

# Useful contacts

Information and advice directory



# Information written with you in mind.

Our guides are produced with the help of older people, carers and expert peer reviewers.

Published: **May 2025**



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The Readers' Panel is a group of volunteers who provide vital feedback on our guides and other resources.

Their feedback helps us ensure that our information is as useful as possible for older people and their carers, family and friends.

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

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# What this guide is **about**

It's good to know where to turn if you ever need help or support. And it's important that the advice you receive is reliable and up to date.

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



We provide contact details for organisations across England, Wales and Northern Ireland in this guide. If you're in Scotland, contact Age Scotland for advice.

## How Age UK can help

Age UK is the leading charity for older people. We are local, national and international – a network of independent charities all working in partnership to change how we age. Our network includes Age Cymru, Age NI, Age Scotland, Age International and around 120 local Age UK charities. We provide information and advice in publications like this one, on our website, and over the phone via the Age UK Advice Line.

We publish information guides and factsheets on a variety of topics – including social care, housing, benefits, legal affairs and health. Find these resources on our website at [www.ageuk.org.uk/publications](http://www.ageuk.org.uk/publications) or call the Age UK Advice Line free on **0800 169 65 65** to order printed copies. Lines are open 8am–7pm, 365 days a year.

Age Cymru, Age NI and Age Scotland publish their own versions of some guides and factsheets. Contact them to request copies or visit their websites to read them online (see page 7).



### Next steps

It's a good idea to find out the number for your local council. They'll be able to provide a lot of the support and information mentioned in this guide.

**My local council phone number is:**

# General help

Some organisations can help with a variety of issues. If you're not quite sure where to begin, one of the organisations on this page may well be able to point you in the right direction.

## Advice NI

Independent advice service in Northern Ireland with a network of member organisations. Offers advice online and over the phone.

Tel: **0800 915 4604**

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

## Citizens Advice

National network of centres offering free, confidential and independent advice, face-to-face or by telephone.

In England, call Adviceline: **0800 144 8848**

In Wales, call Advicelink: **0800 702 2020**

For online information and to find details of your nearest Citizens Advice:

In England: **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

In Wales: **[www.citizensadvice.org.uk/wales](http://www.citizensadvice.org.uk/wales)**

## GOV.UK

Official government website providing information on a range of topics including benefits, housing, employment, pensions and health services.

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

In Wales, contact **[GOV.WALES](http://gov.wales)**

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

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

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

## Local support

In England and Wales, your local Age UK or Age Cymru may be able to provide you with direct support. The services and facilities on offer vary from area to area, but can include information and advice, help at home, befriending, transport services and day centres.

To find support in your area, use the details below to contact the relevant organisation for you:

### Age UK

In England, call Age UK Advice: **0800 169 65 65**  
**[www.ageuk.org.uk](http://www.ageuk.org.uk)**

### Age Cymru

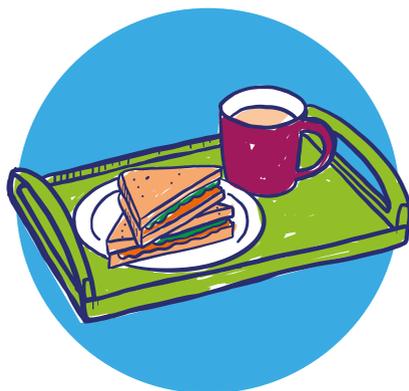
In Wales, call Age Cymru Advice: **0300 303 44 98**  
**[www.agecymru.wales](http://www.agecymru.wales)**

### Age NI

In Northern Ireland, call: **0808 808 7575**  
**[www.ageni.org](http://www.ageni.org)**

### Age Scotland

In Scotland, call: **0800 12 44 222**  
**[www.agescotland.org.uk](http://www.agescotland.org.uk)**



# Money matters

This section can help you find out what you're entitled to, how to claim it, and how to manage your money effectively.

## Age UK

We publish information on a range of money matters, including our benefits guide **More money in your pocket**. Age Cymru and Age NI have their own versions of this guide.

Age UK's online benefits calculator can also help you work out what you might be entitled to.

Tel: **0800 169 65 65**

**[www.ageuk.org.uk/benefits-check](http://www.ageuk.org.uk/benefits-check)**

## Carer's Allowance Unit

Government service providing information on Carer's Allowance and how to claim it.

Tel: **0800 731 0297**

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

In Northern Ireland, contact the **Disability and Carers Service**

Tel: **0800 587 0912**

**[www.nidirect.gov.uk/contacts/disability-and-carers-service](http://www.nidirect.gov.uk/contacts/disability-and-carers-service)**

## Disability Service Centre

Government service providing information on disability benefits.

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

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

Tel: **0800 731 0122**

Textphone: **0800 731 0317**

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

Tel: **0800 121 4600**

Textphone: **0800 121 4523**

For Attendance Allowance:

Tel: **0800 731 0122**

Textphone: **0800 731 0317**

For Personal Independence Payment:

Tel: **0800 121 4433**

Textphone: **0800 121 4493**

In Northern Ireland, contact the **Disability and Carers Service**

Tel: **0800 587 0912**

**[www.nidirect.gov.uk/contacts/disability-and-carers-service](http://www.nidirect.gov.uk/contacts/disability-and-carers-service)**

### **Equity Release Council**

Trade association for providers of equity release schemes that comply with statutory regulations and the Council's principles and standards.

Tel: **0300 012 0239**

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

### **Future Pension Centre**

Government service providing information about the State Pension, including forecasts and how to claim.

Tel: **0800 731 0175**

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

### **MoneyHelper**

Free service offering impartial information about financial products and services, as well as tips on everyday money management.

Tel: **0800 138 7777**

**[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)**

### **National Debtline**

National helpline for people with debts, giving free, impartial advice and support.

Tel: **0808 808 4000**

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

### **National Insurance contributions office**

Government office that can provide information on your National Insurance contributions.

Tel: **0300 200 3500**

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

### **Pensions Ombudsman**

Independent organisation that deals with complaints about private and occupational pension schemes.

Tel: **0800 917 4487**

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

### **Pension Service**

Government service that provides details of your State Pension, including statements and how to claim.

Tel: **0800 731 0469**

**[www.gov.uk/contact-pension-service](http://www.gov.uk/contact-pension-service)**

In Northern Ireland, contact the **Northern Ireland Pension Centre**

Tel: **0800 587 0892**

**[www.nidirect.gov.uk/contacts/northern-ireland-pension-centre](http://www.nidirect.gov.uk/contacts/northern-ireland-pension-centre)**

### **Pension Tracing Service**

Government service that can help you find a lost pension.

Tel: **0800 731 0175**

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

### **StepChange**

Charity providing debt advice and support.

Tel: **0800 138 1111**

**[www.stepchange.org](http://www.stepchange.org)**

### **Tax Help for Older People**

Charity service offering free, independent advice to people in later life on a low income.

Tel: **01308 488066**

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

## Turn2us

Charity helping 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.

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

## Warm Home Discount Scheme

Government-run information line for people in England and Wales who may be eligible for the Warm Home Discount Scheme – either because they receive the Guarantee Credit element of Pension Credit or because they're on a low income with high energy costs.

Tel: **0800 030 9322**

[www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

## Winter Fuel Payment Centre

Government-run information line for the Winter Fuel Payment, providing information on how to claim and guidance on reporting a change in circumstances.

Tel: **0800 731 0160**

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



# Legal and consumer issues

This section helps you find reliable information on legal matters, from knowing your rights to sorting out a will or a power of attorney.

## Age UK

We publish a number of resources on legal issues, including our guides **How to be an executor**, **Power of attorney** and **Wills and estate planning**.

Tel: 0800 169 65 65

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

## Advicelocal

Independent website that can help you find advice on benefits, work, money, housing and more.

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

## Advicenow

Independent website with information and advice on legal rights and legal issues.

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

## Association of Lifetime Lawyers

Independent national organisation of lawyers committed to helping older people and their families and carers.

Tel: 020 8234 6186

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

## Civil Legal Advice

Government service offering free, confidential and independent legal advice in England and Wales to people who are eligible for legal aid.

Tel: 0345 345 4345

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

### **Citizens Advice consumer service**

Independent organisation providing advice on issues like faulty household equipment, problems with energy companies and scams.

Tel: **0808 223 1133**

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

### **CCW (Consumer Council for Water)**

Independent voice for customers of water and sewerage companies in England and Wales.

In England, call: **0300 034 2222**

In Wales, call: **0300 034 3333**

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

### **Consumer Council for Northern Ireland**

Organisation providing advice on a variety of consumer services in Northern Ireland, including energy, water, transport and post.

Tel: **0800 121 6022**

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

### **Court of Protection**

Court responsible for making decisions, and appointing others to make decisions, for people who lack mental capacity.

Tel: **0300 456 4600**

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

### **Disability Law Service**

Charity providing legal information and advice to people with disabilities and their carers.

Tel: **0207 791 9800**

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

### **Equality Advisory & Support Service**

Independent service providing advice on equality and human rights issues.

Tel: **0808 800 0082**

**[www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)**

## **Equality Commission for Northern Ireland**

Organisation that provides advice for people in Northern Ireland who feel they've been discriminated against.

Tel: **028 90 500 600**

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

## **Law Centres Network**

Membership organisation for Law Centres across the UK. Law Centres offer legal advice and representation to individuals and groups.

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

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

Independent professional body for solicitors. You can search for legal advice using the database on their website.

**[www.lawsociety.org.uk](http://www.lawsociety.org.uk)**

In Northern Ireland, see the **Law Society of Northern Ireland**

**[www.lawsoc-ni.org](http://www.lawsoc-ni.org)**

## **Legal Ombudsman**

The Ombudsman helps resolve complaints about solicitors in England and Wales.

Tel: **0300 555 0333**

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

## **Mailing Preference Service**

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

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

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

Government service providing administrative support to 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

Government office that registers lasting powers of attorney and helps attorneys and deputies 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)**

In Northern Ireland, contact the **Office of Care and Protection**

Tel: **0300 200 7812**

**[www.nidirect.gov.uk/contacts/office-care-and-protection](http://www.nidirect.gov.uk/contacts/office-care-and-protection)**

## Ombudsman Services

Independent services that investigate complaints about energy and communications providers in England and Wales.

Tel: **0330 440 1614** (communications)

Tel: **0330 440 1624** (energy)

Tel: **0333 300 1620** (Domestic & General)

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

## Resolver

Free online tool to assist people making complaints to companies, including energy, finance, legal, telecoms and water providers.

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

## Research Institute for Disabled Consumers (RiDC)

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

Tel: **020 7427 2460**

Email: **[mail@ridc.org.uk](mailto:mail@ridc.org.uk)**

**[www.ridc.org.uk](http://www.ridc.org.uk)**

## Stonewall

Charity working to achieve equality and justice for LGBTQ+ people.

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

## Telephone Preference Service (TPS)

Free register for people who don't want to receive unsolicited sales and marketing telephone calls.

Tel: 0345 070 0707

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



# Housing

This section gives details on where to get trusted advice on your housing options and making adaptations to your home.

## Age UK

We provide a range of resources on housing, from our information guides **Adapting your home** and **Housing options** to detailed factsheets on tenants' rights.

Tel: **0800 169 65 65**

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

In Wales, Age Cymru has a number of separate resources on housing due to differences in legislation. Contact Age Cymru Advice on **0300 303 44 98** or visit **[www.agecymru.wales](http://www.agecymru.wales)** to find out more.

## Abbeyfield

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

Tel: **01727 857536**

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

In Wales, contact **Abbeyfield Wales Society**

Tel: **0800 072 0966**

**[wales.abbeyfield.com](http://wales.abbeyfield.com)**

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

Tel: **028 9336 3558**

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

## Elderly Accommodation Counsel (EAC)

Charity that provides details of specialist housing for older people across the UK. It also offers information on care, housing and finance options through its HOOP tool.

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

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

### Foundations

National body for Home Improvement Agencies (HIAs) in England. HIAs provide support for older, disabled and vulnerable people wanting to carry out adaptations and repairs.

Tel: **0300 124 0315**

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

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

Tel: **02920 107580**

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

### Housing Ombudsman Service

Free, impartial service that helps resolve complaints about local council landlords and housing associations in England.

Tel: **0300 111 3000**

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

### Housing Rights

Organisation that provides advice about housing and debt in Northern Ireland, as well as free representation in court.

Tel: **028 9024 5640**

**[www.housingrights.org.uk](http://www.housingrights.org.uk)**

### Leasehold Advisory Service (LEASE)

Independent body offering advice to residential leaseholders and park home owners on relevant law.

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

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

### Living Made Easy

Charity with information on adaptations and aids to make life easier.

**[www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk)**

### National House-Building Council (NHBC)

Independent standard-setting body for new homes.

Claims line: **0800 035 6422**

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

## Public Services Ombudsman for Wales

The Ombudsman can consider and investigate complaints about community landlords (local councils or housing associations) in Wales.

Tel: **0300 790 0203**

**[www.ombudsman.wales](http://www.ombudsman.wales)**

## Radius Housing

Social enterprise that provides affordable housing and a home adaptation service in Northern Ireland.

Tel: **0330 123 0888**

**[www.radiushousing.org](http://www.radiushousing.org)**

## Shelter

Charity providing 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: **08000 495 495**

**[sheltercymru.org.uk](http://sheltercymru.org.uk)**

In Northern Ireland, contact **Shelter Northern Ireland**

Tel: **028 9024 7752**

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

## Stonewall Housing

Specialist housing advice and support for LGBTQ+ people.

Tel: **0800 6 404 404** (weekdays, 10am-1pm)

**[www.stonewallhousing.org/gethelp](http://www.stonewallhousing.org/gethelp)**

## 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 how to stay safe and where to get help if you've experienced or witnessed crime or abuse.

## Age UK

We provide a range of resources on crime, from our 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. Use the online reporting service and get a police crime reference number. Call the helpline for advice on preventing fraud and how to report it.

Tel: **0300 123 2040**

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

## ASB Help

Charity offering advice and support to victims of anti-social behaviour.

**[www.asbhelp.co.uk](http://www.asbhelp.co.uk)**

## Galop

Charity offering support to LGBT+ people who have experienced abuse, violence and hate crime.

Tel: **0800 999 5428**

Email: **[help@galop.org.uk](mailto:help@galop.org.uk)**

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

## Hourglass

Charity working to protect vulnerable older adults and prevent abuse. A 24/7 helpline provides confidential advice and support.

Tel: **0808 808 8141**

Text: **078 6005 2906**

**[www.wearehourglass.org](http://www.wearehourglass.org)**

### Live Fear Free Helpline

Helpline for those experiencing domestic abuse or sexual violence in Wales, or who are worried about someone else.

Tel: **0808 80 10 800**

Text: **07860 077333**

**[www.gov.wales/live-fear-free](http://www.gov.wales/live-fear-free)**

### ManKind Initiative

National charity that provides help and support for male victims of domestic abuse and domestic violence.

Tel: **0808 800 1170**

**[www.mankind.org.uk](http://www.mankind.org.uk)**

### National Domestic Abuse Helpline

Free 24-hour domestic abuse helpline run by Refuge.

Tel: **0808 2000 247**

**[www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)**

### POLICE.UK

Website to report a crime or incident to the police. In an emergency situation, call **999** instead.

**[www.police.uk/pu/contact-us](http://www.police.uk/pu/contact-us)**

### Victim Support

Charity providing support to victims of crime and their loved ones.

Tel: **08 08 16 89 111**

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

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

Tel: **02890 243133**

**[www.victimsupportni.com](http://www.victimsupportni.com)**

### Women's Aid

Charity that helps women across the UK who have experienced domestic violence. Contact them via email or live chat.

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

**[www.womensaid.org.uk](http://www.womensaid.org.uk)**

# Social care

This section can help you find information on all aspects of social care – whether you need care or you look after someone else.

## Age UK

We publish a range of resources on social care, from our information guides **Advice for carers**, **Care homes**, **Caring for someone with dementia** and **Getting help at home** to detailed factsheets on finding and paying for care. Age Cymru and Age NI produce their own guides and factsheets on some of these issues.

Tel: **0800 169 65 65**

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

## Care Inspectorate Wales

Regulatory body for care homes and domiciliary care services in Wales. It can provide lists of care homes and domiciliary care providers in an area, as well as inspection reports.

Tel: **0300 7900 126**

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

## Care Quality Commission (CQC)

Independent regulator of health and social care services in England. It can provide lists of care providers, care provider inspection reports and hospital performance ratings. It also assesses local councils.

Tel: **03000 616161**

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

## Care Rights UK

Charity for care home residents and their relatives, offering information, advice and support.

Tel: **0307 359 8136**

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

## Carers UK

Charity providing advice, information and support for carers.

Tel: **0808 808 7777**

**[www.carersuk.org](http://www.carersuk.org)**

In Wales, contact **Carers Wales**

**[www.carersuk.org/wales](http://www.carersuk.org/wales)**

In Northern Ireland, contact **Carers NI**

**[www.carersuk.org/ni](http://www.carersuk.org/ni)**

## Carers Trust

Charity offering practical help and assistance to carers.

In England, call: **0300 772 9600**

In Wales, call: **0300 772 9702**

**[www.carers.org](http://www.carers.org)**

## Centre for Independent Living NI

Organisation that promotes independent living for disabled people in Northern Ireland, and offers support with using direct payments.

Tel: **028 9064 8546**

Email: **[info@cilni.org](mailto:info@cilni.org)**

**[www.cilni.org](http://www.cilni.org)**

## Commissioner for Older People in Northern Ireland

The Commissioner 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

Not-for-profit organisation offering help to carers in Northern Ireland.

Tel: **02891 814455**

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

### **Disability Rights UK**

Organisation providing information and training on direct payments and independent living. It includes the RADAR national key scheme, which allows disabled people to access locked public toilets.

Tel: **0330 995 0400**

Email: **[enquiries@disabilityrightsuk.org](mailto:enquiries@disabilityrightsuk.org)**

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

### **Independent Age**

Charity providing advice and information for older people, their families and carers in England.

Tel: **0800 319 6789**

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

### **Local Government and Social Care Ombudsman**

Independent organisation that investigates complaints about councils and adult social care providers.

Tel: **0300 061 0614**

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

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

Tel: **0300 790 0203**

**[www.ombudsman.wales](http://www.ombudsman.wales)**

In Northern Ireland, contact the **NI Public Services Ombudsman**

Tel: **0800 34 34 24**

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

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

The Commissioner promotes the rights and welfare of older people in Wales and provides support to those making a formal complaint.

Tel: **03442 640 670**

**[www.olderpeople.wales](http://www.olderpeople.wales)**

## Regulation and Quality Improvement Authority

Independent body that inspects the availability and quality of health and social care services in Northern Ireland.

Tel: **028 9536 1111**

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

## Royal Voluntary Service

UK-wide organisation offering a range of services, including home visits, help with shopping and other tasks, community transport, meals delivered to the home, and social clubs.

Tel: **0330 555 0310**

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

## Scope

Charity with support, information and advice to help disabled people have the same rights as everyone else.

Tel: **0808 800 3333**

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

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

## Telecare Services Association

Industry and advisory body that provides information about and regulates telecare and telehealth services.

Tel: **01625 520 320**

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



# Health

This section can help you find the right support for your health needs, from general advice to information about specific conditions.

## Age UK

We publish resources on health services, healthy living and common health conditions, including our information guides **Healthy living**, **Living with dementia**, **Staying steady**, **Your hospital stay** and **Your mind matters**. Age Cymru and Age NI produce separate guides and factsheets on some of these issues.

Tel: **0800 169 65 65**

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

## Addiction NI

Charity providing treatment and support for alcohol and drug addiction in Northern Ireland.

Tel: **028 9066 44 34**

**[www.addictionni.com/about-us](http://www.addictionni.com/about-us)**

## Alcohol Change UK

Charity that aims to reduce the harm caused by alcohol through information, advice and support.

**[www.alcoholchange.org.uk](http://www.alcoholchange.org.uk)**

## Alzheimer's Society

Charity offering advice, information and support to people with dementia, their families and carers.

Tel: **0333 150 3456**

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

## Aware NI

Charity that provides support, services and information for people in Northern Ireland affected by depression and bipolar disorder.

Tel: **028 9035 7820**

**[www.aware-ni.org](http://www.aware-ni.org)**

### **Bladder and Bowel Community**

Organisation providing information and support for people living with bladder and bowel problems.

**[www.bladderandbowel.org](http://www.bladderandbowel.org)**

### **British Heart Foundation**

Charity with information and support for people with heart disease.

Tel: **0808 802 1234**

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

### **CALL Mental Health Helpline for Wales**

Helpline offering 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**

**[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. It provides information, practical advice, support, home visits and befriending.

Tel: **0800 132320**

Email: **[info@deafblind.org.uk](mailto:info@deafblind.org.uk)**

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

### **Diabetes UK**

Charity offering 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)**

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

There's a local Healthwatch in every area of England. They listen to people's views to improve local health and social care services. They can also put you in touch with local NHS Complaints Advocacy services.

Tel: **03000 683 000**

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

In Wales, contact **Llais**

Tel: **02920 235 558**

**[www.llaiswales.org](http://www.llaiswales.org)**

### Lifeline NI

Free crisis response helpline for people in Northern Ireland who are experiencing distress or despair.

Tel: **0808 808 8000**

Text: **18001 0808 808 8000**

**[www.lifelinehelpline.info](http://www.lifelinehelpline.info)**

### Macmillan Cancer Support

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

Tel: **0808 808 00 00**

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

### Mind

Charity offering information and advice on mental health issues, as well as details of local support services in England and Wales.

Tel: **0300 123 3393**

Welfare benefit helpline: **0300 222 5782**

Legal line: **0300 466 6463**

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

## NHS 111

24-hour helpline in England for advice on urgent but non-life-threatening symptoms.

Tel: **111**

**[www.111.nhs.uk](http://www.111.nhs.uk)**

In Wales, contact **NHS 111 Wales**

Tel: **111**

## NHS website

Website providing information about local NHS services in England, plus advice on a range of health conditions and keeping healthy.

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

In Wales, visit **[www.111.wales.nhs.uk](http://www.111.wales.nhs.uk)**

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

## NHS Smokefree

Online hub with information on stopping smoking or vaping, as well as details of support services.

Smokefree helpline in England: **0300 123 1044**

**[www.nhs.uk/better-health/quit-smoking](http://www.nhs.uk/better-health/quit-smoking)**

In Wales, contact **Help Me Quit**

Tel: **0800 085 2219**

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

In Northern Ireland, contact **Stop Smoking**

**[www.stopsmokingni.info](http://www.stopsmokingni.info)**

## Northern Ireland Chest Heart & Stroke

Charity that provides support services and advice for people with respiratory, cardiac and stroke-related issues.

Tel: **028 9032 0184**

### **Parkinson's UK**

Charity providing information and support to people with Parkinson's and their families through a helpline staffed by nurses, as well as 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 can investigate complaints if patients have been through the NHS complaints process without a resolution.

Tel: **0345 015 4033**

**[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](http://www.ombudsman.wales)**

### **Patient and Client Council**

Independent organisation that helps people in Northern Ireland make complaints about health and social care.

Tel: **0800 917 0222**

**[www.pcc-ni.net](http://www.pcc-ni.net)**

### **Patients Association**

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

Tel: **0800 345 7115**

**[www.patients-association.org.uk](http://www.patients-association.org.uk)**

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

Charity providing support to people who are visually impaired or blind. It can also give details of local sight loss support organisations.

Tel: **0303 123 9999**

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

**[www.rnib.org.uk](http://www.rnib.org.uk)**

### **Royal National Institute for Deaf People (RNID )**

Charity that offers advice and support for people with hearing loss through its helpline, online information and live chat.

Tel: **0808 808 0123**

Text: **07360 268 988**

Email: **contact@rnid.org.uk**

**www.rnid.org.uk**

### **Royal Osteoporosis Society**

Charity giving support to people with osteoporosis.

Tel: **0808 800 0035**

**www.theros.org.uk**

### **Samaritans**

Free 24/7 helpline providing confidential support to those experiencing despair, distress or suicidal feelings.

Tel: **116 123**

Email: **jo@samaritans.org**

**www.samaritans.org**

### **Stroke Association**

Charity that supports people affected by stroke.

Tel: **0303 3033 100**

**www.stroke.org.uk**

### **Versus Arthritis**

Charity offering information and support for people with arthritis through its website, helpline, and a network of branches and groups.

Tel: **0800 5200 520**

**www.versusarthritis.org**

### **Wales Drug and Alcohol Helpline**

A free, bilingual helpline in Wales providing advice on drug and alcohol issues. Advisers are available 24 hours a day, every day.

Tel: **0808 808 2234**

**www.dan247.org.uk**

# End-of-life support

This section gives details of organisations that can support someone coming to the end of their life, planning a funeral, or grieving the loss of a loved one.

## Age UK

We provide a range of information guides including **Bereavement**, **Thinking about end of life** and **When someone dies**, as well as a factsheet about funeral planning.

Tel: **0800 169 65 65**

[www.ageuk.org.uk/end-of-life-planning](http://www.ageuk.org.uk/end-of-life-planning)

## The Compassionate Friends

Self-help organisation providing peer support and friendship to bereaved parents, grandparents and their families.

Tel: **0345 123 2304**

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

## Cruse Bereavement Care

Charity offering information, advice and support to bereaved people.

Tel: **0808 808 1677**

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

## DWP Bereavement Service

Carries out eligibility checks on surviving relatives to see what benefits they can claim, and takes claims for Bereavement Support Payments and Funeral Expenses Payments.

Tel: **0800 151 2012**

[www.gov.uk/bereavement-support-payment/how-to-claim](http://www.gov.uk/bereavement-support-payment/how-to-claim)

## Hospice UK

Charity that represents over 200 hospices across the UK. Search online for a local hospice. Also runs the Dying Matters campaign.

Tel: **020 7520 8200**

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

### **Institute of Civil Funerals**

Not-for-profit organisation that provides information on how to arrange a non-religious funeral, including how to find someone to conduct it.

Tel: **01480 861411**

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

### **Marie Curie**

Charity that provides end-of-life care to people with a terminal illness, as well as information, advice and a range of written resources.

Tel: **0800 090 2309**

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

### **National Association of Funeral Directors**

National voice for the funeral profession and bereaved people, offering support and information about funerals.

Tel: **0121 711 1343**

**[www.nafd.org.uk](http://www.nafd.org.uk)**

### **SAIF Independent Funeral Directors**

Association offering information about funerals and contact details for members in the UK.

Tel: **0345 230 6777**

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

### **Winston's Wish**

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

Tel: **08088 020 021**

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

# Employment and rights at work

This section provides details of organisations offering advice on employment, from how to find work to your rights in the workplace.

## Age UK

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

Tel: **0800 169 65 65**

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

## Advisory, Conciliation and Arbitration Service (Acas)

Independent public body that 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 Support Service

Government service which offers information about setting up a business, redundancy, retirement and employment rights.

Tel: **0800 998 1098**

**[www.gov.uk/business-support-helpline](http://www.gov.uk/business-support-helpline)**

In Wales, contact **Business Wales**

Tel: **03000 6 03000**

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

In Northern Ireland, contact **Invest Northern Ireland**

Tel: **0800 181 4422**

**[www.nibusinessinfo.co.uk](http://www.nibusinessinfo.co.uk)**

### **Jobcentre Plus**

Government service that provides help with finding a job, as well as information on benefits, loans and grants.

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

### **Labour Relations Agency**

Agency that provides advice and information on employment matters in Northern Ireland. It can also assist with disputes or mediation.

Tel: **03300 555 300**

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

### **National Careers Service**

Government service that offers face-to-face help and support with training, learning and work for people in England.

Tel: **0800 100 900**

**[nationalcareers.service.gov.uk](http://nationalcareers.service.gov.uk)**

In Wales, contact **Careers Wales**

Tel: **0800 028 4844**

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

### **NI Direct**

Government website that gives information on employment rights and help to find work, changing career or becoming self-employed in Northern Ireland.

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

### **PRIME Cymru**

Organisation providing support to older people in Wales who want to find work, set up in business or develop skills.

Tel: **01550 721 813**

**[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 you get the most out of life. The organisations in this section can point you in the right direction.

## Age UK

There's a range of social activities and groups hosted by local Age UKs across the country – from coffee mornings and lunch clubs to walks and outings. They can be a great way to meet like-minded people. Visit [www.ageuk.org.uk/social-activities](http://www.ageuk.org.uk/social-activities) to find out more about what your local Age UK offers.

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. It can arrange for volunteers to care for pets.

Tel: **01736 757 900**

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

## Ramblers

Runs a network of walking groups across the UK. Visit their website and enter your postcode to find your local group.

Tel: **020 3961 3300**

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

## Re-engage

Charity that organises monthly tea parties for small groups of people who are aged 75 or over and live alone.

Tel: **0800 716543**

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

## Society of Genealogists

Charity that 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

Charity providing information and guidance on how to make gardening easier and more enjoyable for people living with disabilities or ill health, or who are isolated or vulnerable.

Tel: **0118 988 5688**

Email: **[info@thrive.org.uk](mailto:info@thrive.org.uk)**

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

## University of the Third Age (U3A)

Network of local groups of people in later life who organise informal learning. U3A 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

Organisation that provides information about volunteering opportunities in Northern Ireland.

Tel: **028 9023 2020**

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

## Volunteering Wales

Website that offers information and advice on volunteering opportunities in Wales.

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



# Help us be there for someone else

We hope you found this guide useful. When times are tough, it's so important to get some support. You can help us reach everyone who needs us:

1

**Tell us your story.** If Age UK's information and advice has helped you, we'd love to hear about it. Email [stories@ageuk.org.uk](mailto:stories@ageuk.org.uk).

2

**Donate to us.** We rely on donations to support older people when they need us most. To make a donation, call us on **0800 169 8787** or go online at [www.ageuk.org.uk/donate](http://www.ageuk.org.uk/donate).

3

**Volunteer with us.** Our volunteers make an incredible difference to people's lives. Find out more at [www.ageuk.org.uk/volunteer](http://www.ageuk.org.uk/volunteer) or contact your local Age UK.

4

**Campaign with us.** We campaign to make life better for older people, and rely on the help of our strong network of campaigners. Add your voice at [www.ageuk.org.uk/campaigns](http://www.ageuk.org.uk/campaigns).

5

**Remember us in your will.** A gift to Age UK in your will is a very special way of helping older people get expert support in the years to come. Find out more by calling **020 3033 1421** or visit [www.ageuk.org.uk/legacy](http://www.ageuk.org.uk/legacy).

# What should I do now?

You can find all of our guides and factsheets on our website, along with lots more useful information. Visit [www.ageuk.org.uk](http://www.ageuk.org.uk) to get started.

You can order free printed copies of any guide or factsheet by emailing [orders@ageuk.org.uk](mailto:orders@ageuk.org.uk) or calling our Advice Line on **0800 169 65 65**. Our friendly advisers can also help with any questions.

All of our publications are available on request in large print and audio formats.

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



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



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