

Useful Contacts 2023



In later life, you may be faced with practical problems that you have not had to deal with before. This guide lists organisations that can help with a range of common issues. If you can't find the number you need, call the Age Scotland helpline and we will try to find it for you.



Age Scotland helpline 0800 12 44 222

Advice about issues including care, benefits, housing and local services. You can also call for a chat. We're here to listen, provide friendship and offer support.



Who we are

Age Scotland is the national charity for older people. We work to improve the lives of everyone over the age of 50 and promote their rights and interests.

Our vision is a Scotland which is the best place in the world to grow older.

Our mission is to inspire, involve and empower older people in Scotland, and influence others, so that people enjoy better later lives.

We have three strategic aims:



We help older people to be as well as they can be



We promote a positive view of ageing and later life



We tackle loneliness and isolation

How we can help

We know that growing older doesn't come with a manual. Later life can bring changes and opportunities to your life and you may need to know about rights, organisations and services which are unfamiliar to you.

That's why we provide free information and advice to help you on a range of topics including benefits and entitlements, social care, legal issues such as Power of Attorney, housing and much more. All of our guides are available to download for free from our website, or you can contact our helpline team to have copies posted to you for free.

Our **helpline** is a free, confidential phone service for older people, their carers and families in Scotland looking for information and advice.

Later life can bring times when you just need someone to talk to. Our **friendship line** is part of our wider helpline and older people can call us for a chat. We're here to listen, provide friendship and offer support.



Call us free on: 0800 12 44 222
(Monday – Friday, 9am – 5pm)



Visit agescotland.org.uk
to find out more.

Money / Benefits

Money Helper

Guidance about money matters, including debt, benefits and pensions.

0800 138 7777 (money)

0800 011 3797 (pensions)

www.moneyhelper.org.uk

Pension Service

State Pension information.

0800 731 7898

www.gov.uk/contact-pension-service

Social Security Scotland

Responsible for the benefits that are devolved to Scotland.

0800 182 2222

www.socialsecurity.gov.scot

Tax Help for Older People

Independent expert help and advice on tax problems.

01308 488 066

www.taxvol.org.uk

Turn2us

Grants and benefits information.

0808 802 2000

www.turn2us.org.uk

Winter Fuel Payment Centre

Report a change or make a claim.

0800 731 0160

www.gov.uk/winter-fuel-payment

Pension Credit claim line

0800 99 1234

www.gov.uk/pension-credit

Attendance Allowance helpline

Attendance Allowance claims and enquiries.

0800 731 0122

www.gov.uk/attendance-allowance/how-to-claim

Universal Credit helpline

Inquiries and claims if you cannot apply online.

0800 328 5644

www.gov.uk/universal-credit

Citizens Advice Scotland

Independent advice on your rights.

0800 028 1456

www.cas.org.uk



Notes & numbers



Staying safe

Hourglass

Support for anyone concerned that an older person may be experiencing abuse.

0808 808 8141

www.wearehourglass.scot

Mailing Preference Service

Removal of your address from direct mail lists.

0207 291 3310

www.mpsonline.org.uk

Telephone Preference Service

Removal of your telephone number from cold calling lists.

0345 070 0707

www.tpsonline.org.uk

Scottish Fire and Rescue Service

Request a Home Fire Safety Visit.

0800 0731 999

www.firescotland.gov.uk

Police Scotland

Non-emergency crime reporting and advice on crime prevention.

101

www.scotland.police.uk

Crimestoppers

Non-emergency, anonymous crime reporting and information on crime prevention.

0800 555 111

www.crimestoppers-uk.org

Safer Scotland

Signposting to organisations providing support for people experiencing abuse or crisis.

www.safer.scot

National Domestic Abuse helpline

Confidential information, support and signposting.

0800 027 1234

Victim Support Scotland

Information and support for anyone affected by crime.

0800 160 1985

www.victimsupport.scot



Notes & numbers



Health (general)

NHS Inform helpline

Non-urgent information about health and local services.

0800 22 44 88

www.nhsinform.scot

NHS 24

Urgent health care advice and mental health support.

111 / www.nhs24.scot

Patient Advice and Support Service

Advice about NHS patients' rights and responsibilities in Scotland.

0800 917 2127

www.pass-scotland.org.uk

Breathing Space

Telephone support if you are experiencing low mood, anxiety or depression.

0800 83 85 87

www.breathingspace.scot

Disability Information Scotland

0300 323 9961

www.disabilityscot.org.uk

Living Made Easy

Advice on daily living aids for people living with a disability.

0800 123 3084

www.livingmadeeasy.org.uk

Samaritans

24-hour phone support to explore thoughts and feelings.

116 123 / www.samaritans.org



Health (specialist)

Alzheimer Scotland

Information, signposting and support for anyone affected by dementia.

0808 808 3000

www.alzscot.org

Diabetes Scotland

Specialist information and advice on living with diabetes.

0345 123 2399

www.diabetes.org.uk/scotland

RNIB

Help and advice for blind and partially sighted people.

0303 123 9999

www.rnib.org.uk/scotland

RNID

Information and support for people who are deaf, or have hearing loss or tinnitus.

0808 808 0123

Text message: **07360 268 988**

Relay UK: **18001**

then **0808 808 0123**

www.rnid.org.uk/scotland

Royal Osteoporosis Society

Information and support on living well with osteoporosis.

0808 800 0035

www.theros.org.uk

Parkinson's UK helpline

Information, signposting and support for anyone affected by Parkinson's.

0808 800 0303

www.parkinsons.org.uk

Chest Heart and Stroke Scotland

Advice and support on recovery from and living with chest, heart and stroke issues.

0808 801 0899

www.chss.org.uk

Macmillan Cancer Support

Information and support for anyone affected by cancer.

0808 808 00 00

www.macmillan.org.uk

Breast Cancer Now

Information and support for anyone affected by breast cancer.

0808 800 6000

www.breastcancernow.org



Care

Care Information Scotland

Information and advice on how to get and provide care.

0800 011 3200

www.careinfoscotland.scot

Your local Council

You can call the Age Scotland helpline to get the contact number for your local Council, or visit:

www.mygov.scot/find-your-local-council

Care Inspectorate

Care services, standards and complaints.

0345 600 9527

www.careinspectorate.com

Carers Scotland

Advice, information and support for carers.

0808 808 7777

www.carersuk.org/scotland

Energy

Home Energy Scotland

Advice on and financial support with energy costs.

0808 808 2282

www.homeenergyscotland.org

Gas Emergency Service

Emergency assistance, and gas and carbon monoxide safety advice.

0800 111 999

www.nationalgridgas.com/safety-and-emergencies

Electricity power cut

Report a power cut.

105

www.nationalgrideso.com/contact-us/power-cuts

Scottish Water

Inquiries and to report water supply and waste water issues.

0800 0778 778

www.scottishwater.co.uk



Notes & numbers



Legal

Equality Advisory Support Service

Advice and assistance if you are treated unfairly.

0808 800 0082

www.equalityadvisoryservice.com

Office of the Public Guardian in Scotland

Power of Attorney inquiries.

01324 678 300

www.publicguardian-scotland.gov.uk

The Law Society of Scotland

Help finding a solicitor and questions about legal process.

0131 226 7411

www.lawscot.org.uk

Solicitors for the Elderly

To find a lawyer near you (UK-wide).

0844 567 6173

www.sfe.legal

Solicitors for Older People Scotland

To find a lawyer near you (Scotland only).

0800 152 2037

www.sops.org.uk

Scottish Legal Aid Board

Advice on options for legal help.

0131 226 7061

www.slabb.org.uk

Mental Welfare Commission

Advice on mental health and incapacity law, care and treatment.

0800 389 6809

www.mwscot.org.uk



Housing

Care and Repair Scotland

Personal, financial and technical advice and support on home repair and adaptation.

0141 221 9879

www.careandrepairsScotland.co.uk

Shelter Scotland Helpline

Advice on housing matters, including urgent situations.

0808 800 4444

www.scotland.shelter.org.uk

Housing Options Scotland

Help finding housing for older and disabled people, and veterans.

0131 510 1567

www.housingoptionsscotland.org.uk

Trustmark

Government endorsed listings of trusted tradespeople.

0333 555 1234

www.trustmark.org.uk



Veterans

Sight Scotland Veterans

Support for veterans if sight loss is affecting independence.

0800 035 6409

www.sightscotland.org.uk/veterans

Combat Stress

Advice, support and treatment for veterans with mental health and well-being problems, and their families.

0800 138 1619

www.combatstress.org.uk

SSAFA Forcesline

Practical and emotional support for serving and ex-Forces personnel and their families.

0800 260 6767

www.ssafa.org.uk

Armed Services Advice Project

Advice, information and support for serving and former members of the Armed Forces.

0800 028 1456

www.adviceasap.org.uk

Veterans UK helpline

Assistance on issues including pensions, benefits and welfare for veterans and their families.

0808 1914 2 18

www.gov.uk/government/organisations/veterans-uk

Royal Airforce Association (RAFA)

Advice, information, friendship and welfare support for serving and former RAF personnel and their families.

0800 018 2361

www.rafa.org.uk

Legion Scotland

Community, friendship and advice for veterans, including support claiming veteran pensions.

0131 322 1076 (general inquiries)

0131 550 1566 (pension support)

www.legionscotland.org.uk

Unforgotten Forces

(care of Age Scotland).

Advice and support to boost health and well-being if you have served in HM Armed Forces.

0800 12 44 222

www.unforgottenforces.scot



Notes & numbers



Other

Consumer Advice Scotland (Advice Direct Scotland)

Free consumer advice
and information.

0808 164 6000

www.consumeradvice.scot

Scottish Public Services Ombudsman

Formal complaints about public
service organisations.

0800 377 7330

www.spso.org.uk/spso

Cinnamon Trust

Practical support for older
people with pets.

01736 757 900

www.cinnamon.org.uk

u3a (formerly University of the
Third Age)

Locally-run interest groups.

020 8466 6139

www.u3a.org.uk

Paths for All

Information and initiatives
to help people get walking.

01786 641851

www.pathsforall.org.uk

LGBT Health & Wellbeing

Information and emotional support
for the LGBT+ community.

0800 464 7000

www.lgbthealth.org.uk

Scottish Independent Advocacy Alliance

Help understanding your choices
and communicating your wishes.

0131 510 9410

www.siaa.org.uk

Cruse Scotland

Bereavement support and
counselling.

0808 802 6161

www.crusescotland.org.uk

Relationships Scotland

Relationship counselling
and family mediation.

0345 119 2020

www.relationships-scotland.org.uk

Scottish Mediation

Independent third-party help
to settle disputes.

0131 556 8118

www.scottishmediation.org.uk

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



Notes & numbers



How you can help

Our vision is a Scotland which is the best place in the world to grow older.

All the information we provide is free and impartial. It helps older people access their rights and entitlements and can be life changing.

We are also a lifeline for older people who are feeling lonely and isolated. You can help us to support older people who need us most.

Together, we can make a difference.



Make a donation

No matter how small or large, donations make a massive difference and help us continue our important work.

- Call **03330 15 14 60**
- Visit **age.scot/donate**
- Text **AGESCOTGIVE** to **70085** to donate £5*
- Complete the **donation form** and return by Freepost



Fundraise

Whether it's having a bake sale or running a marathon, there are so many ways to raise vital funds to support our work. To find out more, call **0333 323 2400** or visit **age.scot/fundraise**.



Leave us a gift in your Will

By choosing to leave us a gift in your Will, you can help us to continue being there for older people in the years to come. To find out more, call **0333 323 2400** or visit **age.scot/legacy**.

*Texts cost £5 plus one standard rate message

Please donate today



Complete the form and return to RSBS-KEHC-GBBC, Age Scotland, Edinburgh, EH9 1PR

Your details

Title:	Forename:	Surname:
Address:		
	City:	
Postcode:	Date of birth:	

By providing us with your telephone number and email address you are consenting to us contacting you via phone, text and email.

Email:	
Home tel:	Mobile tel:

I WOULD LIKE TO DONATE

£75 ☐ £50 ☐ £25 ☐ Other (£)

I wish to pay by (please tick):

MasterCard ☐ Visa ☐ CAF ☐

CharityCard ☐ Cheque ☐ (payable to Age Scotland)

Signature

Name on Card

Card No.

Expiry date Security code

Date

I prefer not to receive a thank you acknowledgement for this donation ☐

I would like information about leaving a gift in my Will ☐

I WOULD LIKE TO MAKE MY DONATION WORTH 25% MORE

I want Age Scotland** and its partner charities to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as Gift Aid donations.

I am a UK tax payer and understand that if I pay less income tax and/or capital gains tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Yes, I want Age Scotland to claim Gift Aid on my donations** ☐

I do not wish you to claim Gift Aid on my donations ☐

Date

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Keeping in touch

We will stay in contact by post unless you ask us not to. We will never sell your data and we promise to keep your details safe and secure. You can change your mind at any time by emailing us on contact@agescotland.org.uk or calling us on 0333 323 2400.

You can read Age Scotland's privacy policy at [age.scot/privacypolicy](https://www.agescot.org.uk/privacy-policy).

**Age Scotland, part of the Age Network, is an independent charity dedicated to improving the later lives of everyone on the ageing journey, within a charitable company limited by guarantee and registered in Scotland.

Registration Number: 153343. Charity Number: SC010100. Registered Office: Causewayside House, 160 Causewayside, Edinburgh EH9 1PR.

Age Scotland is the national charity for older people. We work to improve the lives of everyone over the age of 50 so that they can love later life.

Our vision is a Scotland which is the best place in the world to grow older.

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Let's keep in touch

Contact us:

Head office

0333 323 2400

Age Scotland helpline

0800 12 44 222

Email

info@agescotland.org.uk

Visit our website

www.agescotland.org.uk



Sign up to our newsletter

Our regular newsletters by email contain details of our campaigns, services and how you can support our work.

Sign up today at **age.scot/roundup**



Follow us on social media

Our social media channels are a great way to keep up to date with our work and issues that affect older people.



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part-funding this publication

