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 130 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 advice.

Neither Age UK nor any of its subsidiary companies or charities accepts any liability arising from its use and it is the reader’s sole responsibility to ensure any information is up to date and accurate.

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

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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? This handy directory contains details of organisations where you can find help.

This guide is applicable across England, Wales and Northern Ireland. For details of Scottish organisations, please contact Age Scotland (see page 3).

How Age UK can help

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 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, money 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 and Age NI publish their own versions of some guides and factsheets. Contact them to request copies or view them on their websites.
Local support
In England and Wales, your local Age UK or Age Cymru may be able to provide you with direct support. Services offered vary from area to area, but include:

- help at home schemes
- information and advice
- befriending schemes
- advocacy services
- handyperson schemes
- 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 or call Age UK Advice on 0800 169 65 65.

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

Age Cymru
Age Cymru Advice: 0800 022 3444
www.agecymru.org.uk

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

Age Scotland
Tel: 0800 124 4222
www.agescotland.org.uk
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 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

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

Tel: 0300 777 0107 or 0300 777 0108
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 advice service on 0344 477 2020. It is available in some parts of England on 0344 411 1444.

England or Wales: www.citizensadvice.org.uk
Northern Ireland: www.citizensadvice.co.uk

Gov.uk
Official government website, with information on public services such as benefits, job-hunting, pensions and health services.

www.gov.uk

In Northern Ireland, contact NI Direct
www.nidirect.gov.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 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/information-advice/money-legal

**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](https://www.gov.uk/government/organisations/disability-and-carers-service)
Tel: 0800 587 0912

**Disability Service Centre**
Government service providing information about claiming disability benefits.

For Disability Living Allowance (DLA) if you were born on or before 8 April 1948:
Tel: 0800 731 0122
Textphone: 0800 731 0317

For Disability Living Allowance (DLA) if you were 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
www.gov.uk/disability-benefits-helpline

In Northern Ireland, contact Benefit Enquiry Line
Tel: 0800 220 674
www.nidirect.gov.uk/contacts/contacts-az/benefit-enquiry-line

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

Future Pension Centre
Provides State Pension statements and information.
Tel: 0800 731 0175
Textphone: 0800 731 0176
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

National Debtline
National helpline for people with debts, giving self-help advice and support.
Tel: 0808 808 4000
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

**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

In Northern Ireland:  
Tel: 0800 587 0892 (State Pension enquiries)  
Tel: 0808 100 2658 (State Pension claim line)

**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

**Pension Wise**
Provides guidance on pension pot options if you have a defined contribution pension.

Tel: 0800 138 3944 (to book an appointment for advice)  
www.pensionwise.gov.uk

**The Pensions Advisory Service**
Provides independent information and guidance on different types of pensions.

Tel: 0300 123 3797  
www.pensionsadvisoryservice.org.uk
**Stepchange**  
Provides debt advice and can help you manage your debts.  
Tel: 0800 138 1111  
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 or 01308 488066  
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

**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 scheme.  
Tel: 0800 731 0214

**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: 0800 731 0160  
Textphone: 0800 731 0464  
www.gov.uk/winter-fuel-payment
We publish information on a range of money matters, including our benefits guide More money in your pocket.
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


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.

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

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

Advisenow
Independent website with information on rights and legal issues.

[www.advisenow.org.uk](http://www.advisenow.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

**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: 020 7791 9800  
Textphone: 020 7791 9801  
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 9050 0600  
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. You can find your local law centre 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 7320 5650  
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

**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  

**Press for Change**
Provides legal advice and support to the trans community.

Tel: 0844 870 8165  
www.pfc.org.uk

**SFE (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 LGBT people.

Tel: 0800 050 2020  
www.stonewall.org.uk

In Wales, contact **Stonewall Cymru**

www.stonewallcymru.org.uk
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
Our information guide *Avoiding scams* has tips to help you spot any dodgy deals and check a company’s credentials.

Tel: 0800 169 65 65
www.ageuk.org.uk

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

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

Tel: 0345 404 0506
Speak to a Welsh-speaking adviser on 0345 404 0505
www.citizensadvice.org.uk/consumer

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

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. Register complaints on their website.

Tel: 0300 034 2222 (England)
Tel: 0300 034 3333 (Wales)
www.ccwater.org.uk

**Mailing Preference Service (MPS)**
Free register for people who don’t want to receive sales and marketing contacts by post.

Tel: 0207 291 3310
www.mpsonline.org.uk

**Ombudsman Services**
Investigates complaints about gas and electricity companies, phone and internet providers, property companies and copyright issues across England and Wales.

Tel: 0330 440 1614 (communications services)
Tel: 0330 440 1624 (energy companies)
Tel: 0330 440 1634 (property)
Tel: 0330 440 1601 (copyright licensing)
Tel: 0333 300 1620 (complaints to Consumer Ombudsman)
www.ombudsman-services.org

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

www.resolver.co.uk
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

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
www.tpsonline.org.uk

Find our information guides and factsheets online at www.ageuk.org.uk/publications
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 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. They have an online reporting service and a helpline.

Tel: 0300 123 2040  
Textphone: 0300 123 4050  
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**
LGBT charity offering advice on dealing with hate crime, sexual violence or domestic abuse.

Tel: 0800 999 5428  
www.galop.org.uk

**Live Fear Free**
Helps those experiencing domestic abuse or sexual violence in Wales, or who are worried about a friend or relative.

Tel: 0808 801 0800  
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  

**Victim Support**  
Provides free, confidential support to victims of crime and their friends and family.  
Tel: 0808 168 9111  
www.victimsupport.org.uk  

In Northern Ireland, contact **Victim Support NI**  
Tel: 028 9024 3133  
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  
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
We publish a **range of information guides and detailed factsheets** on a variety of topics, including social care, housing, benefits, money and health.
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/information-advice/care

Over 70 local Age UKs operate handyperson services across much of the country. These services offer older people extra help with small practical jobs. These are usually charged-for services, and 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 857 536
www.abbeyfield.com

In Wales, contact **Abbeyfield Wales Society**
Tel: 01633 244 182
www.abbeyfieldinwales.com

In Northern Ireland, contact **Abbeyfield and Wesley**
Tel: 028 9336 3558
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

**Elderly Accommodation Counsel (EAC)**
Provides information on care, housing and financial options for older people and their carers through their ‘Housing Options for Older People’ (HOOP) tool.
hoop.eac.org.uk

**Foundations**
National body for home improvement agencies and handyperson schemes in England. Home improvement agencies provide support for vulnerable homeowners and tenants wanting to carry out adaptations, repairs and home improvements.
Tel: 0300 124 0315
www.foundations.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 social landlords (local authorities and housing associations) and private landlords who are members of the scheme in England. If you have a complaint about the way a local authority has dealt with an application, contact the Local Government and Social Care Ombudsman instead (see page 27).
Tel: 0300 111 3000
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 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. 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

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

**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 authorities, social landlords and housing associations in Wales.

Tel: 0300 790 0203  
www.ombudsman-wales.org.uk
**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: 0345 075 5005
sheltercymru.org.uk

In Northern Ireland, contact **Shelter NI**
Tel: 028 9024 7752
www.shelterni.org

**Stonewall Housing**
Specialist housing advice and support for LGBT 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 service users and carers.

**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 these issues.

Tel: 0800 169 65 65  
www.ageuk.org.uk/information-advice/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

**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 790 0126  
www.careinspectorate.wales
**Care Quality Commission (CQC)**
Independent regulator of health and social care services in England, including NHS and private hospitals and home care agencies. Can provide lists of care homes in an area, care home inspection reports and hospital performance ratings.

Tel: 0300 061 6161
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

**Carers Trust**
Offers practical help and assistance to carers.

Tel: 0300 772 9600 (England)
Tel: 029 2009 0087 (Wales)
Email: support@carers.org
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
**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: 028 9181 4455  
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.  
Tel: 020 7820 1343  
www.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 organisations including adult social care providers (such as care homes and home care providers). Provides a complaints service for self-funding care home residents.

Tel: 0300 061 0614
www.lgo.org.uk

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

In Northern Ireland, contact Northern Ireland Ombudsman
Tel: 0800 343424
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 9051 7500
www.rqia.org.uk

Relatives and Residents Association
Supports care home residents and their relatives. Has a helpline and a network of groups in England and Wales.

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: 0845 608 0122  
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

**TSA (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

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Call Age UK  
Advice free on  
0800 169 65 65
Health

These organisations offer a wealth of information on health, from healthy living to 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. Age Cymru and Age NI produce guides specific to their nations.

Tel: 0800 169 65 65
www.ageuk.org.uk/information-advice/health-wellbeing

Action on Hearing Loss
Provides advice and support for people with hearing loss through its information line, tinnitus helpline and range of factsheets.

Tel: 0808 808 0123
Textphone: 0808 808 9000
Tinnitus helpline: 0808 808 6666
Email: information@hearingloss.org.uk
www.actiononhearingloss.org.uk

In Northern Ireland, contact:
Tel: 028 9023 9619
Textphone: 028 9024 9462
Email: 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
**Alcohol Concern**  
Campaigns to reduce the harm caused by alcohol. Gives advice, support and information about local services.

Tel: 020 3907 8480  
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 offices.

Tel: 0300 222 1122  
www.alzheimers.org.uk

**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

**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

**Bladder & Bowel Community**  
Provides information and support for people living with bladder and bowel control problems.

Tel: 01926 357 220  
www.bladderandbowel.org
**British Heart Foundation**  
Provides information and support for people with heart disease.

Tel: 0300 330 3311  
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

**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: 01733 358100  
deafblind.org.uk

**Diabetes UK**  
Provides information, support and services to help people manage their diabetes.

Tel: 0345 123 2399  
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**
A local Healthwatch is an independent organisation whose staff listen to and share your views to make local services better. It can put you in touch with your local NHS Complaints Advocacy service.

Tel: 0300 068 3000
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.

www.nhsdirect.wales.nhs.uk/localservices/communityhealthcouncils

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

Tel: 0808 808 8000
www.lifelinehelpline.info

**Macmillan Cancer Support**
Provides practical, medical and financial support for people living with cancer.

Tel: 0808 808 0000
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 (or text 86463)
www.mind.org.uk
**National Osteoporosis Society**  
Gives support and information to people with osteoporosis.  
Tel: 0808 800 0035  
nos.org.uk

**NHS 111**  
24-hour helpline in England for advice on urgent but non-life-threatening symptoms.  
Tel: 111

In Wales, contact **NHS Direct Wales**  
Tel: 0845 46 47  
www.nhsdirect.wales.nhs.uk

**NHS Choices**  
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 www.nhsdirect.wales.nhs.uk  
In Northern Ireland, visit www.nidirect.gov.uk

**NHS Smokefree**  
For information on stopping smoking and details of support.  
Tel: 0300 123 1044  
www.nhs.uk/smokefree

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

In Northern Ireland, contact **Want 2 Stop**  
www.want2stop.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
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
Textphone: 0300 061 4298
www.ombudsman.org.uk

In Wales, contact the Public Services Ombudsman for Wales
Tel: 0300 790 0203
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
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

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 sight-loss support organisations.
Tel: 0303 123 9999
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
www.samaritans.org

Stroke Association
Provides information, support and local services to people affected by stroke.
Tel: 0303 303 3100
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
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 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

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 behaviours 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 861 411
www.iocf.org.uk

Marie Curie
Provides end-of-life care to people with cancer and other life-limiting illnesses in their own home or hospices.
Tel: 0800 090 2309
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
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

Winston’s Wish
Offers support, information and guidance to bereaved children, their families and professionals.
Tel: 0808 802 0021
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/information-advice/work-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**
Helps people in Wales to start and grow a business.

Tel: 0300 060 3000  
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/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.jobcentreguide.co.uk

**Labour Relations Agency (Northern Ireland)**
Provides advice and information on employment matters in Northern Ireland and can assist with disputes or mediation.

Tel: 028 9032 1442
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
Textphone: 0800 0968 336
nationalcareersservice.direct.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, change career or become self-employed in Northern Ireland.

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: 01550 721813
www.primecymru.co.uk
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**
Age UK has friendship centres across England and Wales. They organise activities, which may include 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 or call to find out more.

Tel: 0800 169 65 65  
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

**Contact the Elderly**
Organises Sunday afternoon tea parties for small groups of older people, aged 75 and over, who live alone.

Tel: 0800 716 543  
www.contact-the-elderly.org.uk

**Extend**
Gentle exercise-to-music classes for older and disabled people.

Tel: 01582 832 760  
www.extend.org.uk

**Ramblers**
Britain’s biggest walking charity, with groups across the UK.

Tel: 020 7339 8500  
www.ramblers.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.  
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.  
Tel: 0800 288 8329  
www.volunteering-wales.net
Can you help Age UK?

Please complete the donation form below with a gift of whatever you can afford and return to: Freepost Age UK Supporter Services. Alternatively, you can phone 0800 169 87 87 or visit www.ageuk.org.uk/donate. If you prefer, you can donate directly to one of our national or local partners. Thank you.

We'd like to let you know about the vital work we do for older people, our fundraising appeals and opportunities to support us, as well as the Age UK products and services you can buy.

Personal details

Title:          Initials:          Surname:

Address:  

Postcode:  

We will never sell your data and we promise to keep your details safe and secure.

☐ Please tick here if you do not wish to receive communications by post.

You can change your mind at any time by telephoning us on 0800 169 87 87 or by writing to Supporter Services at the registered address below.

Your gift

I would like to make a gift of: £

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

Card payment  ☐ MasterCard  ☐ Visa  ☐ CAF CharityCard

I wish to pay by (please tick)  ☐ Maestro  ☐ American Express

Signature X

Expiry date / / 

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.

Date__/__/__ * Age Cymru, Age Scotland and Age NI

We, includes the charity, its charitable and trading subsidiaries, and national charities (Age Cymru, Age Scotland and Age NI). 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. Age UK provides a range of services and your gift will go wherever the need is the greatest.

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Signature X
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
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

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.