

Useful organisations

Age UK Wiltshire

- Tel: 0808 196 2424
- Email: enquiries@ageukwiltshire.org.uk

Wiltshire Independent Living Centre

- A local charity offering free, impartial, professional advice on aids and equipment which you can also try out at their premises. Tel: 01380 871 007

Citizens Advice

- Tel: 0800 144 8848 (Wiltshire)
- Tel: 0808 278 7813 (Swindon)

Wiltshire Council general enquiries

- Tel: 0300 456 0100
- Email: AdviceandContact@wiltshire.gov.uk

Swindon Council general enquiries

- Tel: 01793 445 500
- Email: careline@swindon.gov.uk



Little book of useful information

Local services and schemes to help you to save money and stay independent

Age UK Wiltshire can also offer:

- Information on social activities, clubs & groups and accessing support to engage with these
- Free impartial advice on a range of issues including housing, care support and benefits
- Help to return home after a stay in hospital
- Fitness and Friendship groups to help you stay healthy and connected in your community

0808 196 2424

Free support to help you remain independent

Care Needs Assessment - Local Council

This usually involves an occupational therapist visiting you at home to discuss your needs. As a result of the assessment, the local authority can provide:

- a report of what the needs are (this can help you make decisions about care and support)
- up to £1,000 of free aids, equipment and minor adaptations, regardless of finances. This could include items like grab rails, ramps, bath seats. A 'Disabled Facilities Grant' may be available for larger adaptations.
- Means-tested funding towards a care package (usually an individual must have less than £23,250 in capital)

Tel: 0300 456 0111 (Wiltshire adult social care)

Tel: 0800 085 6666 or 01793 463 333 (Swindon adult social care)

Safe and Well visits

Free home visits by Dorset & Wiltshire fire service to check and install necessary smoke alarms and give advice on escape plans and home safety.

Tel: 0800 038 2323 Web: www.dwfire.org.uk

Saving you money

NHS low income scheme

If you have less than £16,000 in savings and are on a low income, or if you receive certain means-tested benefits, then you could qualify for help with NHS help with health costs such as glasses, dentists and hospital travel costs. Tel: 0300 330 1343.

Warm Home Discount

If you meet 'broader group' criteria set by your electricity provider, or if you receive Guaranteed Pension Credit, then you could get £140 credit to help with your fuel bills. Contact your electricity supplier to ask if you qualify. Schemes are open between around August to February each year.



Saving you money

One-off grants for individuals

Age UK Wiltshire can help eligible clients apply for grants in the region of up to £300 to help with household essentials, unexpected bills, heating costs. You must be on a low income and be able to demonstrate that you could not afford the expense.

Grants cannot be paid retrospectively.

Turn2Us (www.turn2us.org.uk) has a database of grants.

Wiltshire Warm & Safe

Comprehensive free energy advice service provided by local councils and the fire service, in partnership with Centre for Sustainable Energy. Offers advice on eligibility for Affordable Warmth scheme and other heating related grants, energy efficiency, heating controls guidance, helping resolve damp and condensation issues, switching supplier and understanding bills.

Tel: 0800 038 5722

Web www.warmandsafewiltshire.org.uk/

Free support to help you remain independent

Support for Carers

Local charities for carers offer advice, training courses, support groups, help to arrange respite breaks, befriending:

Carer's Support Wiltshire - Tel: 0800 181 4118

Web: www.carersupportwiltshire.co.uk

Swindon Carer's Centre - Tel: 01793 531 133

Web: www.swindoncarers.org.uk

Request a carer's assessment from your local council (same details as previous page) if your caring role is having a significant impact on your wellbeing. As a result of the assessment you could receive: help with your caring role, respite care, aids, support to complete a carer's emergency card. The local authority can help fund some of this.

Wiltshire Bobby Van

Working with Wiltshire Police they provide free home security checks for people age 60+. They can also fit a variety of security devices and key safes.

Tel: 01380 861 155 Web: wiltshirebobbyvan.org.uk

Saving you money

Income maximisation check

Age UK Wiltshire offer a free check to ensure you are maximising your entitlement to benefits and other financial help; we can even help you apply. If you have health problems or are a carer there may be extra non-means-tested money available.

Priority Service Registers

Free to join and offer a range of free services and support, including help during a power cut. Tel: 0800 294 3259 (Scottish & Southern power distributors in Wiltshire). Also contact your own domestic energy company to register for theirs.

Wessex Water discount

If you receive Pension Credit, or everyone in your household receives only State Pension, then you can apply for a ~20% discount on your water bill. You could also consider a water meter if you are a low user.

Tel: 0345 600 3600

Saving you money

Thames Water discount (Water Help)

If you have gross household annual income below £16,385 then you could be eligible for a 50% discount on your water bill.

Tel: 0800 980 8800

Council Tax Discount (non means-tested)

You may qualify for a discount from your local council if you are a carer (who is caring for someone other than your spouse); or if you have made significant adaptations to your home due to disability; or if someone in the household has a cognitive or memory impairment.

Tel: 0300 456 0109 (Wiltshire Council)

Tel: 0345 3022316 (Swindon Council)

