Information written with you in mind.

This information guide has been produced with the help of older people and carers as well as 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.

2) Tell us your story. We want to include real voices of real people in our guides. We’d love to hear about your experiences.

Email us at stories@ageuk.org.uk.
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What this guide is about

Would you know where to turn if you needed some help or support? And how do you know whether the advice offered is reliable and up to date?

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

The details in this guide apply 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 more than 130 local partners. We provide information and advice online and through helplines and publications.

We publish a range of information guides and 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, or call Age UK Advice free on 0800 169 65 65 to order any of our publications or to seek advice. Lines are open 8am–7pm, 365 days a year.

Age Cymru, Age Scotland and Age NI publish their own versions of some guides and factsheets. Contact them to request copies or view them on their websites (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. Services and facilities offered vary from area to area, and 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 your local Age UK, go to www.ageuk.org.uk or call Age UK Advice on 0800 169 65 65.

In Wales, go to www.agecymru.org.uk or call Age Cymru Advice on 0300 303 44 98.

In Northern Ireland, go to www.ageni.org or call Age NI on 0808 808 75 75.
Contact us

Age UK
Age UK Advice: 0800 169 65 65
www.ageuk.org.uk

Age Cymru
Age Cymru Advice: 0300 303 44 98
www.agecymru.org.uk

Age NI
Tel: 0808 808 7575
www.ageni.org

Age Scotland
Tel: 0800 12 44 222
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 these might be a good place to start.

**Advice NI**
Independent advice service in Northern Ireland with a network of local branches. Offers advice online and via its helplines.
Tel: 0800 915 4604
www.adviceni.net

**AdviceUK**
National support network of independent advice providers across England and Wales.
Tel: 0300 777 0107
www.adviceuk.org.uk

**Citizens Advice**
National network of advice centres offering free, confidential and independent advice, face to face, online or by telephone.
In England, tel: 0800 144 8848
www.citizensadvice.org.uk

In Wales, tel: 0800 702 2020
www.citizensadvice.org.uk/wales

**GOV.UK**
Official government website, with information on public services such as benefits, job-hunting, pensions and health services.
www.gov.uk

In Wales, contact [GOV.WALES](https://gov.wales)
www.gov.wales

In Northern Ireland, contact [NI Direct](https://nidirect.gov.uk)
www.nidirect.gov.uk
Money matters

This section provides information on where to turn 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

Carer’s Allowance Unit
Provides information on Carer’s Allowance and how to claim.
Tel: 0800 731 0297
Textphone: 0800 731 0317
www.gov.uk/carers-allowance-unit

In Northern Ireland call the Disability and Carers Service
Tel: 0800 587 0912

Disability Service Centre
Government service providing information about claiming disability benefits.
For Disability Living Allowance (DLA) for those born on or before 8 April 1948:
Tel: 0800 731 0122
Textphone: 0800 731 0317

For DLA for those born after 8 April 1948:
Tel: 0800 121 4600
Textphone: 0800 121 4523
For Attendance Allowance (AA):
Tel: **0800 731 0122**
Textphone: **0800 731 0317**

For Personal Independence Payment (PIP):
Tel: **0800 121 4433**
Textphone: **0800 121 4493**

In Northern Ireland, contact **Benefit Enquiry Line:**
Tel: **0800 232 1271**

**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**
Provides details of state pensions including forecasts and how to claim them.
Tel: **0800 731 0175**
Textphone: **0800 731 0176**
[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 National Insurance contributions.
Tel: **0300 200 3500**
Textphone: **0300 200 3519**
[www.gov.uk/check-national-insurance-record](http://www.gov.uk/check-national-insurance-record)

**Pensions Ombudsman**
Independent organisation dealing 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**
Provides details of state pensions, including pension statements and how to claim them.
Tel: **0800 731 7898**
[www.gov.uk/state-pension](http://www.gov.uk/state-pension)

In Northern Ireland:
Tel: **0800 5870892**
(State Pension enquiries)

**Pension Tracing Service**
Provides help to find a lost pension.
Tel: **0800 731 0193**
Textphone: **0800 731 0176**
[www.gov.uk/find-pension-contact-details](http://www.gov.uk/find-pension-contact-details)

**Stepchange**
Provides debt advice and can help people manage their debts.
Tel: **0800 138 1111**
[www.stepchange.org](http://www.stepchange.org)

**Tax Help for Older People**
Offers independent advice from qualified tax advisers for people in later life on a low income.
Tel: **01308 488066**
[www.taxvol.org.uk](http://www.taxvol.org.uk)
**Turn2us**  
Helps 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 Team**  
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 whose energy supplier is part of the scheme.  
Tel: **0800 731 0214**

**Winter Fuel Payment**  
Government-run information line providing information about the Winter Fuel Payment, guidance on reporting changes in circumstances, and a claim form.  
Tel: **0800 731 0160**  
Textphone: **0800 731 0176**  
[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 where to find a trusted solicitor to your legal rights, and advice on how to sort out legal documents such as a will or power of attorney.

Age UK
We publish a number of resources on legal issues including our guides How to be an executor, Powers of attorney and Wills and estate planning.
Tel: 0800 169 65 65
www.ageuk.org.uk/legal-issues

Action Fraud
National reporting centre for fraud and internet crime. Use the online fraud reporting service and receive a police crime reference number. Call the helpline for advice on preventing fraud and how to report it.
Tel: 0300 123 2040
Textphone: 0300 123 2050
www.actionfraud.police.uk

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

Advicenow
Independent website with information on rights and legal issues.
www.advicenow.org.uk
Civil Legal Advice
Offers free, confidential and independent legal advice in England and Wales for people who are eligible for legal aid.
Tel: 0345 345 4 345
www.gov.uk/civil-legal-advice

Citizens Advice – Consumer
Provides consumer advice on issues such as faulty household equipment, problems with energy companies, and scams.
Tel: 0808 223 1133
Speak to a Welsh-speaking adviser on: 0808 223 1144
www.citizensadvice.org.uk/consumer

The Consumer Council
Represents consumers in Northern Ireland and provides advice on a variety of consumer services, including energy, water, transport and postal.
Tel: 028 9025 1600
www.consumerCouncil.org.uk

Consumer Council for Water
Independent voice for customers of water and sewerage companies in England and Wales.
Tel: 0300 034 2222 (England)
Tel: 0300 034 3333 (Wales)
www.ccwater.org.uk

The Court of Protection
Makes decisions, and appoints others to make decisions, for people who lack mental capacity to do so for themselves.
Tel: 0300 456 4600
www.gov.uk/court-of-protection

Disability Law Service
Provides legal information and advice to people with a disability.
Tel: 0207 791 9800
www.dls.org.uk
Equality Advisory Support Service
Government helpline providing advice on equality and human rights issues.
Tel: 0808 800 0082
Textphone: 0808 800 0084
www.equalityadvisoryservice.com

Equality Commission for Northern Ireland
Provides advice and assistance for people who feel they have been discriminated against.
Tel: 028 90 500 600
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

The Law Society of England and Wales
Helps people find a solicitor, advises on what to expect when they visit one and produces guides to common legal problems.
Tel: 020 7242 1222
www.lawsociety.org.uk

In Northern Ireland, contact The Law Society of Northern Ireland
Tel: 028 9023 1614
www.lawsoc-ni.org

Legal Ombudsman
Helps make and resolve complaints about solicitors in England and Wales.
Tel: 0300 555 0333
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

Northern Ireland Courts and Tribunal Service
Provides administrative support for all courts and most tribunals in Northern Ireland.
Tel: 028 9076 3000
www.justice-ni.gov.uk/topics/courts-and-tribunals

Office of the Public Guardian
Registers lasting powers of attorney and helps attorneys carry out their duties in England and Wales.
Tel: 0300 456 0300

Ombudsman Services
Investigates complaints about gas and electricity companies, phone and internet providers and property companies 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

Press for Change
Provides legal advice and support to the trans community.
Tel: 08448 708165
www.pfc.org.uk
Resolver
A free online tool run in conjunction with Money Saving Expert, which assists people making complaints to energy, finance, legal, leisure, motoring, retail, food, travel, telecoms, water and other firms.
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
www.ridc.org.uk

Solicitors for the Elderly
Independent national organisation of lawyers who are committed to helping older people and their families and carers.
Tel: 0844 567 6173
www.sfe.legal

Stonewall
Works to achieve equality and justice for lesbian, gay, bisexual and trans people.
Tel: 0800 0502020
www.stonewall.org.uk

In Wales, contact Stonewall Cymru
www.stonewallcymru.org.uk

Telephone Preference Service (TPS)
Free register of landlines and mobile phone numbers 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 where to get help if you have been the victim of a crime or think someone’s trying to scam you, and on how to stay safe.

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

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

ASB Help
A charity offering advice and support to victims of anti-social behaviour (ASB) in England and Wales.
www.asbhelp.co.uk

GALOP
Charity offering advice on dealing with hate crime, sexual violence or domestic abuse for anyone who is lesbian, gay, bisexual or trans.
Tel: 0800 999 5428 (National Domestic Abuse Helpline)
Tel: 020 7704 2040 (National Hate Crime Helpline)
www.galop.org.uk

Live Fear Free Helpline
Helps those experiencing domestic abuse or sexual violence in Wales, or who are worried about a friend or relative.
Tel: 0808 80 10 800
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

**Victim Support**
Provides free, confidential support to victims of crime and their friends and family.
Tel: **0808 1689 111**
www.victimsupport.org.uk

In Northern Ireland, contact **Victim Support NI**
Tel: **02890 243133**
www.victimsupportni.com

**Women’s Aid**
Provides a free, confidential helpline for women across the UK who have experienced domestic violence.
Tel: **0808 2000 247** (National Domestic Abuse Helpline)
Email: helpline@womensaid.org.uk
www.womensaid.org.uk

**Women’s Aid Federation Northern Ireland**
Provides a 24-hour helpline open to all women and men affected by domestic violence.
Tel: **028 9024 9041**
www.womensaidni.org
Housing

This section provides details on where to find 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

Over 70 local Age UKs operate handyperson services across much of the country. These services offer older people extra help with small practical jobs, usually for a fee. The cost depends on the nature 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

In Wales, contact Abbeyfield Wales Society
Tel: 01633 244182
www.abbeyfield.com/western/a/abbeyfield-wales-society-ltd/

In Northern Ireland, contact Abbeyfield & Wesley
Tel: 028 9336 3558
www.abbeyfieldandwesley.org.uk
**Elderly Accommodation Counsel (EAC)**
EAC has details of specialist housing for older people across the UK, which can be viewed on the Housing Care website. EAC provides information on care, housing and financial options for older people and their carers through its tool Housing Options for Older People (HOOP).

www.housingcare.org
www.hoop.eac.org.uk

**Foundations**
National body for home improvement agencies and handyperson schemes 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 0315
wwwFOUNDATIONS.UK.COM

In Wales, contact **Care and Repair Cymru**
Tel: 0300 111 3333
www.careandrepair.org.uk

**Housing Ombudsman Service (HOS)**
Helps to 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

**Housing Rights**
Provides advice in Northern Ireland about housing and debt, and free representation at court for people who are at risk of losing their homes because they have rent or mortgage arrears.
Tel: 028 9024 5640
www.housingrights.org.uk
Leasehold Advisory Service (LEASE)
Provides advice to residential leaseholders on relevant law and advises on the law related to park homes.
Tel: 020 7832 2500
www.lease-advice.org
Park Homes Advice: 080 8196 2212
parkhomes.lease-advice.org

Living Made Easy
Provides advice and information on disability equipment and assisted products.
Tel: 0300 999 0004
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

Public Services Ombudsman for Wales
The Ombudsman looks to see whether people have been treated unfairly or inconsiderately, or have received a bad service through some fault on the part of the public body providing it. The bodies within the Ombudsman’s jurisdiction include local councils, social landlords and housing associations in Wales.
Tel: 0300 790 0203
www.ombudsman.wales

Radius Housing
Provides a home adaptation service in Northern Ireland.
Tel: 0330 123 0888
www.radiushousing.org
Shelter
Provides 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 NI
Tel: 028 9024 7752
shelterni.org

Stonewall Housing
Specialist housing advice and support for lesbian, gay, bisexual and trans people.
Tel: 020 7359 5767
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, ranging from how it’s regulated, to what support is available for you – 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

Hourglass
Works to protect vulnerable older adults and prevent abuse. Its helpline provides confidential advice, information and emotional support in English and Welsh.
Tel: 0808 808 8141
www.wearehourglass.org

Care Inspectorate Wales (CIW)
The regulatory body of care homes and domiciliary care services in Wales. Can provide lists of care homes and domiciliary care providers in an area, and inspection reports.
Tel: 0300 7900 126
www.careinspectorate.wales

Care Quality Commission (CQC)
Independent regulator of health and social care services in England, including home care agencies and care homes. Can provide lists of care homes in an area, care home inspection reports and hospital performance ratings.
Tel: 03000 616161
www.cqc.org.uk
Carers Direct Helpline (NHS Direct)
Helpline offering help and support to carers.
Tel: 0300 123 1053 (England only)

Carers NI
Provides advice, information and support for carers in Northern Ireland.
Tel: 02890 439 843
www.carersuk.org/northernireland

Carers Trust
Offers practical help and assistance to carers.
Tel: 0300 772 9600 (England)
Tel: 0300 772 9702 (Wales)
Email: info@carers.org
www.carers.org

Centre for Independent Living NI
Promotes independent living for disabled people in Northern Ireland, and provides support with using direct payments.
Tel: 028 9064 8546
www.cilni.org

Commissioner for Older People in Northern Ireland
Can help with complaints about public services or cases affecting the rights of older people.
Tel: 028 9089 0892
www.copni.org

Crossroads Care NI
Offers practical help and assistance to carers.
Tel: 02891 814455
www.crossroadscare.co.uk
Disability Rights UK
Provides information and training on direct payments and independent living. Includes the RADAR national key scheme, allowing disabled people to access locked public toilets.
Tel: 0330 995 0400 (general enquiries)
Tel: 0330 995 0404 (personal budgets helpline)
www.disabilityrightsuk.org

Elderly Accommodation Counsel (EAC)
Aims to help older people make informed choices about meeting their housing and care needs through the Housing Options for Older People (HOOP) tool.
www.hoop.eac.org.uk

Independent Age
Provides advice and information for older people, their families and carers.
Tel: 0800 319 6789
www.independentage.org

Local Government and Social Care Ombudsman
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

In Wales, contact Public Services Ombudsman for Wales
Tel: 0300 790 0203
www.ombudsman.wales

In Northern Ireland, contact Northern Ireland Ombudsman
Tel: 0800 34 34 24
www.nipso.org.uk
Older People’s Commissioner for Wales
Promotes the rights and welfare of older people in Wales and supports those making a formal complaint.
Tel: 03442 640 670
www.olderpeoplewales.com

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

Relatives and Residents Association
Supports care home residents and their relatives. Has a helpline and network of groups in England.
Tel: 020 7359 8136
www.relres.org

Royal Voluntary Service
Operates UK wide and offers a range of services, including home visits, help with shopping and other tasks, community transport, meals delivered to the home, and social clubs.
Tel: 0330 555 0310
www.royalvoluntaryservice.org.uk

Scope
National charity offering support, information and advice to help disabled people have the same rights as everyone else.
Tel: 0808 800 3333
www.scope.org.uk

Telecare Services Association (TSA)
Regulates telecare and telehealth services. Provides information about telecare, such as personal alarms.
Tel: 01625 520 320
www.tsa-voice.org.uk
Health

These organisations can offer information on your health, from healthy living to specific health conditions.

**Age UK**
We publish resources on health services, healthy living and common health conditions, including our information guides *At home with dementia*, *Bladder and bowel problems*, *Healthy living*, *Living with early-stage dementia*, *Staying steady* and *Your hospital stay*. On some of these issues, Age Cymru and Age NI produce separate guides specific to their country.
Tel: **0800 169 65 65**
www.ageuk.org.uk/wellbeing

**AddictionNI**
Provides treatment and support for alcohol and drug addiction to people aged 55 and over in Northern Ireland.
Tel: **028 9066 44 34**
www.addictionni.com

**Alcohol Change UK**
Campaigns to reduce the harm caused by alcohol. Gives advice, support and information about local services.
Tel: **020 3907 8480**
www.alcoholchange.org.uk

**Alzheimer’s Society**
Offers advice, information and support to people with dementia, their families and carers through its helpline and local offices.
Tel: **0333 150 3456**
www.alzheimers.org.uk
**Aware NI**  
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**  
Provides information and support for people living with bladder and bowel control problems.  
[www.bladderandbowel.org](http://www.bladderandbowel.org)

**British Heart Foundation**  
Provides information and support for people with heart disease.  
Tel: **0300 330 3311**  
[www.bhf.org.uk](http://www.bhf.org.uk)

**Community Advice and Listening Line (C.A.L.L.)**  
Offers 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**  
[www.deafblind.org.uk](http://www.deafblind.org.uk)

**Diabetes UK**  
Provides 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)
The independent inspector and regulator of NHS healthcare and independent healthcare organisations in Wales.
Tel: 0300 062 8163
www.hiw.org.uk

Healthwatch England
There is a local Healthwatch in every area of England. They are independent organisations whose staff listen to and share people’s views to make local health and social care services better, and can put them in touch with local NHS Complaints Advocacy services.
Tel: 03000 683 000
www.healthwatch.co.uk

In Wales, contact your community health council.

Community health councils are statutory and independent voices in health services in Wales, which work to improve the quality of local health services. Each one runs a Complaints Advocacy Service.
boardchc.nhs.wales/your-local-chc

Lifeline NI
Crisis response helpline service for people in Northern Ireland who are experiencing distress or despair.
Tel: 0808 808 8000
www.lifelinehelpline.info

Macmillan Cancer Support
Provides practical, medical and financial support for people living with cancer.
Tel: 0808 808 00 00
www.macmillan.org.uk
**Mind**
Produces information on mental health issues and gives details of local support services in England and Wales.
Tel: 0300 123 3393
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

In Wales, contact **NHS 111 Wales**
Tel: 111 or 0845 46 47 111
111.wales.nhs.uk

**NHS website**
Provides information about local NHS services in England and information and advice on a range of health conditions and keeping healthy.
www.nhs.uk
In Wales, visit 111.wales.nhs.uk
In Northern Ireland, visit www.nidirect.gov.uk

**NHS Smokefree**
For information on stopping smoking and details of support.
www.nhs.uk/smokefree

In Wales, contact **Help Me Quit**
Tel: 0800 085 2219
www.helpmequit.wales

In Northern Ireland, contact **Stop smoking**
www.stopsmokingni.info
Northern Ireland Chest Heart and Stroke
Provides support services and advice on healthy living for people with respiratory, cardiac and stroke-related issues.
Tel: 028 9032 0184
www.nichs.org.uk

Parkinson’s UK
Provides 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

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
www.ombudsman.org.uk

In Wales, contact the Public Services Ombudsman for Wales
Tel: 0300 790 0203
www.ombudsman.wales

Patient and Client Council
Helps those in Northern Ireland to make a complaint on aspects of health and social care.
Tel: 0800 917 0222
www.patientclientcouncil.hscni.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
**Royal National Institute of Blind People (RNIB)**
Provides practical and emotional support to people who are visually impaired or blind. Can also give details of local sightloss support organisations.
Tel: 0303 123 9999
www.rnib.org.uk

**Royal National Institute for Deaf People (RNID)**
Provides advice and support for people with hearing loss through its information line, tinnitus helpline and range of factsheets.
Tel: 0808 808 0123
Tinnitus helpline: 0808 808 6666
Email: information@rnid.org.uk
www.rnid.org.uk

In Northern Ireland, contact:
Tel: 028 9023 9619
Email: information.nireland@rnid.org.uk

**Royal Osteoporosis Society**
Gives support and information to people with osteoporosis.
Tel: 0808 800 0035
www.theros.org.uk

**Samaritans**
Provides confidential, emotional support 24 hours a day, seven days a week, to those experiencing despair, distress or suicidal feelings.
Tel: 116 123
Email: jo@samaritans.org
www.samaritans.org

**Stroke Association**
Provides information, support and local services to people affected by stroke.
Tel: 0303 3033 100
www.stroke.org.uk
**Versus Arthritis**  
Offers information and support for people with arthritis and has 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 of the year.  
Tel: **0808 808 2234** (or text DAN to **81066**)  
www.dan247.org.uk
End-of-life support

Find information on getting help for someone who is coming to the end of their life or planning for a funeral, and support and guidance when someone close to you dies.

Age UK
We provide a range of information guides including Bereavement, Thinking about end of life and When someone dies, and a factsheet about funeral planning.
Tel: 0800 169 65 65
www.ageuk.org.uk

The Compassionate Friends
Self-help organisation providing peer support and friendship to bereaved parents, grandparents and their families.
Tel: 0345 123 2304 (in Northern Ireland call 028 8778 8016)
www.tcf.org.uk

Cruse Bereavement Care
Offers information, advice and support to bereaved people through a telephone helpline and face-to-face support.
Tel: 0808 808 1677
www.cruse.org.uk

Dying Matters
Aims to change public knowledge, attitudes and behaviour towards dying, death and bereavement.
www.dyingmatters.org

Hospice UK
Represents and supports more than 200 hospices across the UK. Search online for a local hospice.
Tel: 020 7520 8200
www.hospiceuk.org
Institute of Civil Funerals
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

Marie Curie
Provides end-of-life care to people with any terminal illness.
Tel: 0800 090 2309
www.mariecurie.org.uk

National Association of Funeral Directors
Offers support and information about funerals.
Tel: 0121 711 1343
www.nafd.org.uk

Natural Death Centre
Seeks to increase awareness of funeral choices outside the mainstream. Publishes the Natural death handbook, which includes a directory of natural burial grounds.
Tel: 01962 712 690
www.naturaldeath.org.uk

UK Independent Funeral Directors
Offers support and information about funerals and contact details for members in the UK.
Tel: 0345 230 6777
www.saif.org.uk

Winston’s Wish
Offers support, information and guidance to bereaved children, their families and professionals.
Tel: 08088 020 021
www.winstonswish.org
Employment and rights at work

There are many services offering advice on employment – from how to find work or training, to information on 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

Advisory, Conciliation and Arbitration Service (Acas)
Provides information and advice on rights at work and help with resolving employment disputes.
Tel: 0300 123 1100
www.acas.org.uk

Business Wales
Offers help to people in Wales to start and grow a business.
Tel: 03000 6 03000
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
www.gov.uk/business-support-helpline
Jobcentre Plus
Provides help with finding a job, as well as information on benefits, loans and grants.
Tel: 0345 606 0234 (to search for a job)
Textphone: 0345 605 5255
www.gov.uk/contact-jobcentre-plus

Labour Relations Agency
Provides advice and information on employment matters in Northern Ireland and can assist with disputes or mediation.
www.lra.org.uk

National Careers Service
Provides a free service offering face-to-face help and support on training, learning and work to people in England.
Tel: 0800 100 900
nationalcareers.service.gov.uk

In Wales, contact Careers Wales
Tel: 0800 028 4844
www.careerswales.com

NI Direct
Gives information on employment rights and help to find work, changing career or becoming self-employed in Northern Ireland.
www.nidirect.gov.uk

PRIME Cymru
This is the Prince’s Initiative for Mature Enterprise in Wales. It provides support and mentoring to older people in Wales who want to stay economically active.
Tel: 01550 721 813
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.

**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/get-involved/social-groups/friendship-centres](http://www.ageuk.org.uk/get-involved/social-groups/friendship-centres) or 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. Arranges for volunteers to care for pets.
Tel: 01736 757 900  
[www.cinnamon.org.uk](http://www.cinnamon.org.uk)

**Extend**
Gentle exercise-to-music classes for older and disabled people.
Tel: 01582 832760  
[www.extend.org.uk](http://www.extend.org.uk)

**Ramblers**
Britain’s biggest walking charity, with groups across the UK.
Tel: 020 3961 3300  
[www.ramblers.org.uk](http://www.ramblers.org.uk)

**Reengage**
Organises Sunday afternoon 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**
Offers research material, guidance and support for people interested in family history.
Tel: **020 7251 8799**
www.sog.org.uk

**Thrive**
Provides 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

**University of the Third Age (U3A)**
A network of local groups of people in later life who organise informal learning. Also provides online courses.
Tel: **020 8466 6139**
www.u3a.org.uk

In Northern Ireland, contact **U3A Northern Ireland**
www.u3ani.info

**Volunteer Now**
Provides information about volunteering opportunities in Northern Ireland.
Tel: **028 9023 2020**
www.volunteernow.co.uk

**Volunteering Wales**
Offers information and advice on volunteering opportunities in Wales.
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 Tavis House, 1–6 Tavistock Square, London WC1H 9NA.
Can you help Age UK?

If you would like to, please complete the donation form below with a gift and return to: Freepost Age UK REPLY. Alternatively, you can phone 0800 077 8751 or visit www.ageuk.org.uk/donate. If you prefer, you can donate directly to one of our national or local partners. Thank you.

Your details

Title:  Forename:  Surname:  
Home address:  Postcode:  
Email address:  

We’d† like to keep in touch with you to tell you about the vital work we do for older people, our fundraising appeals and opportunities to support us, as well as the products and services you can buy.

☐ I do not wish to receive communications by post.

We will never sell your data and we promise to keep your details safe and secure. Please tick the box to let us know all the ways you’d like to hear from us:

☐ I would like to receive communications by email.

If you change your mind about how we can contact you, please email contact@ageuk.org.uk or call 0800 169 8787. For further details on how your data is used and stored by the Age UK network go to www.ageuk.org.uk/help/privacy-policy.

Your gift

I would like to make a gift of £:  

☐ I enclose a cheque/postal order made payable to Age UK, or 

I wish to make payment by (please tick):
☐ MasterCard  ☐ Visa  ☐ CAF CharityCard  ☐ Maestro

Card number  Expiry date  

Signature  

Gift Aid declaration  ☐ Yes, I want Age UK and its partner organisations* to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as Gift Aid donations. I 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. Today’s date

☐  * Age Cymru, Age Scotland and Age NI. Please ensure you provide your full name and address, and let us know if you wish to cancel your declaration, or if your tax status, name or address changes.

Age UK provides a range of services and your gift will go wherever the need is the greatest.
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.