

# Useful contacts



Information and  
advice directory

# Information written with you in mind.

This information guide has been produced with the help of older people, carers and expert peer reviewers.

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## We'd love to hear from you.

**1) Join our Readers' Panel.** Have your say and be involved in updating our guides by joining our Readers' Panel. You don't need any specialist knowledge at all.

Join our Readers' Panel at **[www.ageuk.org.uk/readers-panel](http://www.ageuk.org.uk/readers-panel)**.

**2) Tell us your story.** Have you been affected by any of the issues in this guide? Has Age UK's information and advice helped? If so, we'd love to hear from you to provide relatable examples that benefit others.

Email your story to **[stories@ageuk.org.uk](mailto:stories@ageuk.org.uk)**.

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## What this guide is about

**It's good to know where to turn if you ever need help or support. And it's important that the advice you receive is reliable and up to date.**

This handy directory brings together the details of trusted organisations that can help you – either now or in the future.



This guide lists contacts across England, Wales and Northern Ireland.

# How Age UK can help

Age UK is the leading charity for people in later life. Our network includes Age Cymru, Age NI, Age Scotland, Age International and over 120 local Age UKs. We provide information and advice through publications like this guide, on our website and on the phone through our advice line.

We publish a range of information guides and more detailed factsheets on a variety of topics, including social care, housing, benefits, legal affairs and health. Find our guides and factsheets online at [www.ageuk.org.uk/publications](http://www.ageuk.org.uk/publications), or call Age UK Advice free on **0800 169 65 65** to order printed copies or to seek advice. Lines are open 8am–7pm, 365 days a year.

Age Cymru, Age NI and Age Scotland publish their own versions of some guides and factsheets. Contact them to request copies or visit their websites to read online (see page 7).

## Next steps

It's a good idea to find out the number for your local council. They'll be able to provide a lot of the support and information mentioned in this guide.

**My local council phone number is:**

## Local support

In England and Wales, your local Age UK or Age Cymru may be able to provide you with direct support. The services and facilities on offer vary from area to area, but can include:

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

## Finding support in your area

To find support in your area, use the details on the next page to contact the relevant organisation for you.

# Contact us

## Age UK

In England, call Age UK Advice: **0800 169 65 65**  
**[www.ageuk.org.uk](http://www.ageuk.org.uk)**

## Age Cymru

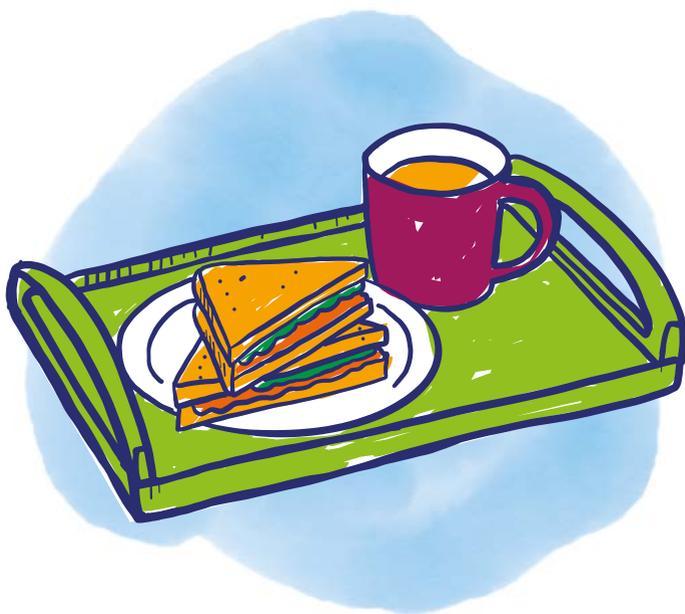
In Wales, call Age Cymru Advice: **0300 303 44 98**  
**[www.agecymru.org.uk](http://www.agecymru.org.uk)**

## Age NI

In Northern Ireland, call: **0808 808 7575**  
**[www.ageni.org](http://www.ageni.org)**

## Age Scotland

In Scotland, call: **0800 12 44 222**  
**[www.agescotland.org.uk](http://www.agescotland.org.uk)**



# General help

Some organisations can help with a variety of issues. If you're not quite sure where to begin, one of the organisations in this section may well be able to point you in the right direction.

## Advice NI

Independent advice service in Northern Ireland with a network of local branches. Offers advice online and over the phone.

Tel: **0800 915 4604**

**[www.adviceni.net](http://www.adviceni.net)**

## Citizens Advice

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

In England, call Adviceline: **0800 144 8848**

In Wales, call Advicelink: **0800 702 2020**

For online information and to find details of your nearest Citizens Advice in:

England: **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

Wales: **[www.citizensadvice.org.uk/wales](http://www.citizensadvice.org.uk/wales)**

## GOV.UK

Official government website with information on a range of topics including benefits, housing, employment, pensions and health services.

**[www.gov.uk](http://www.gov.uk)**

In Wales, contact **[GOV.WALES](http://GOV.WALES)**

**[www.gov.wales](http://www.gov.wales)**

In Northern Ireland, contact **[NI Direct](http://NI Direct)**

**[www.nidirect.gov.uk](http://www.nidirect.gov.uk)**

# Money matters

This section provides information on where to find out what you're entitled to, how to claim it and how to manage your money effectively.

## Age UK

We publish information on a range of money matters, including our benefits guide **More money in your pocket**. Age Cymru and Age NI have their own versions of this guide.

Age UK's online benefits calculator can help you work out what you may be entitled to.

Tel: **0800 169 65 65**

**[www.ageuk.org.uk/benefits-check](http://www.ageuk.org.uk/benefits-check)**

## Carer's Allowance Unit

Government service providing information on Carer's Allowance and how to claim.

Tel: **0800 731 0297**

**[www.gov.uk/carers-allowance-unit](http://www.gov.uk/carers-allowance-unit)**

In Northern Ireland, contact the **Disability and Carers Service**

Tel: **0800 587 0912**

**[www.nidirect.gov.uk/contacts/disability-and-carers-service](http://www.nidirect.gov.uk/contacts/disability-and-carers-service)**

## Disability Service Centre

Government service providing information about claiming disability benefits.

For Disability Living Allowance for those born on or before 8 April 1948:

Tel: **0800 731 0122**

For Disability Living Allowance for those born after 8 April 1948:

Tel: **0800 121 4600**

For Attendance Allowance:

Tel: **0800 731 0122**

For Personal Independence Payment:

Tel: **0800 121 4433**

**[www.gov.uk/disability-benefits-helpline](http://www.gov.uk/disability-benefits-helpline)**

In Northern Ireland, contact the **Disability and Carers Service**

Tel: **0800 587 0912**

**[www.nidirect.gov.uk/contacts/disability-and-carers-service](http://www.nidirect.gov.uk/contacts/disability-and-carers-service)**

### **Equity Release Council**

Trade association for providers of equity release schemes that comply with a code of conduct.

Tel: **0300 012 0239**

**[www.equityreleasecouncil.com](http://www.equityreleasecouncil.com)**

### **Future Pension Centre**

Government service providing details of state pensions, including forecasts and how to claim.

Tel: **0800 731 0175**

**[www.gov.uk/future-pension-centre](http://www.gov.uk/future-pension-centre)**

### **MoneyHelper**

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

Tel: **0800 138 7777**

**[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)**

### **National Debtline**

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

Tel: **0808 808 4000**

**[www.nationaldebtline.org](http://www.nationaldebtline.org)**

### **National Insurance contributions office**

Government office that provides information on your National Insurance contributions.

Tel: **0300 200 3500**

**[www.gov.uk/check-national-insurance-record](http://www.gov.uk/check-national-insurance-record)**

## **Pensions Ombudsman**

Independent organisation that deals with complaints about private and occupational pension schemes.

Tel: **0800 917 4487**

**[www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)**

## **Pension Service**

Government service that provides details of state pensions, including pension statements and how to claim.

Tel: **0800 731 7898**

**[www.gov.uk/state-pension](http://www.gov.uk/state-pension)**

In Northern Ireland, contact the **Northern Ireland**

## **Pension Centre**

Tel: **0800 587 0892**

**[nidirect.gov.uk/contacts/northern-ireland-pension-centre](http://nidirect.gov.uk/contacts/northern-ireland-pension-centre)**

## **Pension Tracing Service**

Government service that can help you find a lost pension.

Tel: **0800 731 0193**

**[www.gov.uk/find-pension-contact-details](http://www.gov.uk/find-pension-contact-details)**

## **StepChange**

Charity providing debt advice and support.

Tel: **0800 138 1111**

**[www.stepchange.org](http://www.stepchange.org)**

## **Tax Help for Older People**

Charity service offering independent advice to people in later life on a low income.

Tel: **01308 488066**

**[www.taxvol.org.uk](http://www.taxvol.org.uk)**

## **Turn2us**

Charity helping people access the money available to them through welfare benefits, grants and other sources. In Northern Ireland, contact Age NI who can help process a claim.

Tel: **0808 802 2000**

**[www.turn2us.org.uk](http://www.turn2us.org.uk)**

## Warm Home Discount Scheme

Government-run information line for people in England and Wales who may be eligible for the Warm Home Discount Scheme because they receive the Guarantee Credit element of Pension Credit and their energy supplier is part of the scheme.

Tel: **0800 107 8002**

[www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

## Winter Fuel Payment Centre

Government-run information line for the Winter Fuel Payment. It provides information on how to claim, as well as guidance on reporting changes in circumstances.

Tel: **0800 731 0160**

[www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)



# Legal and consumer issues

This section helps you find reliable information on legal matters – from finding a trusted solicitor and knowing your rights, to sorting out a will or a power of attorney.

## Age UK

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

Tel: 0800 169 65 65

[www.ageuk.org.uk/legal-issues](http://www.ageuk.org.uk/legal-issues)

## Action Fraud

National reporting centre for fraud and internet crime. Use the online fraud reporting service and get a police crime reference number. Call the helpline for advice on preventing fraud and how to report it if it happens to you.

Tel: 0300 123 2040

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

## Advicelocal

Independent website providing information on social welfare law issues and details of local advice services.

[www.advicelocal.uk](http://www.advicelocal.uk)

## Advicenow

Independent website with information and advice on rights and legal issues.

[www.advicenow.org.uk](http://www.advicenow.org.uk)

## Civil Legal Advice

Government service offering free, confidential and independent legal advice in England and Wales to people who are eligible for legal aid.

Tel: 0345 345 4 345

[www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)

### **Citizens Advice consumer service**

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

Tel: **0808 223 1133**

**[www.citizensadvice.org.uk/consumer](http://www.citizensadvice.org.uk/consumer)**

### **The Consumer Council**

Organisation providing advice on a variety of consumer services in Northern Ireland, including energy, water, transport and post.

Tel: **0800 121 6022**

**[www.consumerCouncil.org.uk](http://www.consumerCouncil.org.uk)**

### **CCW (Consumer Council for Water)**

Independent voice for customers of water and sewerage companies in England and Wales.

In England, call: **0300 034 2222**

In Wales, call: **0300 034 3333**

**[www.ccwater.org.uk](http://www.ccwater.org.uk)**

### **The Court of Protection**

Court responsible for making decisions, and appointing others to make decisions, for people who lack mental capacity.

Tel: **0300 456 4600**

**[www.gov.uk/court-of-protection](http://www.gov.uk/court-of-protection)**

### **Disability Law Service**

Charity providing legal information and advice to people with a disability.

Tel: **0207 791 9800**

Email: **[advice@dls.org.uk](mailto:advice@dls.org.uk)**

**[www.dls.org.uk](http://www.dls.org.uk)**

### **Equality Advisory Support Service**

Independent service providing advice on equality and human rights issues.

Tel: **0808 800 0082**

**[www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)**

## **Equality Commission for Northern Ireland**

Organisation that provides advice and assistance for people in Northern Ireland who feel they have been discriminated against.

Tel: **028 90 500 600**

**[www.equalityni.org](http://www.equalityni.org)**

## **Law Centres Network**

Membership organisation for law centres across the UK. Law centres offer legal advice, casework and representation to individuals and groups. Local law centres are listed on the Law Centres Network website, although not every area has one.

**[www.lawcentres.org.uk](http://www.lawcentres.org.uk)**

## **The Law Society of England and Wales**

Independent professional body for solicitors. Use its website to find a solicitor and find out more about what happens when you visit one.

Tel: **020 7242 1222**

**[www.lawsociety.org.uk](http://www.lawsociety.org.uk)**

In Northern Ireland, contact **The Law Society of Northern Ireland**

Tel: **028 9023 1614**

**[www.lawsoc-ni.org](http://www.lawsoc-ni.org)**

## **Legal Ombudsman**

The Ombudsman helps resolve complaints about solicitors in England and Wales.

Tel: **0300 555 0333**

**[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)**

## **Mailing Preference Service**

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

Tel: **0207 291 3310**

**[www.mpsonline.org.uk](http://www.mpsonline.org.uk)**

## **Northern Ireland Courts and Tribunal Service**

Government service providing administrative support to all courts and most tribunals in Northern Ireland.

Tel: **028 9076 3000**

**[www.justice-ni.gov.uk/topics/courts-and-tribunals](http://www.justice-ni.gov.uk/topics/courts-and-tribunals)**

## **Office of the Public Guardian**

Government office responsible for registering lasting powers of attorney and helping attorneys and deputies carry out their duties in England and Wales.

Tel: **0300 456 0300**

**[www.gov.uk/government/organisations/office-of-the-public-guardian](http://www.gov.uk/government/organisations/office-of-the-public-guardian)**

In Northern Ireland, contact the **Office of Care and Protection**

Tel: **0300 200 7812**

**[www.nidirect.gov.uk/contacts/office-care-and-protection](http://www.nidirect.gov.uk/contacts/office-care-and-protection)**

## **Ombudsman Services**

Independent organisation that investigates complaints about energy and communications providers in England and Wales.

Tel: **0330 440 1614** (communications services)

Tel: **0330 440 1624** (energy companies)

Tel: **0333 300 1620** (complaints to Consumer Ombudsman)

**[www.ombudsman-services.org](http://www.ombudsman-services.org)**

## **Press for Change**

Agency that provides legal advice and support to the trans community.

Tel: **08448 708165**

**[www.pfc.org.uk](http://www.pfc.org.uk)**

## **Resolver**

A free online tool which assists people making complaints to companies and organisations, including energy, finance, legal, telecoms, water and other firms.

**[www.resolver.co.uk](http://www.resolver.co.uk)**

## **Research Institute for Disabled Consumers (RiDC)**

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

Tel: **020 7427 2460**

Email: **mail@ridc.org.uk**

**www.ridc.org.uk**

## **Solicitors for the Elderly**

Independent national organisation of lawyers committed to helping older people and their families and carers.

Tel: **0844 567 6173**

**www.sfe.legal**

## **Stonewall**

Charity which works to achieve equality and justice for LGBTQ+ people.

Tel: **0800 0502020**

**www.stonewall.org.uk**

In Wales, contact **Stonewall Cymru**

**www.stonewallcymru.org.uk**

## **Telephone Preference Service (TPS)**

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

Tel: **0345 070 0707**

**www.tpsonline.org.uk**

# Crime

This section provides details on how to stay safe and where to get help if you've experienced or witnessed crime or abuse.

## Age UK

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

Tel: **0800 169 65 65**

**[www.ageuk.org.uk](http://www.ageuk.org.uk)**

## Action Fraud

National reporting centre for fraud and internet crime, with an online reporting service and a helpline.

Tel: **0300 123 2040**

**[www.actionfraud.police.uk](http://www.actionfraud.police.uk)**

## ASB Help

Charity offering advice and support to victims of anti-social behaviour in England and Wales.

**[www.asbhelp.co.uk](http://www.asbhelp.co.uk)**

## Galop

Charity offering support to LGBT+ people who have experienced abuse, violence and hate crime.

Tel: **0800 999 5428 (Domestic Abuse Helpline)**

Email: **[help@galop.org.uk](mailto:help@galop.org.uk)**

**[www.galop.org.uk](http://www.galop.org.uk)**

## Hourglass

Charity working to protect vulnerable older adults and prevent abuse. Its 24/7 helpline provides confidential advice, information and emotional support in English and Welsh.

Tel: **0808 808 8141**

**[www.wearehourglass.org](http://www.wearehourglass.org)**

## **Live Fear Free Helpline**

Helpline for those experiencing domestic abuse or sexual violence in Wales, or who are worried about someone else.

Tel: **0808 80 10 800**

**[www.gov.wales/live-fear-free](http://www.gov.wales/live-fear-free)**

## **ManKind Initiative**

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

Tel: **01823 334244**

**[www.mankind.org.uk](http://www.mankind.org.uk)**

## **The National Domestic Abuse Helpline**

Refuge provides a free 24-hour helpline for people who are experiencing, or have experienced, domestic abuse. Their website also has a live chat and a BSL interpreter service.

Tel: **0808 2000 247**

**[www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)**

## **POLICE.UK**

Website to report a crime or incident to the police. In an emergency situation, call **999** instead.

**[www.police.uk/pu/contact-us](http://www.police.uk/pu/contact-us)**

## **Victim Support**

Charity providing free, confidential support to victims of crime and their friends and families.

Tel: **08 08 16 89 111**

**[www.victimsupport.org.uk](http://www.victimsupport.org.uk)**

In Northern Ireland, contact **Victim Support NI**

Tel: **028 9024 3133**

**[www.victimsupportni.com](http://www.victimsupportni.com)**

## **Women's Aid**

Charity that helps women across the UK who have experienced domestic violence. Contact them via email or live chat.

Email: **[helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)**

**[www.womensaid.org.uk](http://www.womensaid.org.uk)**

# Housing

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

## Age UK

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

Tel: **0800 169 65 65**

**[www.ageuk.org.uk/housing](http://www.ageuk.org.uk/housing)**

Due to legislation changes in Wales, Age Cymru is producing a number of housing resources for Wales. Contact Age Cymru Advice on **0300 303 44 98** for more information.

Many local Age UKs operate handyperson services. These services offer older people help with small practical jobs, usually for a fee. The cost depends on the type of the work required.

Contact your local Age UK for more information. In Wales, contact your local Age Cymru to find out if there's a handyperson or HandyVan scheme in your area.

## Abbeyfield

National charity providing housing for older people with varying levels of support.

Tel: **01727 857536**

**[www.abbeyfield.com](http://www.abbeyfield.com)**

In Wales, contact **Abbeyfield Wales Society**

Tel: **01633 244182**

**[www.abbeyfield.com/member-societies/wales-society](http://www.abbeyfield.com/member-societies/wales-society)**

In Northern Ireland, contact **Abbeyfield & Wesley**

Tel: **028 9336 3558**

**[www.abbeyfieldandwesley.org.uk](http://www.abbeyfieldandwesley.org.uk)**

## **Elderly Accommodation Counsel (EAC)**

Charity providing details of specialist housing for older people across the UK on its Housing Care website. It also offers information and advice on care, housing and finance options through its tool Housing Options for Older People (HOOP).

[www.housingcare.org](http://www.housingcare.org)

[www.hoop.eac.org.uk](http://www.hoop.eac.org.uk)

## **Foundations**

National body for Home Improvement Agencies in England. Home improvement agencies provide support for older, disabled and vulnerable homeowners and tenants wanting to carry out adaptations, repairs and home improvements.

Tel: **0300 124 0315v**

[wwwFOUNDATIONS.uk.com](http://wwwFOUNDATIONS.uk.com)

In Wales, contact **Care and Repair Cymru**

Tel: **02920 107580**

[www.careandrepair.org.uk](http://www.careandrepair.org.uk)

## **Housing Ombudsman Service (HOS)**

Free, impartial service that helps resolve complaints about local councils, housing associations and private landlords who are members of the scheme in England. Complaints about the way a local council has dealt with an application should be made to the Local Government and Social Care Ombudsman (page 26).

Tel: **0300 111 3000**

[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

## **Housing Rights**

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

Tel: **028 9024 5640**

[www.housingrights.org.uk](http://www.housingrights.org.uk)

### **Leasehold Advisory Service (LEASE)**

Independent body offering advice to residential leaseholders and park home owners on relevant law.

Tel: **020 7832 2500**

**[www.lease-advice.org](http://www.lease-advice.org)**

**[parkhomes.lease-advice.org](http://parkhomes.lease-advice.org)**

### **DLF (formerly the Disabled Living Foundation)**

Charity providing advice and information on disability equipment and assisted products.

Tel: **0300 999 0004**

**[www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk)**

### **National House-Building Council (NHBC)**

Independent standard-setting body and provider of warranty and insurance for new homes. Check the website to find out if a builder is registered with NHBC.

Tel: **0800 035 6422**

**[www.nhbc.co.uk](http://www.nhbc.co.uk)**

### **Public Services Ombudsman for Wales**

The Ombudsman can consider and investigate complaints about community landlords (local councils or housing associations) in Wales.

Tel: **0300 790 0203**

**[www.ombudsman.wales](http://www.ombudsman.wales)**

### **Radius Housing**

Social enterprise that offers a home adaptation service in Northern Ireland.

Tel: **0330 123 0888**

**[www.radiushousing.org](http://www.radiushousing.org)**

## Shelter

Charity providing information, advice and advocacy to people with housing problems.

Tel: **0808 800 4444**

**england.shelter.org.uk**

In Wales, contact **Shelter Cymru**

Tel: **08000 495 495**

**sheltercymru.org.uk**

In Northern Ireland, contact **Shelter Northern Ireland**

Tel: **028 9024 7752**

**shelterni.org**

## Stonewall Housing

Specialist housing advice and support for LGBTQ+ people.

Tel: **0800 6 404 404** (weekdays, 10am-1pm)

**www.stonewallhousing.org**

## TrustMark

Government-endorsed scheme for traders to ensure they meet industry standards. TrustMark accreditation gives customers reassurance of quality and protection from rogue traders.

Tel: **0333 555 1234**

**www.trustmark.org.uk**



# Social care

This section can help you find information on all aspects of social care, from what support is available to how it's regulated – whether you need care or you look after someone else.

## Age UK

We publish a range of resources on social care – from our information guides **Advice for carers**, **Care homes**, **Caring for someone with dementia** and **Getting help at home**, to detailed factsheets on finding and paying for care. Age Cymru and Age NI produce their own guides and factsheets on some of these issues.

Tel: **0800 169 65 65**

**[www.ageuk.org.uk/care](http://www.ageuk.org.uk/care)**

## Care Inspectorate Wales (CIW)

Regulatory body for care homes and domiciliary care services in Wales. It can provide lists of care homes and domiciliary care providers in an area, as well as inspection reports.

Tel: **0300 7900 126**

**[www.careinspectorate.wales](http://www.careinspectorate.wales)**

## Care Quality Commission (CQC)

Independent regulator of health and social care services in England, including home care agencies and care homes. It can provide lists of care providers in an area, care provider inspection reports and hospital performance ratings.

Tel: **03000 616161**

**[www.cqc.org.uk](http://www.cqc.org.uk)**

## **Carers UK**

Charity providing advice, information and support for carers.

Tel: **0808 808 7777**

Email: **advice@carersuk.org**

**www.carersuk.org**

In Wales, contact **Carers Wales**

**www.carersuk.org/wales**

In Northern Ireland, contact **Carers NI**

**www.carersuk.org/northernireland**

## **Carers Trust**

Charity offering practical help and assistance to carers.

In England, call: **0300 772 9600**

In Wales, call: **0300 772 9702**

**www.carers.org**

## **Centre for Independent Living NI**

Organisation that promotes independent living for disabled people in Northern Ireland, and offers support with using direct payments.

Tel: **028 9064 8546**

Email: **enquiries@cilni.org**

**www.cilni.org**

## **Commissioner for Older People in Northern Ireland**

The Commissioner can help with complaints about public services or cases affecting the rights of older people.

Tel: **028 90890 892**

**www.copni.org**

## **Crossroads Care NI**

Not-for-profit organisation offering practical help and assistance to carers in Northern Ireland.

Tel: **02891 814455**

**www.crossroadscare.co.uk**

## **Disability Rights UK**

Organisation providing information and training on direct payments and independent living. It includes the RADAR national key scheme, which allows disabled people to access locked public toilets.

Tel: **0330 995 0400**

**[www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)**

## **Independent Age**

Charity providing advice and information for older people, their families and carers in England.

Tel: **0800 319 6789**

**[www.independentage.org](http://www.independentage.org)**

## **Local Government and Social Care Ombudsman**

Independent organisation that investigates complaints about councils and adult social care providers, such as care homes and home care providers.

Tel: **0300 061 0614**

**[www.lgo.org.uk](http://www.lgo.org.uk)**

In Wales, contact the **Public Services Ombudsman for Wales**

Tel: **0300 790 0203**

**[www.ombudsman.wales](http://www.ombudsman.wales)**

In Northern Ireland, contact the **NI Public Services Ombudsman**

Tel: **0800 34 34 24**

**[www.nipso.org.uk](http://www.nipso.org.uk)**

## **Older People's Commissioner for Wales**

The Commissioner promotes the rights and welfare of older people in Wales and provides support to those making a formal complaint.

Tel: **03442 640 670**

**[www.olderpeople.wales](http://www.olderpeople.wales)**

## **Regulation and Quality Improvement Authority (RQIA)**

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

Tel: **028 9536 1111**

**[www.rqia.org.uk](http://www.rqia.org.uk)**

## **Relatives and Residents Association**

Charity supporting care home residents and their relatives.

It has a helpline and network of groups in England.

Tel: **020 7359 8136**

**[www.relres.org](http://www.relres.org)**

## **Royal Voluntary Service**

UK-wide organisation offering a range of services, including home visits, help with shopping and other tasks, community transport, meals delivered to the home, and social clubs.

Tel: **0330 555 0310**

**[www.royalvoluntaryservice.org.uk](http://www.royalvoluntaryservice.org.uk)**

## **Scope**

Charity offering support, information and advice to help disabled people have the same rights as everyone else.

Tel: **0808 800 3333**

Email: **[helpline@scope.org.uk](mailto:helpline@scope.org.uk)**

**[www.scope.org.uk](http://www.scope.org.uk)**

## **Telecare Services Association (TSA)**

Industry and advisory body that regulates telecare and telehealth services and provides information about telecare, such as personal alarms.

Tel: **01625 520 320**

**[www.tsa-voice.org.uk](http://www.tsa-voice.org.uk)**

# Health

This section can help you find the right support for your health needs – from general information on healthy living to advice about specific conditions.

## Age UK

We publish resources on health services, healthy living and common health conditions, including our information guides **Healthy living, Living with dementia, Staying steady, Your hospital stay and Your mind matters**. Age Cymru and Age NI produce separate guides on some of these issues.

Tel: **0800 169 65 65**

**[www.ageuk.org.uk/wellbeing](http://www.ageuk.org.uk/wellbeing)**

## AddictionNI

Charity providing treatment and support for alcohol and drug addiction to people in Northern Ireland.

Tel: **028 9066 44 34**

**[www.addictionni.com/about-us](http://www.addictionni.com/about-us)**

## Alcohol Change UK

Charity that aims to reduce the harm caused by alcohol. It gives advice, support and information about local services.

**[www.alcoholchange.org.uk](http://www.alcoholchange.org.uk)**

## Alzheimer's Society

Charity offering advice, information and support to people with dementia, their families and carers.

Tel: **0333 150 3456**

**[www.alzheimers.org.uk](http://www.alzheimers.org.uk)**

## Aware NI

Charity that provides support groups, helpline services and information for people in Northern Ireland affected by depression and bipolar disorder.

Tel: **028 9035 7820**

**[www.aware-ni.org](http://www.aware-ni.org)**

## **Bladder and Bowel Community**

Organisation providing information and support for people living with bladder and bowel problems.

**[www.bladderandbowel.org](http://www.bladderandbowel.org)**

## **British Heart Foundation**

Charity that offers information and support for people with heart disease.

Tel: **0300 330 3311**

**[www.bhf.org.uk](http://www.bhf.org.uk)**

## **Community Advice & Listening Line (C.A.L.L.)**

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

Tel: **0800 132 737** (or text **help** to **81066**)

**[www.callhelpline.org.uk](http://www.callhelpline.org.uk)**

## **Deafblind UK**

National charity for people who are deafblind or have combined sight and hearing loss, providing information, practical advice, support, home visits and befriending.

Tel: **0800 132320**

Email: **[info@deafblind.org.uk](mailto:info@deafblind.org.uk)**

**[www.deafblind.org.uk](http://www.deafblind.org.uk)**

## **Diabetes UK**

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

Tel: **0345 123 2399**

**[www.diabetes.org.uk](http://www.diabetes.org.uk)**

## **Healthcare Inspectorate Wales (HIW)**

Inspector and regulator of NHS healthcare and independent healthcare organisations in Wales.

Tel: **0300 062 8163**

**[www.hiw.org.uk](http://www.hiw.org.uk)**

## Healthwatch England

There's a local Healthwatch in every area of England. Staff listen to and share people's views to make local health and social care services better. They can also put you in touch with local NHS Complaints Advocacy services.

Tel: **03000 683 000**

**[www.healthwatch.co.uk](http://www.healthwatch.co.uk)**

In Wales, contact your **Community Health Council (CHC)**

CHCs are independent organisations in Wales, which work to improve the quality of local health services. Each one runs a Complaints Advocacy Service.

**[111.wales.nhs.uk/localservices/communityhealthcouncils](http://111.wales.nhs.uk/localservices/communityhealthcouncils)**

## Lifeline NI

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

Tel: **0808 808 8000**

**[www.lifelinehelpline.info](http://www.lifelinehelpline.info)**

## Macmillan Cancer Support

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

Tel: **0808 808 00 00**

**[www.macmillan.org.uk](http://www.macmillan.org.uk)**

## Mind

Charity that produces information and advice on mental health issues and gives details of local support services in England and Wales.

Tel: **0300 123 3393**

**[www.mind.org.uk](http://www.mind.org.uk)**

## **NHS 111**

24-hour helpline in England for advice on urgent but non-life-threatening symptoms.

Tel: **111**

**[www.111.nhs.uk](http://www.111.nhs.uk)**

In Wales, contact **NHS 111 Wales**

Tel: **111**

**[111.wales.nhs.uk](http://111.wales.nhs.uk)**

## **NHS website**

Website providing information about local NHS services in England and information and advice on a range of health conditions and keeping healthy.

**[www.nhs.uk](http://www.nhs.uk)**

In Wales, visit **[111.wales.nhs.uk](http://111.wales.nhs.uk)**

In Northern Ireland, visit **[www.nidirect.gov.uk](http://www.nidirect.gov.uk)**

## **NHS Smokefree**

For information on stopping smoking and details of support.

**[www.nhs.uk/better-health/quit-smoking](http://www.nhs.uk/better-health/quit-smoking)**

In Wales, contact **Help Me Quit**

Tel: **0800 085 2219**

**[www.helpmequit.wales](http://www.helpmequit.wales)**

In Northern Ireland, contact **Stop Smoking**

**[www.stopsmokingni.info](http://www.stopsmokingni.info)**

## **Northern Ireland Chest Heart & Stroke**

Charity that provides support services and advice for people with respiratory, cardiac and stroke-related issues.

Tel: **028 9032 0184**

**[www.nichs.org.uk](http://www.nichs.org.uk)**

## **Parkinson's UK**

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

Tel: **0808 800 0303**

**[www.parkinsons.org.uk](http://www.parkinsons.org.uk)**

## **Parliamentary and Health Service Ombudsman**

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

Tel: **0345 015 4033**

**[ombudsman.org.uk](http://ombudsman.org.uk)**

In Wales, contact the **Public Services Ombudsman for Wales**

Tel: **0300 790 0203**

**[www.ombudsman.wales](http://www.ombudsman.wales)**

## **Patient and Client Council**

Independent organisation that helps people in Northern Ireland to make a complaint on aspects of health and social care.

Tel: **0800 917 0222**

**[pcc-ni.net](http://pcc-ni.net)**

## **The Patients Association**

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

Tel: **0800 345 7115**

**[www.patients-association.org.uk](http://www.patients-association.org.uk)**

## **Royal National Institute of Blind People (RNIB)**

Charity providing practical and emotional support to people who are visually impaired or blind. It can also give details of local sight loss support organisations.

Tel: **0303 123 9999**

Email: **[helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)**

**[www.rnib.org.uk](http://www.rnib.org.uk)**

### **Royal National Institute for Deaf People (RNID)**

Charity that offers advice and support for people with hearing loss through its helpline, online information and live chat.

Tel: **0808 808 0123**

Text: **07360 268 988**

Email: **contact@rnid.org.uk**

**www.rnid.org.uk**

### **Royal Osteoporosis Society**

Charity giving support and information to people with osteoporosis.

Tel: **0808 800 0035**

**www.theros.org.uk**

### **Samaritans**

24/7 helpline providing confidential, emotional support to those experiencing despair, distress or suicidal feelings.

Tel: **116 123**

Email: **jo@samaritans.org**

**www.samaritans.org**

### **Stroke Association**

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

Tel: **0303 3033 100**

**www.stroke.org.uk**

### **Versus Arthritis**

Charity offering information and support for people with arthritis through its website, helpline, and a network of branches and groups.

Tel: **0800 5200 520**

**www.versusarthritis.org**

### **Wales Drug and Alcohol Helpline**

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

Tel: **0808 808 2234** (or text **DAN** to **81066**)

**www.dan247.org.uk**

# End-of-life support

This section gives details of organisations that can support someone coming to the end of their life, planning a funeral, or grieving the loss of a loved one.

## Age UK

We provide a range of information guides including **Bereavement**, **Thinking about end of life** and **When someone dies**, as well as a factsheet about funeral planning.

Tel: **0800 169 65 65**

[www.ageuk.org.uk/end-of-life-planning](http://www.ageuk.org.uk/end-of-life-planning)

## The Compassionate Friends

Self-help organisation providing peer support and friendship to bereaved parents, grandparents and their families.

Tel: **0345 123 2304**

[www.tcf.org.uk](http://www.tcf.org.uk)

## Cruse Bereavement Care

Charity offering information, advice and support to bereaved people.

Tel: **0808 808 1677**

[www.cruse.org.uk](http://www.cruse.org.uk)

## Dying Matters

Campaign that aims to change public knowledge, attitudes and behaviour towards dying, death and bereavement.

[www.hospiceuk.org/our-campaigns/dying-matters](http://www.hospiceuk.org/our-campaigns/dying-matters)

## Hospice UK

Charity that represents and supports more than 200 hospices across the UK. Search online for a local hospice.

Tel: **020 7520 8200**

[www.hospiceuk.org](http://www.hospiceuk.org)

## **Institute of Civil Funerals**

Not-for-profit organisation that provides information on how to arrange a non-religious funeral, including how to find someone to conduct it.

Tel: **01480 861411**

**[www.iocf.org.uk](http://www.iocf.org.uk)**

## **Marie Curie**

Charity that provides end-of-life care to people with a terminal illness.

Tel: **0800 090 2309**

**[www.mariecurie.org.uk](http://www.mariecurie.org.uk)**

## **National Association of Funeral Directors**

National voice for the funeral profession and bereaved people, offering support and information about funerals.

Tel: **0121 711 1343**

**[www.nafd.org.uk](http://www.nafd.org.uk)**

## **Natural Death Centre**

Charity that seeks to increase awareness of funeral choices outside the mainstream. Offers a range of information resources on its website.

Tel: **01962 712 690**

**[www.naturaldeath.org.uk](http://www.naturaldeath.org.uk)**

## **SAIF Independent Funeral Directors**

Association offering information about funerals and contact details for members in the UK.

Tel: **0345 230 6777**

**[www.saif.org.uk](http://www.saif.org.uk)**

## **Winston's Wish**

Charity offering support, information and guidance to bereaved children, their families and professionals.

Tel: **08088 020 021**

**[www.winstonswish.org](http://www.winstonswish.org)**

# Employment and rights at work

This section provides details of organisations offering advice on employment – from how to find work to your rights at work.

## Age UK

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

Tel: **0800 169 65 65**

[www.ageuk.org.uk/work-and-learning](http://www.ageuk.org.uk/work-and-learning)

## Advisory, Conciliation and Arbitration Service (Acas)

Independent public body that provides information and advice on rights at work and help with resolving employment disputes.

Tel: **0300 123 1100**

[www.acas.org.uk](http://www.acas.org.uk)

## Business Wales

Welsh Government service to help people in Wales start and grow a business.

Tel: **03000 6 03000**

[www.businesswales.gov.wales](http://www.businesswales.gov.wales)

## GOV.UK

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

Tel: **0800 998 1098** (business support helpline)

Email: [enquiries@businesssupporthelpline.org](mailto:enquiries@businesssupporthelpline.org)

[www.gov.uk/business-support-helpline](http://www.gov.uk/business-support-helpline)

### **Jobcentre Plus**

Government service that provides help with finding a job, as well as information on benefits, loans and grants.

[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)

### **Labour Relations Agency**

Agency that provides advice and information on employment matters in Northern Ireland. It can also assist with disputes or mediation.

Tel: **03300 555 300**

[www.lra.org.uk](http://www.lra.org.uk)

### **National Careers Service**

Government service that offers face-to-face help and support with training, learning and work to people in England.

Tel: **0800 100 900**

[nationalcareers.service.gov.uk](http://nationalcareers.service.gov.uk)

In Wales, contact **Careers Wales**

Tel: **0800 028 4844**

[www.careerswales.gov.wales](http://www.careerswales.gov.wales)

### **NI Direct**

Government website that gives information on employment rights and help to find work, changing career or becoming self-employed in Northern Ireland.

[www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### **PRIME Cymru**

The Prince's Initiative for Mature Enterprise in Wales. It provides support and mentoring to older people in Wales who want to find work, set up in business or develop skills.

Tel: **01550 721 813**

[www.primecymru.co.uk](http://www.primecymru.co.uk)

# Leisure and learning

There are lots of leisure and learning opportunities throughout the UK to help you get the most out of life. This section can point you in the right direction.

## Age UK

Age UK has friendship centres across England whose staff organise activities such as lunches, walks, outings, bowling and more. They can be a great way to meet like-minded people. Visit [www.ageuk.org.uk/friendship-centres](http://www.ageuk.org.uk/friendship-centres) or give us a call to find out more.

Tel: **0800 169 65 65**

[www.ageuk.org.uk](http://www.ageuk.org.uk)

## Cinnamon Trust

Specialist charity for older people who aren't able to care for their pet. It can arrange for volunteers to care for pets.

Tel: **01736 757 900**

[www.cinnamon.org.uk](http://www.cinnamon.org.uk)

## Extend

Website you can use to search for gentle exercise-to-music classes in your area.

[www.extendyourhealth.co.uk/extend-exercise-classes](http://www.extendyourhealth.co.uk/extend-exercise-classes)

## Ramblers

Runs a network of walking groups across the UK. Visit their website and enter your postcode to find your local group.

Tel: **020 3961 3300**

[www.ramblers.org.uk](http://www.ramblers.org.uk)

## Re-engage

Charity that organises monthly tea parties for small groups of older people, aged 75 and over, who live alone.

Tel: **0800 716543**

[www.reengage.org.uk](http://www.reengage.org.uk)

### **Society of Genealogists**

Charity that offers research material, guidance and support for people interested in family history.

Tel: **020 7251 8799**

**[www.sog.org.uk](http://www.sog.org.uk)**

### **Thrive**

Charity providing information and guidance on how to make gardening easier and more enjoyable for people living with disabilities or ill health, or who are isolated or vulnerable.

Tel: **0118 988 5688**

**[www.thrive.org.uk](http://www.thrive.org.uk)**

### **University of the Third Age (U3A)**

Network of local groups of people in later life who organise informal learning. U3A also provides online courses.

Tel: **020 8466 6139**

**[www.u3a.org.uk](http://www.u3a.org.uk)**

In Northern Ireland, contact **U3A Northern Ireland**

**[www.u3ani.info](http://www.u3ani.info)**

### **Volunteer Now**

Organisation that provides information about volunteering opportunities in Northern Ireland.

Tel: **028 9023 2020**

**[www.volunteernow.co.uk](http://www.volunteernow.co.uk)**

### **Volunteering Wales**

Website that offers information and advice on volunteering opportunities in Wales.

**[www.volunteering-wales.net](http://www.volunteering-wales.net)**





† The Age UK network includes the charity, its trading companies and national partners (Cymru, Scotland and NI). We also work closely with local Age UKs. Age UK is a charitable company limited by guarantee and registered in England (registered charity number 1128267 and registered company number 6825798). The registered address is Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.



# Help us be there for someone else

We hope you found this guide helpful. When times are tough, it's so important to get some support. Did you know you could help us reach someone else who needs a little help? Here's how:

1

## Give your views on guides like this

Our Readers' Panel helps make sure the information we produce is right for older people and their families. We'd love you to join. Go to [www.ageuk.org.uk/readers-panel](http://www.ageuk.org.uk/readers-panel).

2

## Donate to us

Every donation we receive helps us be there for someone when they need us. To make a donation, call us on **0800 169 8787** or go to [www.ageuk.org.uk/donate](http://www.ageuk.org.uk/donate).

3

## Volunteer with us

Our volunteers make an incredible difference to people's lives. Get involved by contacting your local Age UK or at [www.ageuk.org.uk/volunteer](http://www.ageuk.org.uk/volunteer).

4

## Campaign with us

We campaign to make life better for older people, and rely on the help of our strong network of campaigners. Add your voice to our latest campaigns at [www.ageuk.org.uk/campaigns](http://www.ageuk.org.uk/campaigns).

5

## Remember us in your will

A gift to Age UK in your will is a very special way of helping older people get expert support in the years to come. Find out more by calling **020 3033 1421** or visit [www.ageuk.org.uk/legacy](http://www.ageuk.org.uk/legacy).

## What should I do now?

You can order any of our guides or factsheets by giving our Advice Line a ring for free on **0800 169 65 65** (8am-7pm, 365 days a year).

Our friendly advisers are there to help answer any questions.

All of our publications are available in large print and audio formats.

There's plenty of really useful information on our website, too. Visit **[www.ageuk.org.uk](http://www.ageuk.org.uk)** to get started.



**0800 169 65 65**  
**[www.ageuk.org.uk](http://www.ageuk.org.uk)**

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



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