Appendix B USEFUL ADDRESSES AND WEBSITES

**Action for Blind People** 53 Sandgate Street, London SE15 1LE

Tel: 020 **7635 4800** Helpline: 0303 123 9999 www.actionforblindpeople.org.uk

Action on Elder Abuse (AEA) PO Box 60001, London SW16 9BY

Helpline: 080 8808 8141 [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

Provides information on services for abused older people, aims to raise awareness and promote research.

**Action on Hearing Loss** 19-23 Featherstone Street, London EC1Y 8SL  
Tel: 020 7296 8000 Information line: 0808 808 0123 (freephone)

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

**Age UK** Head Office: Tavis House, 1-6 Tavistock Square, London WC1H 9NA

Advice Line: 0800 169 6565

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

Alzheimer’s Society Devon House, 58 St Katharine’s Way, London E1W 1LB

Helpline 0845 300 0336 (Mon to Fri 8.30 am to 6.30 pm [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Provides literature and support for families and contacts for local branches.

ABF The Soldier’s Charity Mountbarrow House, 6-20 Elizabeth Street, London SW1W 9RB

Tel: 0845 241 4820

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

**Armed Forces Pensions** JPAC Enquiry Centre, Mila Point 465, Kentigern House, 65 Brown Street, Glasgow G2 8EX

Helpline: 0800 169 2277 www.mod.uk/spva

Arthritis Care 18 Stephenson Way, Euston, London NW I 2HD

Tel: 020 7380 6500 (10 am to 4 pm) or Helpline 0844 888 2111 (Mon to Fri 12 to 4 pm). [www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)

National voluntary organisations with over 600 branches in England and Wales working with and for people with arthritis.

Assist UK (formerly known as the Disabled Living Centres Council) Redbank House, 4 St Chad’s Street, Cheetham, Manchester M8 8QA

Tel: 0870 770 2866 [www.dlcc.org.uk](http://www.dlcc.org.uk)

There are 55 Disabled Independent Living Centres across the UK offering free and ethical advice about continence aids and products.

Association of Independent Care Advisers (AICA) Orchard House, Albury, Guildford GU5 9AG

Tel: 01483 203066 [www.aica.org.uk](http://www.aica.org.uk)

Provides a code of practice where agency members offer advice about staying at home or about entering a care home.

Bereavement Service

Helpline: 0845 606 0265

Textphone: 0845 606 0285

[www.gov.uk/funeral-payments](http://www.gov.uk/funeral-payments)

Beth Johnson Foundation Parkfield House, 64 Princes Street, Hartshill, Stoke-on-Trent ST4 7JL

Tel: 01782 844036 [www.bjf.org.uk](http://www.bjf.org.uk)

Has a Senior Health Shop offering information for people over 50 on diet and exercise.

**Bladder and Bowel Foundation** SATRA Innovation Park, Rotherham Road, Kettering, Northants NN16 9JH

Helpline: 0845 345 0165 Telephone: 01536 533255 [www.bladderandbowelfoundation.org](http://www.bladderandbowelfoundation.org) Email: [info@bladderandbowlfoundation.org](mailto:info@bladderandbowlfoundation.org)

A national charity for people affected by bowel and bladder problems.

British Dental Health Foundation 2 East Union Street, Rugby, Warwickshire CV22 6AJ

Helpline: 0845 063 1188 www.dentalhealth.org. Provides impartial and independent advice on all aspects of oral health and dentistry.

British Geriatrics Society Marjory Warren House, 31 St John’s Square, London EC1M 4DN

Tel: 020 7608 1369

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

*A professional association of doctors practising geriatric medicine.*

British Heart Foundation Greater London House, 180 Hampstead Road, London NW1 7AW

Tel: 0207 554 0000 [www.bhf.org.uk](http://www.bhf.org.uk)

*I*nitiates self-help groups and provides advice and information.

**British Red Cross Society** 44 Moorfields, London EC2Y 9AL

Tel: 0844 871 1111 www.redcross.org.uk Email:

[information@redcross.org.uk](mailto:information@redcross.org.uk)

*Services available from local centres include Home from Hospital schemes, transport and escort services, medical loans, emergency response, fire victim support, domiciliary care service and First Aid.*

**British Tinnitus Association** *Ground Floor, Unit 5, Woodseats Close, Sheffield S8 0TB*

*Tel: 0800 018 0527*

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

**Charity Commission** Woodfield House, Tangier, Taunton, Somerset TA1 4BL Tel: 01823 345018 [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk) Email: enquiries@charitycommission.gsi.gov.uk

**Care Quality Commission** National Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Tel: 03000 616161 www.cqc.org.uk

**Care and Repair England** The Renewal Trust Business Centre, 3 Hawksworth Street, Nottingham NG3 2EG

Tel: 0115 950 6500 www.careandrepair-england.org.uk

Provides information about organising building work or where to go for help

**Carers UK** 20 Great Dover Street, London SE1 4LX Tel: 020 7378 4999 [www.carersuk.org](http://www.carersuk.org)

Provides general help and advice for all carers.

**The Centre for Accessible Environments** 70 South Lambeth Road, London SW8 1RL

Tel: 020 7840 0125 www.cae.org.uk Email: [info@cae.org.uk](mailto:info@cae.org.uk)

**The Centre for Policy on Ageing** 28 Great Tower Street, London EC3R 5AT. Tel: 020 7553 6500 [www.cpa.org.uk](http://www.cpa.org.uk) Email: cpa@cpa.org.uk

An advisory and research body offering a wide range of publications on residential and nursing homes.

**The Centre for Sheltered Housing Studies** 1st Floor, Elgar House, Shrub Hill Road, Worcester WR4 9EE Tel: 01905 727272 www.chs.ac.uk

Runs residential and open-learning courses for wardens and care staff.

**Charity Search** 25 Portview Road, Avonmouth, Bristol BS11 9LD or FREEPOST (BS6610), Avonmouth, Bristol BS11 9TW

Tel: 0117 982 4060 [www.charitysearch.org.uk](http://www.charitysearch.org.uk) Email: info@charitysearch.org.uk  
A charity providing advice for older people to help with funds. Does not grant funds to individuals itself.

**Cinnamon Trust**  10 Market Square, Hayle, Cornwall TR27 4HE

Tel: 01736 757900 [www.cinnamon.org.uk](http://www.cinnamon.org.uk) Email: [admin@cinnamon.org.uk](mailto:admin@cinnamon.org.uk)

A charity with a register of sheltered housing schemes, residential and nursing homes which accept pets. Provides help with dog-walking and fostering pets on a short-term basis. With advance notice, they accept animals upon owner’s death and provide lifelong care. Details of the Pet Friendly Homes List available in different local authority areas.

**Citizens Advice Bureau** www.citizensadvice.org.uk for details of local office, or look in your local telephone directory.

Advice and information on a wide range of issues.

**College of Occupational Therapists** 106-114 Borough High Street, London SE1 1LB

Tel: 020 7357 6480 www.cot.org.uk Email: [reception@cot.co.uk](mailto:reception@cot.co.uk)

Provides information and advice about what adaptation work would be most suitable.

**Contact the Elderly**  15 Henrietta Street, London WC2E 8QG

Freephone: 0800 716 543 Tel: 020 7240 0630 [www.contact-the-elderly.org.uk](http://www.contact-the-elderly.org.uk) Email: [info@contact-the-elderly.org.uk](mailto:info@contact-the-elderly.org.uk)

*Arr*anges Sunday outings for elderly people on a monthly basis.

**Continence Foundation**  for address of local Continence Advisory Service and confidential advice [www.continence-foundation.org.uk](http://www.continence-foundation.org.uk)

**Counsel and Care**  6 Avonmore Road, Kensington Olympia, London W14 8RL

Tel: advice line 0845 300 7585

www.counselandcare.org.uk Email advice@counselandcare.org.uk

*Provides advice and information for older people, their friends, carers and relatives across the UK. Provides copies of fact sheets free to individuals.*

**Croner Solutions** 145 London Road, Kingston-Upon-Thames KT2 6SR

Tel: 0208 5473333 [www.cronersolutions.co.uk](http://www.cronersolutions.co.uk)

**Crossroads Caring for Carers** 10, Regent Place, Rugby, Warwickshire CV21 2PN

Tel: 0845 450 0350 [www.carers.org](http://www.carers.org)

Has approximately 180 schemes in the UK which aim to relieve carers.

**Cruse Bereavement Care**  PO Box 800, Richmond, Surrey TW9 1RG

Tel: 0844 477 9400 www.crusebereavementcare.org.uk Email: [info@crusebereavementcare.org.uk](mailto:info@crusebereavementcare.org.uk)

Provides practical advice, publications and contacts for local support groups.

**CSV Volunteer Partners** 237 Pentonville Road, London N1 9NJ

Tel: 020 7278 6601 [www.csv.org.uk](http://www.csv.org.uk)

*Provides volunteers nationally.*

**Deafblind UK**National Centre for Deafblindness, John and Lucille van Geest Place, Cygnet Road, Hampton, Peterborough PE7 8FD

**Tel/textphone** 01733 358 100

[www.deafblind.org.uk](http://www.deafblind.org.uk) Email: [info@deafblind.org.uk](mailto:info@deafblind.org.uk)

*A membership organisation which champions the rights of people who have both sight and hearing loss.*

**Demand** The Old Chapel, Mallard Road, Abbots Langley, Hertfordshire WD5 0GQ

Tel: 01923 681800 [www.demand.org.uk](http://www.demand.org.uk)

**Department of Health Publications** Department of Health, Richmond House, 79 Whitehall, London SW1A 2NS

Tel: 020 7210 4850 Textphone: 020 7210 5025 [www.dh.gov.uk](http://www.dh.gov.uk)

Diabetes UK Diabetes UK Central Office, Macleod House, 10 Parkway, London NW1 7AA

Tel: 020 7424 1000 [www.diabetes.org.uk](http://www.diabetes.org.uk) *Support and* information for people with diabetes and their carers. Local branches throughout UK.

**Disability and Carers Benefits Advice** Disability Living Allowance Unit or Attendance Allowance Unit, Warbreck House, Warbreck Hill, Blackpool FY2 0YE

Helpline: 08457 123456

Textphone: 08457 224433

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

**Disability Action (Northern Ireland)**  Portside Business Park, 189 Airport Road West, Belfast BT3 9ED

Tel: 028 9029 7880 Textphone: 028 9029 7882 www.disabilityaction.org Email: [hq@disabilityaction.org](mailto:hq@disabilityaction.org)

**Disability Rights UK** 250 City Road, London EC1V 8AF

Tel: 0207 587 1663 [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

Provides information and advice on independent living, personal assistance and Direct Payments

**Disability Wales**  Bridge House, Caerphilly Business Park, Van Road, Caerphilly, Mid Glamorgan CF83 3GW Tel: 029 2088 7325 [www.disabilitywales.org](http://www.disabilitywales.org) Email: [info@disabilitywales.org](mailto:info@disabilitywales.org)

**Disabled Living Foundation**  380-384 Harrow Road, London W9 2HU

Tel: 020 7289 6111 Helpline: 0845 130 9177 (Mon to Fri 10 am to 4 pm) [www.dlf.org.uk](http://www.dlf.org.uk)

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

It operates a telephone and letter advice service on all types of disability equipment, clothing and footwear and can give details of local suppliers.

**Disablement Information Advice Line (DIAL UK)**

See Scope

**Disabled Motorists Federation**

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

Advise disabled people and their carers on issues relating to motoring and transport.

**Disclosure and Barring Service** PO Box 110, Liverpool L69 3EF

Tel 0870 9090 811

[www.homeoffice.gov.uk/dbs](http://www.homeoffice.gov.uk/dbs) Email: [customerservices@dbs.gsi.gov.uk](mailto:customerservices@dbs.gsi.gov.uk)

The DBS merges the functions previously carried out by the criminal records bureau and independent safeguarding authority.

**Drinkline**  Freepost, PO Box 4000, Glasgow G3 8XX Tel: 0800 917 8282

[www.patient.co.uk/support/drinkline](http://www.patient.co.uk/support/drinkline)

Provides confidential information, help and advice.

**Elderly Accommodation Counsel (EAC)**  3rdFloor, 89 Albert Embankment, London SE1 7TP

Tel: 0800 377 7070 www.eac.org.uk

A charity which maintains a nationwide database of all forms of accommodation for older people – sheltered housing for sale and rent, extra care schemes, residential care and nursing homes. It also gives guidance, advice and detailed information to help enquirers choose the accommodation most suited to their needs.

**Employment Buddy** One Forbury Square, The Forbury, Reading RG1 3EB

Tel: 0118 953 3955

[www.employmentbuddy.com](http://www.employmentbuddy.com) Email: [contact@employmentbuddy.com](mailto:contact@employmentbuddy.com)

User-friendly online employment law resource and HR support service.

**Extend**  2 Place Farm, Wheathampstead, Hertfordshire AL4 8SB

Tel: 01582 832760 www.extend.org.uk Email: admin@extend.org.uk Provides scientifically structured musical movement.

**Hearing Link** 27-28 The Waterfront, Eastbourne East Sussex BN23 5UZ

Tel. 0300 111 1113

Textphone: 07526 123 255

[*www.hearinglink.org*](http://www.hearinglink.org) Email: enquiries@hearinglink.org

Provides information on specialist services and social contact for people with hearing loss.

**Hospice Information Service at St Christopher’s** St Christopher’s Hospice, 51-59 Lawrie Park Road, London SE26 6DZ

Tel: 020 8768 4500 www.stchristophers.org.uk www.hospiceinformation.co.uk Email: info@stchristophers.org.uk Provides contacts for hospices nationwide.

**Housing Ombudsman Service** 81, Aldwych, London WC2B 4HN

Tel: 0300 111 3000

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

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

A free independent and impartial service regarding complaints about providers of social housing.

**Home Office** Direct Communications, 2 Marsham Street, London SW1P 4DF

Tel: 020 7035 4848

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

Email: [publicenquiries@homeoffice.gsi.gov.uk](mailto:publicenquiries@homeoffice.gsi.gov.uk)

**Health and Safety Executive** Head Office: Redgrave Court, Merton Road, Bootle, Merseyside L20 7HS

For Local Offices: see website: [*www.hse.gov.uk*](http://www.hse.gov.uk)

**Information Commissioner’s**

**Office** Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Tel: 0303 1231 113

www.ico.gov.uk

**Ministry of Justice** 102 Petty France, London SW1H 9AJ

Tel: 020 3334 3555

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

For information on mental capacity code of practice

**Keep Fit Association**  Astra House, Suite 1.05, Arklow Road, London E14 6EB

Tel: 01403 266000 [www.keepfit.org.uk](http://www.keepfit.org.uk)

Email: kfa@keepfit.org.uk

**Leveson Centre for the Study of Ageing, Spirituality and Social Policy**  Temple Balsall, Knowle, Solihull, West Midlands B93 OAL

Tel: 01564 778022 [www.leveson.org.uk](http://www.leveson.org.uk) Email: leveson.centre@virgin.net Provides support in the area of social policy and spirituality.

**Lions Clubs International**  Multiple District 105 (British Isles & Ireland), 257 Alcester Road South, Kings Heath, Birmingham B14 6DT

Tel: 0845 833 9502 [www.lionsmd105.org](http://www.lionsmd105.org)

Email: mdhq@lions.org.uk

Give grants for individuals and charities. Provision of Message in a Bottle packs.

**Local Government Ombudsman** PO Box 4771, Coventry CV4 0EH

Advice Line: 0300 0610614

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

*Looks at complaints about councils and local authorities. Investigate complaints independently*.

**Macmillan Cancer Cancer Support**  Head Office: 89 Albert Embankment, London SE1 7UQ   
Helpline: 020 7840 7840 www.macmillan.org.uk Provides specialist nurses and doctors.

***Macular Disease Society***PO Box1870, Andover, Hampshire SP10 9AD

Tel: 01264 350 551

Helpline: 0300 3030 111

www.maculardisease.org Email: info@maculardisease.org

Information and advice on living with macular disease

**Mangar International**  Presteigne, Powys, Wales LD8 2UF

Tel: 01544 267674 Freephone: 0800 2800 485 [www.mangar.co.uk](http://www.mangar.co.uk) Email: [info@mangar.co.uk](mailto:info@mangar.co.uk)

**MENCAP** 123 Golden Lane, London EC1Y 0RT

Tel:England 020 7454 0454, Wales 02920 747588, Northern Ireland 02890 691351 [www.mencap.org.uk](http://www.mencap.org.uk)

A charity which campaigns for equal rights for children and adults with learning disability and offers a variety of services to them and their families.

**Methodist Homes Association (MHA)**  Epworth House, Stuart Street, Derby DE1 2EQ

Tel: 01332 296200 www.mha.org.uk Email: enquiries@mha.org.uk Publishes books and gives advice on spiritual matters. Also has a number of residential and nursing homes.

**MIND (National Association for Mental Health)**  15-19 Broadway, London E15 4BQ

Tel: 020 8519 2122

[www.mind.org.uk](http://www.mind.org.uk) Email: [contact@mind.org.uk](mailto:contact@mind.org.uk)

**Mobility Roadshow** Crowthorne House, Nine Mile Ride, Wokingham, Berks RG40 3GA

Tel: 0845 241 0390 or 01344 750400 [www.mobilityroadshow.org.uk](http://www.mobilityroadshow.org.uk) Email: [info@mobilityroadshow.org.uk](mailto:info@mobilityroadshow.org.uk)

**National Association of Deafened People** Dalton House, 60 Windsor Avenue

London SW19 2RR

Tel: 0845 055 9663 (message service)

Textphone: 07527 211 348 [www.nadp.org.uk](http://www.nadp.org.uk) Email enquiries@nadp.org.uk Provides information and support for deafened people, their families and friends.

**National Association for Providers of Activities for Older People (NAPA)** Bondway Commercial Centre, 5th Floor Unit 5.12, 71 Bondway, London SW8 1SQ

Tel: 0207 078 9375 [www.napa-activities.co.uk](http://www.napa-activities.co.uk) Email: [info@napa-activities.co.uk](mailto:info@napa-activities.co.uk)

**National Association of Council for Voluntary Services (NACVS)** The Tower, 2 Furnival Square, Sheffield S1 4QL

Tel: 0114 278 6636 www.navca.org.uk Email: navca@navca.org.uk National umbrella body for local councils which provide advice, support and information to voluntary organisations and charities in their area.

**National Back Pain**

**Association**  BackCare – The Charity for Healthier Backs, 16 Elmtree Road, Teddington, Middlesex TW11 8ST

Tel: 020 8977 5474 www.backcare.org.uk Email: info@backcare.org.uk Publishes Guide to the Handling of Patients.

**National Benevolent Fund for the Aged** 32, Buckingham Palace Road, London SW1 0RE

Tel: 020 7828 0200 www.nbfa.org.uk Email: [infor@nbfa.org.uk](mailto:infor@nbfa.org.uk)

*Provides assistance to pensioners who live on a low income*

**National Care Homes Association**  45-49 Leather Lane, London EC1N 7TJ

Tel: 020 7831 7090 [www.nationalcareassociation.org.uk](http://www.nationalcareassociation.org.uk) Email: [info@nationalcareassociation.org.uk](mailto:info@nationalcareassociation.org.uk)

*A trade association providing support for care home proprietors.*

**National Council for Voluntary Organisations** Regents Wharf, 8 All Saints Street, London N1 9RL

Tel: 020 7713 6161 Helpdesk: 0800 2798 798 www.ncvo-vol.org.uk Email ncvo@ncvo-vol.org.uk Provides information on fund-raising and governance issues and a range of general support services

**National Debtline** Tricorn House, 51-53 Hagley Road, Edgbaston, Birmingham B16 8TP

Tel: 0808 808 4000 (free call)

www.nationaldebtline.co.uk

**National Institute of Adult Continuing Education (NIACE)** Chetwynd House, 21 De Montfort Street, Leicester LE1 7GE

Tel: 0116 204 4200 www.niace.org.uk Email: [enquiries@niace.org.uk](mailto:enquiries@niace.org.uk) *Promotes t*ake-up of adult education, with older learners as one of the target groups.

**National Institute of Clinical Excellence (NICE)** 1st Floor, 10 spring Gardens, London SW1A 2 BU

Tel: 0845 003 7780 [www.nice.org.uk](http://www.nice.org.uk) Email: nice@nice.org.uk

**National Osteoporosis**

**Society** Camerton, Bath BA2 0PJ

Tel: 01761 471771 Helpline: 0845 450 0230 www.nos.org.uk Email: [info@nos.org.uk](mailto:info@nos.org.uk).

Provides information on the disease, its prevention and treatment.

**NHS Direct**

Tel: 0845 46 47 [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**Open University**  Walton Hall, Milton Keynes, Bucks MK7 6AA

Tel: 01908 274066.

[www.open.ac.uk](http://www.open.ac.uk)

Email: general-enquiries@open.ac.uk Several distance-learning courses which can lead to a degree.

**Parkinson’s Disease Society**  215 Vauxhall Bridge Road, London SW1V lEJ

Tel: 020 7931 8080 Freephone helpline: 0808 8000 303 [www.parkinsons.org.uk](http://www.parkinsons.org.uk)

E-mail: hello@parkinsons.org.uk. Self-help groups, information and advice.

**Partially Sighted Society**  Head Office, 7/9 Bennetthorpe Doncaster DN2 6AA

Tel: 0844 477 4966 [www.partsight.org.uk](http://www.partsight.org.uk) Email: [info@partsight.org.uk](mailto:info@partsight.org.uk)

For general information, counselling and assessment or training with low vision aids.

**The Pension Service**

To find your local pension centre, visit [www.gov.uk/thepensionservice](http://www.gov.uk/thepensionservice)

Tel: 0845 606 0265

Textphone: 0800 731 7339

*For help with state pension eligibility, claims and payments*.

**PromoCon** Burrows House, 10 Priestley Road, Wardley Industrial Estate, Worsley, Manchester M28 2LY

Helpline: 0161 607 8219 Email: [promocon@disabledliving.co.uk](mailto:promocon@disabledliving.co.uk)

Provide a range of factsheets and booklets for adults and health professionals and detailed information on products, services and equipment (such as adaptive clothing, commodes, bed and furniture protection, continence pads and other personal items) designed for people with bladder and bowel difficulties.

**Public Guardianship Office**  PO Box 16185, Birmingham B2 2WH

Tel: 0300 456 3000 Email: [customerservices@publicguardian.gsi.gov.uk](mailto:customerservices@publicguardian.gsi.gov.uk)

**REACH**  89 Albert Embankment, London SE1 7TP

Tel: 020 7582 6543 www.reachskills.org.uk Finds part-time, “expenses only”, jobs for retired business and professional people who want to use their skills to help voluntary organisations.

**Registered Nursing Home Association**  John Hewitt House, Tunnel Lane, Off Lifford Lane, Kings Norton, Birmingham B30 3JN

Tel: 0121 451 1088 Freephone: 0800 0740 194

www.rnha.co.uk

A trade association providing support for nursing home owners on all aspects of their business. Also offers advice to clients and relatives, including lists of recommended homes.

**Relatives and Residents Association**  1 The Ivories, 6-18 Northampton Street, London N1 2HY

Tel: 020 7359 8148 Helpline: 020 7359 8136

www.relres.org Email: [info@relres.org](mailto:info@relres.org)

Provides advice and support for families and friends of older people in residential homes.

**Remap**  D9 Chaucer Business Park, Kemsing, Sevenoaks, Kent TN15 6YU

Tel: 0845 1300 456 [www.remap.org.uk](http://www.remap.org.uk)

A small voluntary group that can design and build special equipment to meet ‘one off’ needs.

**Remap (Scotland)**

Website: www.remap-scotland.org

**Retired and Senior Volunteer Programme (RSVP)**  237 Pentonville Road, London N1 9NJ

Tel: 020 7643 1385 [www.csv-rsvp.org.uk](http://www.csv-rsvp.org.uk) Email: rsvpinfo@csv.org.uk Involves older people in using their skills and experience for the benefit of the local community.

**Ricability**  Unit G03, The Wenlock Business Centre, 50-52 Wharf Road, London N1 7EU

Tel: 0207 427 2460 Textphone: 020 7427 2469 www.ricability.org.uk Email: mail@ricability.org.uk

Produces a range of booklets giving practical information and advice for older and disabled people on choosing products and services.

**Rotary International in Great Britain and Ireland**  Secretariat, Kinwarton Road, Alcester, Warwickshire B49 6PB

Tel: 01789 765 411 [www.ribi.org](http://www.ribi.org)

A worldwide association of service clubs for professional and business people who will give time, expertise and sometimes financial support towards particular projects. Does not give grants to individuals.

**Joseph Rowntree Foundation**  The Homestead, 40 Water End, York, North Yorkshire Y030 6WP

Tel: 01904 629241

www.jrf.org.uk

Email: info@jrf.org.uk

**Royal Air Forces Association (RAFA)**  43 Grove Park Road, London W4 3RX

Tel: 0116 266 5224 [www.rafa.org.uk](http://www.rafa.org.uk)

Branches nationwide, can visit to give counselling and advice and recommend grants to sister charity (below).

**Royal Air Force Benevolent Fund**  67 Portland Place, London W1B 1AR

Head Office: 0207 580 8343

Support Line: 0800 169 2942 Website:

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

Email: mail@rafbf.org.uk

Has two residential homes and provides top-up grants to ex-service men, women and dependants for residential or nursing home fees. Also gives one-off grants.

**Royal Antediluvian Order of Buffaloes**  Grove House, Skipton Road, Harrogate, North Yorkshire HG1 4LA

**Tel: 01423 502438**

[**www.raobgle.org.uk**](http://www.raobgle.org.uk) **Email:** [**hq@raobgle.org.uk**](mailto:hq@raobgle.org.uk)

*Providing support in local communities.*

**Royal British Legion, Headquarters**  199 Borough High Street, London SE1 1AA

Tel: 020 3207 2100 [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

*Providing welfare, comradeship and representation for the armed forces community*.

**Royal College of Nursing** 20 Cavendish Square, London W1D 0RN

Tel: 020 7409 3333

www. rcn.org.uk

**Royal National Institute for the Blind (RNIB)**  105 Judd Street, London WC1H 9NE

Helpline 0303 123 9999 [www.rnib.org.uk](http://www.rnib.org.uk)

Email: helpline@rnib.org.uk

Audio tapes and machines available for the blind and partially sighted. Provides other facilities such as day centres, insurance services, advocacy and information, visiting services.

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

**See Action on Hearing Loss**

**Royal Society for the Prevention of Accidents (RoSPA)** ROSPA House,28 Calthorpe Road, Edgbaston, Birmingham B15 1RP

Tel: 0121 248 2000

[www.rospa.com](http://www.rospa.com) Email: [help@rospa.com](mailto:help@rospa.com)

Provides information and advice on the promotion of safety within the home. (See also www.dti.gov.uk)

**St Vincent de Paul Society (SVP)**  5th Floor, 291-299 Borough High Street, London SE1 1JG

Tel: 020 7407 4644 [www.svp.org.uk](http://www.svp.org.uk)

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

Christian voluntary organisation providing practical assistance to persons in need.

**Scope** 6 Market Road, London N7 9PW

Tel: 020 7619 7100

[www.scope.org.uk](http://www.scope.org.uk) Email: [supportercare@scope.org.uk](mailto:supportercare@scope.org.uk)

*Provide support services for disabled people and their families.*

**Sense, National Association for Deafblind People**  101 Pentonville Road, London N1 9LG

Tel: 0845 127 0060

[www.sense.org.uk](http://www.sense.org.uk) E-mail: info@sense.org.uk

**Social Care Institute for Excellence** 5th Floor, 2-4 Cockspur Street, London SW1Y 5BH

Tel: 020 7024 7650

[www.scie.og.uk](http://www.scie.og.uk)

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

*Training and Consultancy to help care providers implement good practice.*

**Soldiers, Sailors and Air Force Association (SSAFA)**  Central Office, 19 Queen Elizabeth Street, London SE1 2LP

Tel: 0207 403 8783 [www.ssafa.org.uk](http://www.ssafa.org.uk)

Source of help for people who have served in the armed forces.

**Speakability**  1 Royal Street, London SE1 7LL

Tel: 020 7261 9572

[www.speakability.org.uk](http://www.speakability.org.uk) E-mail: [speakability@speakability.org.uk](mailto:speakability@speakability.org.uk)

The national charity dealing with aphasia (language loss).

**The Stroke Association**  240 City Road, London EC1V 2PR

Advice line: 020 7566 0330 or for local call rate 0845 303 3100 (Mon to Fri 9 am to 5 pm).

[www.stroke.org.uk](http://www.stroke.org.uk) E-mail: info@stroke.org.uk

Provides advice and information on all aspects of stroke illness, family support and dysphasia support service. Network of local clubs.

**Talking Newspaper Association**  National Recording Centre, Heathfield, East Sussex TN21 8DB

Tel: 01435 866102

[www.tnauk.org.uk](http://www.tnauk.org.uk) Email: info@tnauk.org.uk

**TV Licensing Centre** Concessionary Licensing Centre, TV Licensing, Bristol

BS98 1TL

Helpline: 0300 790 6011

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

Email: enquiries@tvlicensing.co.uk

**Third Sector** Haymarket Professional Publications, 174 Hammersmith Road, London W6 7JP www.thirdsector.co.ukPublication covering the charity sector.

**Treasury Solicitor’s**  One Kemble Street, London WC2B 4TS

Tel: 0207 210 3000

www.tsol.gov.uk

Email: thetreasurysolicitor@tsol.gsi.gov.uk

**UK Council on Deafness** Westwood Park, London Road, Little Horkesley, Colchester, Essex CO6 4BS

Tel: 01206 274075 (Voicemail only)

Textphone: 07584 249 527

www.deafcouncil.org.uk

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

Provides information and details of various support services to assist those who suffer from hearing loss.

**University of the Third Age (U3A)**  Old Municipal Buildings, 19 East Street, Bromley, Kent BR1 1QE Tel: 020 8466 6139

www.u3a.org.uk Email: [enquiries@u3a.org.uk](mailto:enquiries@u3a.org.uk)

A self-help mutual aid teaching/learning organisation for older people. U3As throughout the UK run study, cultural and recreational programmes.

**Victim Support Helpline**

For contact details for your nearest local office, see website: www.victimsupport.org.uk

Tel: 0845 303 0900

*A national charity giving free and confidential help to victims of crime.*

**Volresource**

www.volresource.org.uk

*T*his internet-only resource for charities offers quick links to useful organisations concerned with the effective running of charities.

**Winter Fuel Payment** Dept for Work and Pensions, PO Box 10142, Annesley, Nottingham NG15 5WY

Helpline: 08459 151515

Textphone: 0845 6015613

www.gov.uk/winter-fuel-payment

**Women’s Royal Voluntary Service (WRVS)**

Tel: 0845 600 5885

For local WRVS services, consult website:

www.wrvs.org.uk

Nationwide community services.

**XpertHR**

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

Customer Support Desk: [helpdesk@xperthr.co.uk](mailto:helpdesk@xperthr.co.uk)

Online resource for employment law, HR good practice and benchmarking.