

# Useful contacts

Information and advice directory



# Information and advice you need to help you love later life.

**We're Age UK and our goal is to enable older people to love later life.**

We are passionate about affirming that your later years can be fulfilling years. Whether you're enjoying your later life or going through tough times, we're here to help you make the best of your life.

**Our network includes Age Cymru, Age NI, Age Scotland, Age International and more than 160 local partners.**

This information guide has been prepared by Age UK and contains general advice only, it should not be relied on as a basis for any decision or action and cannot be used as a substitute for professional medical advice.

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This guide has been produced with the support of Rothesay Life.

# What this guide is about

Knowing where to go for information and advice can be the turning point in solving a problem. But how do you know where to go and whether the advice offered is reliable and up-to-date? We have put together this handy directory to help. It covers:

- consumer issues
- employment and rights at work
- social care
- health
- housing
- crime
- legal issues
- money matters
- leisure and learning
- end-of-life support.

We have also highlighted how we can help with information and advice and with products (including commercial products) and services.

This guide is applicable across England, Wales, and Northern Ireland.

For details of Scottish organisations, please contact **Age Scotland** (see page 4).

# What Age UK can do for you

## Our information and advice services

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 160 local partners. We provide advice and information for people in later life through helplines, publications and online. We publish a range of information guides and detailed factsheets on a variety of topics, including social care, housing, benefits and money, and health.

You can find all of our free information guides and factsheets online at [www.ageuk.org.uk/publications](http://www.ageuk.org.uk/publications). Alternatively, 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 and Age Scotland publish their own nation-specific versions of some of the factsheets and information guides. Contact them to request copies or download them from the Age Cymru or Age Scotland websites.

### **Age UK**

Age UK Advice: 0800 169 65 65  
[www.ageuk.org.uk](http://www.ageuk.org.uk)

### **Age Cymru**

Tel: 0800 022 3444  
[www.agecymru.org.uk](http://www.agecymru.org.uk)

### **Age NI**

Tel: 0808 808 7575  
[www.ageni.org](http://www.ageni.org)

### **Age Scotland**

Tel: 0800 124 4222  
[www.agescotland.org.uk](http://www.agescotland.org.uk)

You can find all of our **free**  
**information guides** and  
factsheets online at  
[www.ageuk.org.uk/publications](http://www.ageuk.org.uk/publications).

In England and Wales, your local Age UK or Age Cymru may also be able to provide you with direct support. Each local Age UK and Age Cymru offers a range of services that vary from area to area, but include:

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

To find your local Age UK, go to [www.ageuk.org.uk](http://www.ageuk.org.uk) or call Age UK Advice on 0800 169 65 65.

You can find all of our free information guides and factsheets online at [www.ageuk.org.uk/publications](http://www.ageuk.org.uk/publications). Alternatively, 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.

# General help

Some organisations can help with a variety of issues. If you're not sure where to begin, one of these might be a good place to start.

## **Advice NI**

Independent advice service for people in Northern Ireland with a network of local branches. Offers advice online and via its helplines.

Tax and benefits advice: 0800 988 2377

Welfare reform advice: 0808 802 0020

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

## **Advice UK**

National support network of independent advice providers across England, Scotland and Wales.

Tel: 0300 777 0107 or 0300 777 0108

[www.adviceuk.org.uk](http://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 Wales, there is a national phone advice service on 0344 477 2020. It is available in some parts of England on 0344 411 1444.

To find details of your nearest Citizens Advice in:

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

Northern Ireland: [www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)



## **Gov.uk**

Official government website, providing information on public services such as benefits, job-hunting support, pensions and health services.

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

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

Knowing where to go  
for **information and advice**  
can be the turning point  
in **solving a problem.**

# Consumer issues

It's important to know your consumer rights – from what to do if your energy company sends you a wrong bill, to how to take action if you are mis-sold a product on the doorstep.

## Age UK

For information on consumer issues such as returning faulty goods or online shopping, see our website. Our information guide *Avoiding scams* contains tips to help you spot any dodgy deals and check a company's credentials.

Tel: 0800 169 65 65

[www.ageuk.org.uk/money-matters/consumer-advice](http://www.ageuk.org.uk/money-matters/consumer-advice)

## Action Fraud

National reporting centre for fraud and internet crime. You can 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](http://www.actionfraud.police.uk)

## Citizens Advice Consumer

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

Tel: 0345 404 0506

You can speak to a Welsh-speaking adviser on 0345 404 0505

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

### **Consumer Council**

Represents consumers in Northern Ireland and provides advice on a wide variety of consumer issues, including energy, water, transport, and postal services.

Tel: 028 9025 1600

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

### **Consumer Council for Water**

Independent voice for customers of water and sewerage companies in England and Wales. Visit their website to register a complaint.

Tel: 0300 034 2222 (England)

Tel: 0300 034 3333 (Wales)

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

### **Mailing Preference Service (MPS)**

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

Tel: 0845 703 4599 (MPS registration line)

Email: [mps@dma.org.uk](mailto:mps@dma.org.uk)

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

### **Ombudsman Services**

Investigates complaints about gas and electricity companies, phone and internet providers, property companies, and copyright issues. Deals with unresolved complaints about the Green Deal. Works across England, Wales and Scotland.

Tel: 0330 440 1614 (complaints about communications services)

Tel: 0330 440 1624 (complaints about energy companies)

Tel: 0330 440 1634 (complaints about property)

Tel: 0330 440 1601 (complaints about copyright licensing)

Tel: 0333 300 1620 (complaints to Consumer Ombudsman)

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

### **Research Institute for Consumer Affairs (RICA)**

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

Tel: 020 7427 2460

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

### **Resolver**

A free online tool run in conjunction with Money Saving Expert which assists consumers to make complaints to energy, finance, legal, leisure, motoring, retail, food, travel, telecoms, water and other firms.

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

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

Free register for people who don't want to receive unsolicited sales and marketing telephone calls. You can register landlines and mobile phones.

Tel: 0345 070 0707

Email: [tps@dma.org.uk](mailto:tps@dma.org.uk)

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

# Employment and rights at work

There are lots of services offering advice on employment – from how to find work or training, to information on your rights at work.

## **Age UK**

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

Tel: 0800 169 65 65

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

## **Acas (Advisory, Conciliation and Arbitration Service)**

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**

Helps people in Wales to start and grow a business.

Tel: 0300 060 3000

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

## **Gov.uk**

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

Tel: 0300 456 3565 (business support helpline)

Textphone: 0191 581 0052

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

### **Jobcentre Plus**

Provides help with finding a job, as well as information on benefits, loans and grants. You can use the Universal Jobmatch service online to find a job.

Tel: 0345 606 0234 (to search for a job)

Textphone: 0345 605 5255

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

### **Labour Relations Agency (Northern Ireland)**

Provides advice and information on employment matters and can assist with disputes or mediation.

Tel: 028 9032 1442

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

### **Learndirect**

Provides information and advice on many different courses and has its own network of centres.

Tel: 0800 101 901

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

### **National Careers Service**

Provides a free service offering face-to-face help and support on training, learning and work to people in England. Call to speak to an adviser.

Tel: 0800 100 900

Textphone: 0800 0968 336

<https://nationalcareersservice.direct.gov.uk>

In Wales, contact **Careers Wales**

Tel: 0800 028 4844

[www.careerswales.com](http://www.careerswales.com)

### **NI Direct**

Provides information on employment rights and advice and support to help get into work, change career or become self-employed.

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

### **PRIME Cymru (The Prince's Initiative for Mature Enterprise in Wales)**

Provides support and mentoring to older people in Wales who want to stay economically active.

Tel: 0800 587 4085

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

# Social care

The following section can help you find information on all aspects of social care, ranging from how it is regulated to what support is available for service users and carers.

## **Age UK**

We publish a range of resources on social care – from our information guides *Advice for carers*, *Care home checklist*, *Caring for someone with dementia* and *Getting help at home*, to detailed factsheets on finding and paying for care. Age Cymru and Age Scotland produce factsheets that deal with issues that are different in their nations.

Tel: 0800 169 65 65

[www.ageuk.org.uk/home-and-care](http://www.ageuk.org.uk/home-and-care)

## **Action on Elder Abuse**

Works to protect vulnerable older adults and prevent abuse. Its helpline provides confidential information and emotional support in English and Welsh.

Tel: 0808 808 8141

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

## **Care and Social Services Inspectorate Wales (CSSIW)**

The national regulatory body of care homes and domiciliary care services in Wales. Can provide lists of care homes for a specific area, care home inspection reports and domiciliary care providers.

Tel: 0300 790 0126

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



### **Care Quality Commission (CQC)**

National independent regulator of all health and social care services in England, including NHS and private hospitals, dentists, ambulance services and home care agencies. Can provide lists of care homes for a specific area, care home inspection reports and hospital performance ratings.

Tel: 0300 061 6161  
[www.cqc.org.uk](http://www.cqc.org.uk)

### **Carers 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: 028 9043 9843  
[www.carersuk.org/northernireland](http://www.carersuk.org/northernireland)

### **Carers Trust**

Offers practical help and assistance to carers.

Tel: 0300 772 9600 (England)  
Tel: 029 2009 0087 (Wales)  
Email: [support@carers.org](mailto:support@carers.org)  
[www.carers.org](http://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  
Textphone: 028 9064 0598  
[www.cilni.org](http://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](http://www.copni.org)

### **Crossroads Caring for Carers Northern Ireland**

Offers practical help and assistance to carers in Northern Ireland.

Tel: 028 9181 4455

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

### **Department of Health**

UK Government department responsible for adult social care, including residential care homes.

Tel: 020 7210 4850

Textphone: 020 7451 7965

[www.gov.uk/government/organisations/department-of-health](http://www.gov.uk/government/organisations/department-of-health)

In Northern Ireland, contact **Northern Ireland Social Care Council**

Tel: 028 9536 2600

[www.niscc.info](http://www.niscc.info)

In Wales, contact the **Welsh Government**

Tel: 0300 060 4400

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

## **Disability Rights UK**

Provides information and training on all aspects of direct payments and independent living. Includes the RADAR national key scheme, allowing disabled people access to locked public toilets across the UK.

Tel: 020 7250 8181 (general enquiries)

Tel: 0300 555 1525 (personal budgets helpline)

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

## **Independent Age**

Provides advice and information for older people, their families and carers.

Tel: 0800 319 6789

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

## **Local Government Ombudsman**

Provides a free service that looks at complaints about councils and other organisations including adult social care providers (such as care homes and home care providers). Also provides a complaints service for self-finding care home residents.

Tel: 0300 061 0614

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

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

Tel: 0300 790 0203

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

In Northern Ireland, contact **Northern Ireland Ombudsman**

Tel: 0800 343424

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

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

Independent champion for older people in Wales, promoting their rights and welfare. Provides support for older people in Wales who want to make a formal complaint.

Tel: 029 2044 5030

[www.olderpeoplewales.com](http://www.olderpeoplewales.com)

## **Personal alarms**

If you worry about having an accident or falling ill while you're alone at home, you may want to think about getting a personal alarm, which would allow you to call for help even if you can't get to a phone. Contact your local council to see if it runs an alarm scheme.

Aid-call Limited, a subsidiary of AXA PPP healthcare Group Limited also provides Age UK branded personal alarms, including within Northern Ireland.\* For more information about the service and the likely costs, call 0800 011 3846.

## **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 9051 7500

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

\* Personal Alarms are provided by Aid-Call Limited, a subsidiary of AXA PPP healthcare, which is authorised and regulated by the Financial Conduct Authority for Consumer Credit. Financial Services Register number 707455. Aid-Call Limited is registered in England number 01488490. Registered address: 5 Old Broad Street, London EC2N 1AD. VAT number 243 6741 60.

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### **Relatives and Residents Association**

Supports care home residents and their relatives. Operates a helpline and has a network of local groups in England and Wales.

Tel: 020 7359 8136

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

### **Royal Voluntary Service (formerly WRVS)**

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. Call to find out what is available in your local area.

Tel: 0845 608 0122

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

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

Regulates telecare and telehealth services. Provides information about telecare, such as personal alarms.

Tel: 01625 520 320

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

### **UK Homecare Association**

Provides information on choosing care and finding a home care agency.

Tel: 020 8661 8188

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

# Health

These organisations offer a wealth of information on health, from healthy living to health conditions. Use the contacts below to find trusted information and advice.

## 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*, *Caring for someone with dementia*, *Healthy eating*, *Healthy living*, *Living with early-stage dementia*, *Staying cool in a heatwave*, *Staying steady*, *Your hospital stay* and *Your mind matters*. Age Cymru and Age Scotland produce factsheets specific to their nations.

Tel: 0800 169 65 65

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

## Action on Hearing Loss (formerly RNID)

Provides advice and support for people who are deaf or hard of hearing through its information line, tinnitus helpline and range of factsheets.

Tel: 0808 808 0123

Textphone: 0808 808 9000

Tinnitus helpline: 0808 808 6666

Email: [informationline@hearingloss.org.uk](mailto:informationline@hearingloss.org.uk)

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

In Northern Ireland, contact:

Tel: 028 9023 9619

Textphone: 028 9024 9462

Email: [information.nireland@hearingloss.org.uk](mailto:information.nireland@hearingloss.org.uk)

### **Addiction NI**

Provides treatment and support for alcohol and drug addiction to people aged 55 and over in Northern Ireland.

Tel: 028 9066 4434

[www.addictionni.com](http://www.addictionni.com)

### **Alcohol Concern**

Campaigns to reduce the harm caused by alcohol. Gives people advice and support, and informs them about local services.

Tel: 020 3815 8920

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

### **Alzheimer's Society**

Offers advice, information and support to people with dementia, their families and carers through its helpline and local branches.

Tel: 0300 222 1122

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

In Northern Ireland, visit:

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

### **Arthritis Care**

Offers information and support for people with arthritis and has a network of branches and groups.

Tel: 0808 800 4050

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

### **Aware**

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

Tel: 028 9035 7820  
[www.aware-ni.org](http://www.aware-ni.org)

### **Bladder and Bowel Community (formerly Bladder and Bowel Foundation)**

Provides information and support for people living with bladder and bowel control problems.

Tel: 01926 357 220  
[www.bladderandbowelfoundation.org](http://www.bladderandbowelfoundation.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)

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

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. They offer information, practical advice, support, home visits and befriending.

Tel/Textphone: 0800 132 320  
[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)

### **Gofal (formerly Journeys)**

Offers support and understanding to people in Wales who have mental health problems. Lobbies to improve mental health policy, practice and legislation.

Tel: 0165 6647 722

Email: [enquiries@gofal.org.uk](mailto:enquiries@gofal.org.uk)

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

### **Healthwatch England**

A local Healthwatch provides information, advice and support to users of health services in your area. It can also put you in touch with your local NHS Complaints Advocacy service.

Tel: 0300 068 3000

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

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

CHCs are a statutory and independent voice in health services in Wales which work to improve the quality of local health services. Each CHC runs a Complaints Advocacy Service. For information on the CHC covering your area, contact:

Tel: 029 2023 5558

[www.nhsdirect.wales.nhs.uk/localservices/  
communityhealthcouncils](http://www.nhsdirect.wales.nhs.uk/localservices/communityhealthcouncils)

## **Lifeline**

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**

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

Tel: 0808 808 0000

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

## **Mind**

Produces booklets and factsheets on a wide range of mental health issues and gives details of local support services in England and Wales.

Tel: 0300 123 3393 (or text 86463)

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

## **National Osteoporosis Society**

Provides support and information for people affected by osteoporosis.

Tel: 0808 800 0035

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

## **NHS 111**

24-hour helpline in England for advice on urgent but non-life-threatening symptoms. Calls are free from landlines and mobiles.

Tel: 111

In Wales, contact **NHS Direct Wales**

Tel: 0845 46 47

[www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

## **NHS Choices**

Use this website to find out about local NHS services in England and get information to help you choose which hospital to go to for treatment. Provides information on a wide range of health conditions and advice on keeping healthy.

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

In Wales, visit [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.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.

Tel: 0300 123 1044

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

In Wales, contact **Stop Smoking Wales**

Tel: 0800 085 2219

[www.stopsmokingwales.com](http://www.stopsmokingwales.com)

In Northern Ireland, contact **Want 2 Stop**

[www.want2stop.info](http://www.want2stop.info)

## **Northern Ireland Chest Heart and Stroke**

Provides support groups, services and advice on healthy living 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**

Provides information and support to people with Parkinson's and their families. They have 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 will only investigate a complaint after patients have been through the usual NHS complaints process and haven't been able to resolve the matter.

Tel: 0345 015 4033  
Textphone: 0300 061 4298  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

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

Tel: 0300 790 0203  
[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

### **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](http://www.patientclientcouncil.hscni.net)

### **The Patients Association**

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

Tel: 020 8423 8999  
[www.patients-association.org.uk](http://www.patients-association.org.uk)

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

Provides practical and emotional support to people who are visually impaired or blind. Can also give details of local sight-loss support organisations.

Tel: 0303 123 9999

[www.rnib.org.uk](http://www.rnib.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](mailto:jo@samaritans.org)

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

### **Sense**

Provides support, information and advice to people who are deafblind.

Tel: 0300 330 9256 or 020 7520 0972

Textphone: 0300 330 9252

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

### **Stroke Association**

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

Tel: 0303 303 3100

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

### **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](http://www.dan247.org.uk)

# Housing

This section provides details on where to find trusted advice on your housing options and how to 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/home-and-care](http://www.ageuk.org.uk/home-and-care)

Over 70 local Age UKs operate handyman services across much of the country. These services offer older people extra help with small practical jobs – from putting up curtain rails to installing energy efficient light bulbs or putting on a door chain. These are usually charged-for services, and the cost will depend on the nature of the work required. See our free guide *Getting help at home* or contact your local Age UK for more information. In Wales, contact your local Age Cymru to find out if there's a handyman or HandyVan scheme in your area.

## Abbeyfield

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

Tel: 01727 857 536

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

In Wales, contact **Abbeyfield Wales Society**

Tel: 01633 244 182

[www.abbeyfieldinwales.com](http://www.abbeyfieldinwales.com)

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

Tel: 028 9336 3558

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

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

Provides advice and information on disability equipment and assisted products.

Tel: 0300 999 0004

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

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

Provides information and advice on care, housing and financial options for older people and their carers. EAC has two sister sites: FirstStop Advice offers information and advice about housing and care options. HousingCare has a searchable database of specialist housing options across the UK.

Tel: 0800 377 7070

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

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

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

### **Fold**

Provides support and advice for people in Northern Ireland applying for a Disabled Facilities Grant.

Tel: 028 9042 8314

[www.foldgroup.co.uk/stayingput](http://www.foldgroup.co.uk/stayingput)

### **Foundations**

National body for home improvement agencies and handyman schemes in England. Home improvement agencies provide support for vulnerable homeowners and tenants to help them undertake adaptations, repairs and improvements to their home.

Tel: 0300 124 0315

[www.foundations.uk.com](http://www.foundations.uk.com)

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

Tel: 029 2067 4830

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

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

Helps to resolve complaints about social landlords (local authorities and housing associations) and private landlords who are members of the HOS scheme. If you have a complaint about the way in which a local authority has dealt with your social housing or homelessness application, contact the Local Government Ombudsman instead (see page 17).

Tel: 0300 111 3000

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

### **Housing Rights Service**

Provides advice in Northern Ireland about housing and debt, and free representation at court for people who are 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)**

Provides advice on the law affecting residential leasehold. LEASE also advises on the law related to park homes.

Tel: 020 7832 2500

Park homes advice line: 020 7832 2525

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

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

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

Tel: 0800 035 6422

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



## **Shelter**

Provides information, advice and advocacy to people with housing problems.

Tel: 0808 800 4444

<http://england.shelter.org.uk>

In Wales, contact **Shelter Cymru**

Tel: 0345 075 5005

<http://sheltercymru.org.uk>

In Northern Ireland, contact **Shelter NI**

Tel: 028 9024 7752

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

## **Stonewall Housing**

Specialist housing advice and support for lesbian, gay, bisexual and transgender people.

Tel: 020 7359 5767

[www.stonewallhousing.org](http://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](http://www.trustmark.org.uk)

# Crime

This section provides details on where to get help if you have been the victim of a crime, and 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 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. They have an online reporting service and a helpline offering advice on preventing fraud and what to do if you fall victim to it.

Tel: 0300 123 2040

Textphone: 0300 123 2050

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

## GALOP

A lesbian, gay, bisexual and transgender charity that offers advice on dealing with hate crime, sexual violence or domestic abuse. It acts as a safe third party for those anxious about going to the police.

Tel: 0800 999 5428

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

## Live Fear Free

Helps women and men who are experiencing domestic abuse or sexual violence in Wales, or who are worried about a friend or relative.

Tel: 0808 801 0800

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

### **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)

### **Victim Support**

Provides free, confidential support to victims of crime and their friends and family.

Tel: 0808 168 9111

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

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

Tel: 028 9024 3133

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

### **Women's Aid**

Provides a free, confidential helpline for women across the UK who have experienced domestic violence.

Tel: 0808 200 0247

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

[www.womensaid.org.uk](http://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: 0808 802 1414

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

# Legal issues

This section helps you find reliable information on legal matters, from making a complaint about a solicitor to knowing your legal rights.

## 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/money-matters/legal-issues](http://www.ageuk.org.uk/money-matters/legal-issues)

Age UK also produces *LifeBook*, an easy and safe way to record the practical details of your life, such as your financial arrangements, who to contact in an emergency, insurance details and information about your medical or health conditions. For a free copy call 0345 685 1061.

Age Cymru produces *My future*, a bilingual booklet to help you take steps to prepare for a time when you may require support. Download it from [www.agecymru.org.uk](http://www.agecymru.org.uk), or call 029 2043 1555.

You can choose a solicitor through organisations such as Citizens Advice or the Law Society (see pages 6 and 36). In some circumstances you may be eligible for legal aid. Age UK Enterprises Limited\* also offers legal support and advice through the law firm Irwin Mitchell. Call Irwin Mitchell on 0800 055 6314 for more information.

\*Age UK Enterprises Limited is the commercial arm of Age UK (Charity No 1128267) and donates its net profits to that charity. Age UK Enterprises Limited is registered in England and Wales, No. 3156159. Registered address: Tavis House, 1-6 Tavistock Square, London, WC1H 9NA.

Irwin Mitchell LLP is a limited liability partnership registered in England and Wales with number OC343897 and is regulated by both the Solicitors Regulation Authority and Law Society of Scotland.

### **Advicenow**

An independent website providing information on rights and legal issues.

[www.advicenow.org.uk](http://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 4345

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

### **The Court of Protection**

Makes decisions, and appoints other people to make decisions, for people who lack the mental capacity to do so for themselves.

Tel: 0300 456 4600

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

### **Disability Law Service**

Provides legal information, advice and assistance to disabled people.

Tel: 020 7791 9800

Textphone: 020 7791 9801

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

### **Equality Commission for Northern Ireland**

Provides advice and information, and promotes equality in Northern Ireland.

Tel: 028 9050 0600

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

### **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 7320 5650

[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**

Helps resolve complaints about solicitors in England and Wales. It can also help you to make a complaint using your solicitor's complaints procedure.

Tel: 0300 555 0333

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

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

Provides administrative support for all courts and most tribunals in Northern Ireland.

Tel: 028 9072 5953

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

### **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

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

### **Press for Change**

Provides legal advice and support to the trans community.

Tel: 0844 870 8165

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

### **SFE (Solicitors for the Elderly)**

Independent national organisation of lawyers who are committed to helping older and vulnerable people, as well as their families and carers.

Tel: 0844 567 6173

[www.sfe.legal](http://www.sfe.legal)

### **Stonewall**

Works to achieve equality and justice for lesbians, gay men, bisexuals and transgender people.

Tel: 0800 050 2020

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

In Wales, contact **Stonewall Cymru**

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

# Money matters

This section provides information on how to find out what you are entitled to and how to manage your money.

## Age UK

We publish information on a range of money matters, including our information guide *Getting help with debt* and our comprehensive benefits guide *More money in your pocket*.

Tel: 0800 169 65 65

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

Age UK Enterprises Limited offers an annuity service provided by Just Retirement Solutions Limited<sup>^</sup> which can help you shop around for your annuity.

Just Retirement Solutions Limited will take people through what they need to consider when looking at their annuity options for retirement, and provide a range of annuity quotes. Visit [www.ageuk.org.uk](http://www.ageuk.org.uk) or call 03332 209 471. If you call the 03332 number, you will be dealing with Just Retirement Solutions Limited. Calls may be monitored or recorded for training purposes.

Age UK Enterprises Limited offers access to the Age UK Equity Release Advice Service provided by Just Retirement Solutions Limited\*. Visit [www.ageuk.org.uk](http://www.ageuk.org.uk) or call 0800 023 2814\*\*.

<sup>^</sup> Age UK Annuity Service is provided by Just Retirement Solutions Limited. Registered office: Vale House, Roebuck Close, Bancroft Road, Reigate, Surrey RH2 7RU. Registered in England Number 05125701. Just Retirement Solutions Limited is authorised and regulated by the Financial Conduct Authority.

Promoter: Age UK Enterprises Limited, Tavis House 1-6 Tavistock Square, London WC1H 9NA. Registered in England and Wales number 3156159.

\*Age UK Enterprises Limited receives commission from Just Retirement Solutions Limited of up to 0.75 per cent of the amount advanced under each equity release plan sold plus a contribution towards marketing support. Any net profits raised by Age UK Enterprises Limited from commission are donated to Age UK the Charity (registered charity number 1128267). Registered address Tavis House, 1-6 Tavistock Square, London, WC1H 9NA.

\*\*If you call the 0800 number, you will be dealing with Just Retirement Solutions Limited, which provides and manages the Age UK Equity Release service. Calls may be monitored or recorded for training purposes.



### **Carer's Allowance Unit**

Offers information on Carer's Allowance and how to make a claim.

Tel: 0345 608 4321

Textphone: 0345 604 5312

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

In Northern Ireland, for information on Carer's Allowance:

Tel: 0300 123 3356

### **Charity Search**

Offers a free service helping older people in financial need find and apply to grant-giving charities.

Tel: 0117 982 4060

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

### **Disability Benefits Centre**

Government website providing information about claiming disability benefits.

For Disability Living Allowance (DLA) if you were born on or before 8 April 1948:

Tel: 0345 605 6055

Textphone: 0345 604 5312

For Disability Living Allowance (DLA) if you were born after 8 April 1948:

Tel: 0345 712 3456

Textphone: 0345 722 4433

For Attendance Allowance (AA):

Tel: 0345 605 6055

Textphone: 0345 604 5312

For Personal Independence Payment (PIP):

Tel: 0345 850 3322

Textphone: 0345 601 6677

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

In Northern Ireland, contact **Benefit Enquiry Line**

Tel: 0800 220 674

[www.nidirect.gov.uk/benefit-enquiry-line](http://www.nidirect.gov.uk/benefit-enquiry-line)

### **Equity Release Council**

Trade association for providers of equity release schemes that comply with a code of conduct. Provides a list of members and free written information about equity release.

Tel: 0844 669 7085

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

### **Future Pension Centre**

Provides State Pension statements and information.

Tel: 0345 300 0168

Textphone: 0345 3000 169

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

### **Money Advice Service**

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

Tel: 0800 138 7777

[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.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.hmrc.gov.uk/ni](http://www.hmrc.gov.uk/ni)

### **Pension Service**

Provides details of the State Pension, including pension statements and how to claim your pension.

Tel: 0800 731 7898

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

In Northern Ireland:

Tel: 0300 123 3014 (State Pension enquiries)

Tel: 0808 100 2658 (State Pension claim line)

### **Pension Tracing Service**

Provides help to find a lost pension.

Tel: 0345 600 2537

Textphone: 0345 300 0169

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

### **Pension Wise**

Provides guidance online, face-to-face or by telephone on what you can do with your pension pot, if you have a defined contribution pension.

Tel: 0800 138 3944 (to book an appointment for advice)

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

### **The Pensions Advisory Service**

Provides independent information and guidance on different types of pensions.

Tel: 0300 123 1047

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

### **Stepchange**

Provides debt advice and can help you manage your 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: 0845 601 3321

[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.

Tel: 0808 802 2000

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

### **Winter Fuel Payment Helpline**

Government-run information line providing information about the Winter Fuel Payment, guidance on reporting changes to your circumstances, and a claim form.

Tel: 0345 915 15 15

Textphone: 0345 606 0285

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



Your local **Age UK can offer help** or direct you to other local agencies that can check whether **you are entitled to benefits** and help you claim if you are.

# Leisure and learning

There are lots of leisure and learning opportunities throughout the UK to help us get the most out of life.

## Age UK

If you would like to become more involved with Age UK, you might consider becoming a volunteer. This could involve helping in a shop or national office, or befriending someone in later life. If you live in Wales, you can volunteer with Age Cymru or one of their local partner organisations. Call to find out about opportunities available in your area.

Age UK has friendship centres across England, Scotland and Wales. They organise their own activities which may include lunches, holidays, outings, walking, bowling and more. They can be a great way to meet like-minded people. Call to find out more or visit [www.ageuk.org.uk/get-involved/social-groups/friendship-centres](http://www.ageuk.org.uk/get-involved/social-groups/friendship-centres).

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

## Cinnamon Trust

Specialist charity for older people and their pets. Contact the Cinnamon Trust if you'd like to volunteer to be a dog walker or short-term fosterer.

Tel: 01736 757 900  
[www.cinnamon.org.uk](http://www.cinnamon.org.uk)

## Contact the Elderly

Organises volunteers in England, Wales and Scotland to provide transport for older people wishing to meet for tea on Sunday afternoons.

Tel: 0800 716 543  
[www.contact-the-elderly.org.uk](http://www.contact-the-elderly.org.uk)

### **Extend**

Gentle exercise-to-music classes for older and disabled people in many parts of the UK.

Tel: 01582 832 760

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

### **Ramblers**

Britain's biggest walking charity, with walking groups across the UK.

Tel: 020 7339 8500

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

### **Society of Genealogists**

Offers research material, guidance and support for people interested in family history and the lives of earlier generations.

Tel: 020 7251 8799

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

### **Thrive**

Provides information and guidance on how to make gardening easier and more enjoyable.

Tel: 0118 988 5688

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

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

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

### **Volunteer Now**

Provides information about volunteering opportunities in Northern Ireland, including those especially suited to older people.

Tel: 028 9023 2020

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

### **Volunteering Wales**

Offers information and advice on volunteering opportunities in Wales.

Tel: 0800 288 8329

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



# End-of-life support

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

## Age UK

We provide a range of information on the end of life – from information guides *Before you go*, *Bereavement* and *When someone dies* to a factsheet about funeral planning.

Tel: 0800 169 65 65

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

An Age UK Funeral Plan can help take care of funeral costs and arrangements in advance. Age UK Funeral Plans are offered by Advance Planning Limited, a company incorporated in England and Wales and owned by Dignity Pre-Arrangement Limited, a subsidiary of Dignity plc. Contact Dignity on 0800 022 3243 for more information.

## Compassionate Friends

National self-help organisation. Parents who have been bereaved themselves offer friendship and support to other bereaved parents, grandparents, and their families.

Tel: 0345 123 2304 (in Northern Ireland, call 028 8778 8016)

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

## Cruse Bereavement Care

Offers free information, advice and support to bereaved people. It provides a telephone helpline and face-to-face support.

Tel: 0808 808 1677

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

### **Dying Matters**

Aims to change public knowledge, attitudes and behaviours towards dying, death and bereavement. Provides information and advice on end of life matters.

Tel: 0800 021 4466

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

### **Hospice UK**

Represents and supports more than 200 hospices across the UK and champions the best care for everyone at the end of their life. Search online for local hospice and palliative care, either in a hospice or at home, and Marie Curie and Macmillan services.

Tel: 020 7520 8200

[www.hospiceuk.org](http://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 861 411

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

### **Marie Curie**

Provides end-of-life care to people with cancer and other life-limiting illnesses.

Tel: 0800 090 2309

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

### **National Society of Allied and Independent Funeral Directors**

Offers support and information about funerals and contact details for Society members in the UK.

Tel: 0345 230 6777 or 01279 726 777

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

### **Winston's Wish**

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

Tel: 0808 802 0021

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







# Supporting the work of Age UK

Age UK aims to enable all older people to love later life. We provide vital services, support, information and advice to thousands of older people across the UK.

In order to offer free information guides like this one, Age UK relies on the generosity of its supporters. If you would like to help us, here are a few ways you could get involved:

**1 Make a donation**  
To make a donation to Age UK, simply complete the enclosed donation form, call us on **0800 169 8787** or visit **[www.ageuk.org.uk/get-involved](http://www.ageuk.org.uk/get-involved)**

**2 Donate items to our shops**  
By donating an unwanted item to one of our shops, you can help generate vital funds to support our work. To find your nearest Age UK shop, visit **[www.ageuk.org.uk](http://www.ageuk.org.uk)** and enter your postcode into the ‘What does Age UK do in your area?’ search function. Alternatively, call us on **0800 169 8787**

**3 Leave a gift in your will**  
Nearly half the money we receive from supporters come from gifts left in wills. To find out more about how you could help in this way, please call the Age UK legacy team on **020 3033 1421** or email **[legacies@ageuk.org.uk](mailto:legacies@ageuk.org.uk)**

**Thank  
you!**

# What should I do now?

For more information on the issues covered in this guide, or to order any of our publications, please call Age UK Advice free on **0800 169 65 65** or visit [www.ageuk.org.uk/travelandlifestyle](http://www.ageuk.org.uk/travelandlifestyle)

Our publications are also available in large print and audio formats.



The Age UK Group offers a wide range of products and services specially designed for people in later life. For more information, please call **0800 169 18 19**.

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

