 5FX. **Tel: 0800 108 579 or 024 7622 8099.**

www.coventrycyrenians.co.uk

Coventry City Council homelessness enquiries

Tel: 024 7683 4025 or 0500 834333.

www.coventry.gov.uk/housing

Junk Mail:

You can stop this at no cost by registering online with the Mailing Preference Service. DMA House, 70 Margaret St, London W1 W8SS.

Tel: 0207 291 3310.

www.mpsonline.org.uk

Learning Disabilities: Friendship Club

Service based at Warwick Row Coventry offers shopping and lunch. Every Tuesday 10:30-2:30pm.

Tel: 024 7643 3977.

Coventry Mencap & Wayferes Club:

Local Society provides social events, monthly carers coffee morning in city centre and Saturday Link-up sessions for carers and their learning disabled relative or friend. Offers armchair Aerobics on Wednesday 11am - 12 noon at Holyhead Road United Reform Church Hall CV6 1QL, Dance Classes Friday 11am - 12 noon at Moat House Leisure Centre Winston Avenue CV2 1EA .

Tel: 024 7667 0626.

Email: jillcovmencap@tiscali.co.uk

National helpline **Tel: 0808 808 1111.** www.mencap.org.uk

Living Wills (advance directives):

These are formal documents which can be completed, laying out the kind of medical treatment you would wish to receive should you be seriously ill and no longer capable of expressing your wishes. A copy should be lodged with your doctor. More information from:

[Alzheimer's Society](#) see p25.

Natural Death Centre Tel: 0196 271 2690.

www.naturaldeath.org.uk

Patients' Association Tel: 0208 423 8999 or 0845 608 4455.

www.patients-association.com

[FS72: Advance decisions, advice statements and living wills.](#)

M.P.s:

The three Coventry M.P.s hold regular surgeries at local venues.

- Coventry North East - Rt Hon *Colleen Fletcher*
Tel: 024 7667 8678.
- Coventry North West - Rt Hon *Geoffrey Robinson*
Tel: 024 7625 7870.
- Coventry South - Rt Hon *James Cunningham*
Tel: 024 7655 3159.

Samaritans:

A skilled and sympathetic listener at the end of the phone 24 hours a day, 7 days a week when there is no one else to turn to. **Tel: 08457 909090 or 024 7667 8678.**

www.samaritans.org.uk

SHARE (Self help and relaxation):

Voluntary organisation with weekly meetings for people suffering from tension, anxiety, general stress, excessive worrying, loss of concentration, nervousness and phobias. SHARE runs courses dealing with stress management and relaxation techniques. A GP referral is necessary to access this service. Coventry MIND, The Junction, 141 Far Gosford Street. **Tel: 024 7655 2847.**

www.cwmind.org.uk

Telephone Sales Calls: Telephone Preference Service (free call) helps you to make sure your telephone number is no longer available to organisations, including charities and voluntary organisations who may telephone you with offers and information you do not wish to receive.

Tel: 0345 070 0707.

www.tpsonline.org.uk

Services for Older People from Black & Minority Ethnic Groups

This section has been included in recognition of the fact that although the services detailed in the Guide are available to all groups of local people, there are often linguistic and cultural barriers to accessing them. The following organisations will help you access the information, advice and services you may need:

Age UK Coventry:

Information and Advice service for Asian languages. Appointments and depending on circumstances a home visit may be possible. **Tel: 024 7623 1999.**

Coventry Benefits Advice Line:

Welfare benefits telephone advice line and interviews by appointment. Asian languages spoken. Council House, Earl St CV1 5BR.

Tel: 024 7683 4814.

Carers' Centre:

Asian, African Caribbean and Chinese carers' support workers. Support groups for carers from these groups. Central Library Smithford Way, Coventry, CV1 1FY. **Tel: 024 7610 1040.**

www.coventrycarers.org.uk

Coventry Irish Society:

Offers information, advice and outreach services to Irish people and those of Irish descent. Also specific information on Irish pensions for people living in Coventry. Unit 1, 3rd floor, Coventry Point Market Way, Coventry CV1 1EA.

Tel: 024 7625 6629.

www.coventryirishsociety.co.uk

Coventry Muslim Resource Centre:

Advice, guidance, training, social and leisure activities. Red Lane CV6 5EE. **Tel: 024 7663 7933.**

Coventry Refugee and Migrant Centre:

Information and advice to asylum seekers, economic migrants and refugees. 15 Bishop St, CV1 1HU.

Tel: 024 7622 7254.

Coventry Independent Advice Centre (Holbrooks): Offer outreach service and have drop ins - Tuesday 9am-11:30am for Polish, Eastern European languages. Wednesday 5pm - 7pm for Hindi, Punjabi Languages. The Park, Holbrooks Lane, CV6 4DE.
Tel: 024 7663 8681. See p11.

Indian Community Centre:

Assistance to contact various offices, councillors' and MPs surgeries. Education classes, drop-in centre and function halls also available. 243 Cross Road, Foleshill, CV6 5GP. **Tel: 024 7668 0899.**

Mamta Project:

For ethnic minority women to take control of their own health issues. Foleshill Women's Training, 70-72 Elmsdale Ave, CV6 6ES.

Tel: 024 7663 7693.

www.fwt.org.uk

Momentum Care Services formally Rehab Irish Elders Centre (Teach na hÉireann):

Day care centre, transport provided. Broad Street, CV6 5AX.

Tel: 024 7666 7962.

Sahara (Coventry) Ltd:

Aims to promote positive well-being of Asian older people and their Carers. We offer - emotional support, information and advice, home visiting, support groups, Health Promotion Activities, Organizing Social trips/Holidays and support for Volunteers and carers. Coventry Point, Fifth Floor

Tel: 024 7655 0456

Email: saharacoventryltd@btconnect.com

Sahil:

Sahil is a South Asian mental health and well-being support centre providing services across Coventry and Warwickshire. For the last over 27 years we have provided high quality, accessible culturally appropriate services to women, and in 2012 we have launched a South Asian Men's Project which is delivered in a satellite venues. The Sahil Project, 449 Foleshill Road, CV6 5AQ

Tel: 024 7663 8754

<http://www.sahilproject.co.uk/>

Tamarind:

Health and wellbeing including mental health and support services for black ethnic minority groups. Practical support and befriending, counselling, advocacy and groups.

Harp Place, 2 Sandy Lane, CV1 4DX. Tel: 024 7622 7712.

www.tamarindcentre.co.uk

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