

# 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 130 local partners.**

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

### Age Cymru

Age Cymru Advice: 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)

# 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](http://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](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 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](http://www.citizensadvice.org.uk)

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

In Northern Ireland, contact **NI Direct**

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

In Northern Ireland call the **Disability and Carers Service**

Tel: 0800 587 0912

## Disability Service Centre

Government service providing information about claiming disability benefits.

For Disability Living Allowance (DLA) 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](http://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](http://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](http://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](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.moneyadvice.org.uk](http://www.moneyadvice.org.uk)

### **National Debtline**

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

Tel: 0808 808 4000

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



## **National Insurance contributions office**

Government office that provides information on National Insurance contributions.

Tel: 0300 200 3500

Textphone: 0300 200 3519

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

## **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: 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](http://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](http://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](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 or 01308 488066

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

### **Turn2us**

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

Tel: 0808 802 2000

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

### **Warm Home Discount Team**

Government-run information line for people in England and Wales who may be eligible for the Warm Home Discount Scheme, because they receive the Guarantee Credit element of Pension Credit and whose energy supplier is part 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](http://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

[www.ageuk.org.uk/information-advice/money-legal/legal-issues](http://www.ageuk.org.uk/information-advice/money-legal/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.

## **Advice local**

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

[advice.local.uk](http://advice.local.uk)

## **Advicenow**

Independent website with 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 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](http://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](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 assistance for people who feel they have been discriminated against.

Tel: 028 9050 0600

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

### **Law Centres Network**

Membership organisation for law centres across the UK. Law centres offer legal advice, casework and representation to individuals and groups. You can find your local law centre on the Law Centres Network website, although not every area has one.

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

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

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 make and resolve complaints about solicitors in England and Wales.

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 9076 3000

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

### **Office of the Public Guardian**

Registers Lasting Powers of Attorney and helps attorneys carry out their duties in England and Wales.

Tel: 0300 456 0300

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

### **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 people and their families and carers.

Tel: 0844 567 6173

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

### **Stonewall**

Works to achieve equality and justice for LGBT 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)

# 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](http://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](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

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 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. Register complaints on their website.

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 sales and marketing contacts by post.

Tel: 0207 291 3310

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

Find our information guides  
and factsheets online at [www.ageuk.org.uk/publications](http://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](http://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](http://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](http://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](http://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](http://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)



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](http://www.ageuk.org.uk/information-advice/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. 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 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 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](http://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

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

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

Tel: 0300 111 3333

[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 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](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 because they have rent or mortgage arrears.

Tel: 028 9024 5640  
[www.housingrights.org.uk](http://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](http://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](http://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](http://www.ombudsman-wales.org.uk)



### **Radius Housing**

Provides a home adaptation service in Northern Ireland.

Tel: 0330 123 0888  
[www.radiushousing.org](http://www.radiushousing.org)

### **Shelter**

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

Tel: 0808 800 4444  
[england.shelter.org.uk](http://england.shelter.org.uk)

In Wales, contact **Shelter Cymru**

Tel: 0345 075 5005  
[sheltercymru.org.uk](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 LGBT 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)

# 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](http://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](http://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](http://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](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)

[carers.org](http://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 Care NI**

Offers practical help and assistance to carers.

Tel: 028 9181 4455

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

### **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 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](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**

Promotes the rights and welfare of older people in Wales and supports those making a formal complaint.

Tel: 03442 640 670  
[www.olderpeoplewales.com](http://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](http://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](http://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](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 (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)

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](http://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](mailto:information@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 advice, support and information about local services.

Tel: 020 3907 8480

[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 offices.

Tel: 0300 222 1122

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



### **British Heart Foundation**

Provides information and support for people with heart disease.

Tel: 0300 330 3311

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

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

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

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

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

### **Deafblind UK**

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

Tel/Textphone: 01733 358100

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

### **Diabetes UK**

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

Tel: 0345 123 2399

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

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

The independent inspector and regulator of NHS healthcare and independent healthcare organisations in Wales.

Tel: 0300 062 8163

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

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

## **National Osteoporosis Society**

Gives support and information to people with osteoporosis.

Tel: 0808 800 0035

[nos.org.uk](http://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](http://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](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 **Help Me Quit**

Tel: 0800 085 2219

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

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

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

### **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)

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

## **Dying Matters**

Aims to change public knowledge, attitudes and behaviours towards dying, death and bereavement.

[www.dyingmatters.org](http://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](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 in their own home or hospices.

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

## **Business Wales**

Helps people in Wales to start and grow a business.

Tel: 0300 060 3000

[businesswales.gov.wales](http://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](http://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](http://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](http://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](http://nationalcareersservice.direct.gov.uk)

In Wales, contact **Careers Wales**

Tel: 0800 028 4844

[www.careerswales.com](http://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](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: 01550 721813

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

# Leisure and learning

There are lots of leisure and learning opportunities throughout the UK to help 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](http://www.ageuk.org.uk/get-involved/social-groups/friendship-centres) or call to find out more.

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

## Cinnamon Trust

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

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

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

## Ramblers

Britain's biggest walking charity, with 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.

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.

Tel: 028 9023 2020  
[www.volunteernow.co.uk](http://www.volunteernow.co.uk)

### **Volunteering Wales**

Offers information and advice on volunteering opportunities.

Tel: 0800 288 8329  
[www.volunteering-wales.net](http://www.volunteering-wales.net)







# 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](http://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**.

