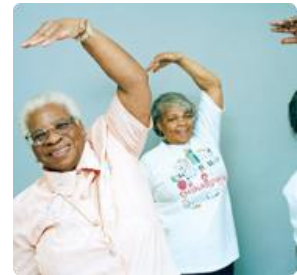


Directory of organisations supporting older people in Aylesbury Vale



This pack is produced as part of the Ageing Well in the Vale Programme. Contact Elaine Hassall on 01296 585364 or email communities@aylesburyvalcdc.gov.uk for more information.



July 2015

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All groups are listed alphabetically according to organisation name.

This list is not a fully comprehensive listing of older people's services in these areas, but is designed to be a good starting point. Every effort has been made to ensure the accuracy of this information. It is up to date at the time of printing which is July 2015.

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Action on Hearing Loss (Bucks Integrated Sensory Service)	
Public contact email	bucks@hearingloss.org.uk
Public phone number	01296 479970 TEXT PHONE 01296 485 154
Website	www.actiononhearingloss.org.uk
What does your organisation do?	
<p>Bucks Integrated Sensory Service will provide the following:</p> <ul style="list-style-type: none"> • Registration of hearing, sight and dual sensory loss • Rehabilitation support to assist in developing daily living skills • Equipment to assist with daily living • Demonstration and advice on appropriate equipment • Mobility training to assist with independent travel • Advice and information on hearing, sight and dual sensory loss • Communication clubs for Deaf children and young people • Support to assist in accessing activities within the local community • Referral on to other appropriate services 	
Is your service free?	Yes
What are the eligibility criteria for your service?	Live in Buckinghamshire and have a diagnosed hearing, sight or dual sensory loss
What is the area that you serve?	All of Buckinghamshire and with sister organisation covering MK area too.

Admiral Nursing Direct - Dementia UK	
Public contact email	direct@dementiauk.org
Public phone number	0845 257 9406
Website	Dementia UK website: www.dementiauk.org
What does your organisation do?	Admiral Nursing DIRECT is a direct access telephone information and support service for family carers, people with dementia and

	<p>professionals. It is staffed by experienced Admiral Nurses. Admiral Nurses are dementia specialist mental health nurses who work, in the community and other settings, with families affected by dementia. Unfortunately Aylesbury Vale and surrounding areas do not have Admiral Nurses, so the helpline is a way that we can reach out and offer emotional support and practical advice.</p> <p>Callers are encouraged to leave a message and an Admiral Nurse will make contact.</p>
Is your service free?	<p>The helpline number is charged at a local call rate. If a message is left on the answer phone an Admiral Nurse will call back. The service can also be accessed for free via e-mail.</p>
What are the eligibility criteria for your service?	<p>All who are affected by dementia; including family carers of people with dementia, people who have a diagnosis of dementia or feel that they have memory problems and are not sure what to do, and professionals who support people with dementia.</p>
What is the area that you serve?	<p>Admiral Nursing Direct is a national telephone helpline.</p>

Affordable Warmth Network (National Energy Foundation)	
Public contact email	awn@nef.org.uk
Public phone number	0800 107 00 44
Website	www.nef.org.uk
What does your organisation do?	
<p>The Affordable Warmth Network provides free, expert and impartial advice on keeping fuel bills to a minimum whilst achieving adequate warmth, and therefore a healthy, cosy home. The helpline (Freephone 0800 107 00 44) can give advice on:</p> <ul style="list-style-type: none"> • Switching suppliers • Insulation: Draught proofing, Loft and Wall insulation - including information on the Green Deal • Heating repairs and replacement 	

- Accessing eligible benefits via a referral to the Bucks Citizens Advice network / AgeUK Bucks
- Fuel debt advice
- Energy Saving tips to save money
- Vetted companies for home repairs and available grant advice (including offerings from the district councils)
- Other support organisations (e.g. Citizens Advice, AgeUK, Bucks Family Information Service, Carers Bucks, Bucks Fire & Rescue Service etc.)

Lines are open Monday to Friday, 9am to 5pm.

The network is kindly funded by NHS Bucks, Buckinghamshire County Council, and each of the four District Council's. This funding also enables outreach activity, such as delivery of training to front-line staff, attendance at events (health & wellbeing days, information fairs etc.) and delivery of talks to suitable groups (carers, over 60's social groups, children's centres, etc.)

Is your service free?	Yes
What are the eligibility criteria for your service?	No eligibility criteria - this service is free and open to all.
What is the area that you serve?	Buckinghamshire County (and Milton Keynes)

Age UK Bucks	
Public contact email	age@ageukbucks.org.uk
Public phone number	01296 431911
Website	www.ageukbucks.org.uk
What does your organisation do?	Information & Advice, Welfare Benefits advice and home visiting service, Befriending Plus, Memory Advice. Charged services include Gardening, Cleaning, Hairdressing, Handyperson, Toe Nail cutting and

	one to one Computer Training.
Is your service free?	Some are free and others are charged for.
What are the eligibility criteria for your service?	Any older person or someone caring for them.
What is the area that you serve?	All of Buckinghamshire

Alzheimer's Society	
Public contact email	aylesbury@alzheimers.org.uk
Public phone number	01296 331722
Website	www.alzheimers.org.uk
What does your organisation do?	Provide support, information and advice for people with dementia and their carers. Runs clubs, cafes and 'singing for the brain' sessions.
Is your service free?	Yes
What are the eligibility criteria for your service?	People with Dementia and their carers, family and friends.
What is the geographical area that you serve?	All of Buckinghamshire

Anchor	
Public contact email	
Public phone number	0808 274 3546
Website	www.anchor.org.uk
What does your organisation do?	<p>A National not-for-profit organisation that aims to give older people a choice of great places and ways to live, offering privately owned, rental and leasehold properties, care homes and retirement villages.</p> <p>The website also provides Factsheets on a variety</p>

	of housing topics relevant to older people.
Is your service free?	No Properties for sale (200+ nationally) or rent (600+ nationally) or Care Homes (98 nationally)
What are the eligibility criteria for your service?	Anchor provides properties for older people from 55 years of age up wards.
What is the geographical area that you serve?	National with some schemes in Milton Keynes and Buckinghamshire

Aylesbury Vale District Council	
Public contact email	benefits@aylesburyvaledc.gov.uk or envhealth@aylesburyvaledc.gov.uk or communitysafety@aylesburyvaledc.gov.uk
Public phone number	01296 585858
Website	www.aylesburyvaledc.gov.uk
What does your organisation do?	
<p>As a council we offer a range of services including rubbish collection, maintenance of parks and open spaces, leisure opportunities, planning etc. However we also offer some services that are very specific to older people in Aylesbury Vale.</p> <p>Renewal energy advice for home owners. Contact: Alan Asbury aasbury@aylesburyvaledc.gov.uk or 01296 585112.</p> <p>Disabled facilities grants</p> <p>The Staying Put team support people with disabilities to remain living in their own home.</p> <p>The Disabled Facilities grant scheme can award up to £30,000 to make adaptations to a person's home. Examples include:</p> <ul style="list-style-type: none"> • An access ramp • A stair lift • A level access shower <p>The grants are financial means tested grants of up to £30k available to</p>	

eligible owner occupiers and certain tenants to assist in carrying out adaptation's to properties to enable a disabled person to continue to live safely in their home.

Applicants for disabled facilities grants should contact the Staying Put Team on 01296 585605.

Flexible home loans are available to any home-owners who are aged 60 years or over. We have created a loan that will help you remain in a well maintained home during your retirement and you can repay as little or as much of the loan as you like, or repay nothing until the house is sold. We will consider improvements that will make the home safer, warmer, healthier or more comfortable for the occupants. Direct contact number is 01296 585605.

Taxi tokens are an alternative to a bus pass, if you are physically unable to use a bus service or live in a parish without a regular bus service. Eligible residents may apply for £90 of taxi tokens if you have reached the qualifying age for state pension credit or if you have a disability and do not have access to your own transport.

Council tax reduction & housing benefit are available to those on a low income. Teleclaim is a quick and easy to use service that helps us to process your claim more quickly. Just phone the number below and we will book you an appointment with a member of our team. You don't have to fill in any forms or visit our offices. Alternatively you can obtain a claim form by calling us. To find out more call 01296 585618.

Community safety team provide a range of support including an officer who works with the police to reduce anti-social behaviour. If you have any concerns you can contact them on 01296 585615.

Help with your bin - We understand that not everyone is able to move the bins and recycling containers to the edge of their property for collection. So that's why we can provide an assisted collection for elderly or disabled people. Please discuss your requirements with one of our customer services team on 01296 585510.

Is your service free?	Variable (see individual services)
What are the eligibility criteria for your service?	All residents of Aylesbury Vale, as well as people that work here.
What is the area that you serve?	Aylesbury Vale

Breathe Easy	
Public contact email	helpline@blf.org.uk
Public phone number	03000 030 555
Website	www.blf.org.uk - there are local support groups in the Vale and their details can be found here.
What does your organisation do?	Voluntary Support Group for people with lung conditions and their carers, part of the British Lung Foundation.
Is your service free?	Yes
What are the eligibility criteria for your service?	Anyone who is affected in any way by lung disease, including family, friends and carers
What is the area that you serve?	Where local groups exist.

Brendoncare	
Public contact email	
Public phone number	01962 852133 - national enquiries number
Website	www.brendoncare.org.uk/pages/home.aspx
What does your organisation do?	Care homes, clubs and home care. There is a home in Stone called Chiltern View that is for those with dementia.
Is your service free?	No
What are the eligibility criteria for your service?	Diagnosed with dementia and over 65.
What is the area that you serve?	The home in Stone will accept people from anywhere in the country.

British Legion (Royal)	
Public contact email	
Public phone number	0808 802 8080
Website	www.britishlegion.org.uk
What does your organisation do?	Pop In and Information Centre at 19-21 High Street, Aylesbury. HP20 1SH. Open Monday to Friday 10 am to 4 pm.
Is your service free?	Yes
What are the eligibility criteria for your service?	Services are available to those who are currently serving, veterans of all ages and their dependants.
What is the area that you serve?	National

British Red Cross	
Public contact email	Home from hospital; hfhbucks@redcross.org.uk Medical loans; gbignell@redcross.org.uk General; bucks@redcross.org.uk
Public phone number	Buckingham; 01280 816553 Home from Hospital; 01296 316626 Medical loans; 0844 412 2750
Website	www.redcross.org.uk
What does your organisation do?	
<p>The organisation is world wide and provides Care in Crisis. Locally there is also the Home from Hospital service. We provide short term support to people once they are discharged from hospital. We can help with various tasks. For example shopping, light housework, collecting prescriptions, preparing drinks and light meals, signposting to other organisations and offering companionship.</p> <p>The medical loan service can provide wheelchairs and a number of mobility aids for example shower seats, commodes, etc.</p>	
Is your service free?	Home from Hospital is free and available across Buckinghamshire. Medical loans run by donations; we do give a donation guide but no-one is refused.

What is the area that you serve?	National organisation with local branch. Home from Hospital operates in 10 mile radius around hospitals in Aylesbury and Buckingham. Medical Loan service runs in High Wycombe, Amersham, Aylesbury, Buckingham, Thame, Marlow and Milton Keynes.
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Buckinghamshire County Council - adult learning, social care, benefits advice, In Touch, Telecare, bus pass, occupational therapy, prevention services	
Public contact email	General: customerservices@buckscc.gov.uk Adult Learning: studentenquiries@buckscc.gov.uk Adult Social Care: crr@buckscc.gov.uk In touch: ascintouch@buckscc.gov.uk Quality in Care: qualityincare@buckscc.gov.uk Bus passes: buspasses@buckscc.gov.uk
Public phone number	General Enquiries: 0845 3708090 Adult Learning; 01296 382403 Adult Social Care: 01296 383204 In Touch: 0845 370 8090 Safe and Well: 0300 100 0247 Quality in Care: 01296 387087 Bus Pass; 0845 5212521 Benefit enquiry line; 0800 882200
Website	www.buckscc.gov.uk/bcc www.careadvicebucks.org www.adultlearningbcc.ac.uk www.safeandwell.co.uk www.buckscc.gov.uk/social-care/care-for-adults/provider-information/quality-in-care/

What does your organisation do?
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As a council we offer a range of services including education, libraries, transport etc. However we also offer some services that are very specific to older people in Buckinghamshire. Below are some of the services we

offer:

Care Advice Buckinghamshire is a website for adults in need of care and support in Buckinghamshire, their families and carers. You can find information and advice, ways to assess your own needs, community support and care products and services. Website: www.careadvicebucks.org

Getting help. The first thing you need to do is contact us either by:

Email: crr@buckscc.gov.uk

Tel: 01296 383204.

You can also ask your GP or health professional to refer you.

We will arrange to meet you in your home to assess your care needs. We will also assess your finances to see whether you need to contribute to the cost of your care.

We do not charge for supplying information, giving advice, assessing your needs or organising your care services. We'll then arrange for you to have an assessment to identify which of your care and support needs qualify for our support.

After your support and financial assessments we'll be able to tell you how much we can contribute to your Personal Budget. You can then choose how to meet your needs in an appropriate way that is agreed by us.

Adult learning part-time courses are available across the county and many classes are available during the day. Reductions in costs are available for those claiming Council Tax Benefit (not single occupancy), Housing Benefit, Income Support or Pension credit (guarantee credit only). Courses available include:

- * Arts and Crafts
- * Computing
- * Maths and English (including English for speakers of other languages)
- * Home Improvements
- * Health and Fitness
- * Courses for adults with learning difficulties/disabilities

They also offer specialist support to people with sensory disabilities and mental health problems.

Benefits advice is available to all who need it.

Email: studentenquiries@buckscc.gov.uk

Tel: 01296 382403

In Touch is a telephone-based advice and information service for adults.

If you're having difficulty staying independent and are not receiving any of our services, we may still be able to help you by offering a telephone assessment, advice, information and review service. We can also give you advice to help you plan for the near future.

We can signpost you to voluntary and community services or information that will allow you to make informed choices about your needs.

Email: ascintouch@buckscc.gov.uk

Tel: 0845 370 8090

Safe and Well - is a service providing assistive technology (which refers to a huge range of monitoring devices such as falls alarms and medication reminder systems) as well as daily living aids to help you stay safe in your home. The service is provided by NRS healthcare and is provided on behalf of BCC and other local authorities. They have a specialised designed flat in Rabans Lane, Aylesbury where examples of assistive technology can be viewed.

Website: www.safeandwell.co.uk

Tel: 0300 100 0247

Quality in Care is the name of the service which supports registered care homes (with and without nursing), domiciliary care providers, supported living and the people who use these services and their staff, to have a positive experience.

Bus pass gives free bus travel for older and disabled people

You can use your bus pass to travel on local buses anywhere in England after 9.30 Monday to Friday and all day at weekends and bank holidays. In

Buckinghamshire the scheme is extended to include all journeys starting after 9 a.m. Monday to Friday.

Bus Passes are now issued by Transport for Buckinghamshire. You can find out more including if you are eligible for free travel and what bus services you can use by contacting the Bucks Bus Pass Team:

Email: buspasses@buckscc.gov.uk.

Tel: 0845 521 2 521.

Prevention Bucks County Council get involved in community activities to help you maintain independent, health and wellbeing. For example gentle exercise to keep you fit or lunch clubs to prevent isolation. Details are available on the website: www.careadvicebucks.org

Is your service free?	Variable depending on service.
What are the eligibility criteria for your service?	Variable depending on service.
What is the area that you serve?	All of Buckinghamshire

Bucks Older Peoples Action Group	
Public contact email	
Public phone number	01296 622122
Website	www.bopag.org.uk
What does your organisation do?	Bucks Older People Action Group aims to ensure that the voices of older people in Buckinghamshire are heard and that they influence the way in which services are planned and delivered, maintaining and improving the well-being of local older people.
Is your service free?	Yes
What are the eligibility criteria for your service?	Anyone who considers themselves an older person
What is the area that	All of Buckinghamshire

you serve?	
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Bucks Floating Support Service (BFSS)	
Public contact email	bucksenquiries@connectionfs.org
Public phone number	01296 484322
Website	www.bucksfloatingsupport.org
What does your organisation do?	Provides support to people who are in temporary accommodation, social housing, private rented accommodation and those whose mortgaged properties are at risk of being repossessed. Support includes help with budgeting, reducing isolation, applying for benefits and information on housing choices. Support is via phone, email, access points and through occasional home visits.
Is your service free?	Yes
What are the eligibility criteria for your service?	Referrals can be via individuals or through friends or family members (with their permission), A support worker will assess whether we are the right organisation to help you. If not we will suggest alternatives.
What is the area that you serve?	Buckinghamshire

Buckinghamshire Fire & Rescue Service	
Public contact email	General Enquiries: enquiries@bucksfire.gov.uk Free Home Safety Check: cs@bucksfire.gov.uk
Public phone number	01296 744400
Website	www.bucksfire.gov.uk
What does your organisation do?	A Home Fire Risk Check is a basic assessment of the fire risks in your home, carried out by our staff. It takes about 20 to 30 minutes, depending on the size of the house. We will need you to be present to answer a few questions for us. Our staff will offer you fire safety advice, based on any potential fire risks that they may have

	<p>identified during the check. You may also ask them any fire safety questions you may have.</p> <p>Our staff will also fit as many smoke alarms as they think necessary. We currently provide British Standard smoke alarms with a sealed battery that should last 10 years in normal use. As an option in certain premises, we may fit heat detectors. We can also point you in the direction of other local services that are there to help you. If you are deaf or hard of hearing we work with Action for Hearing Loss to fit a suitable alarm for you.</p>
Is your service free?	Yes
What are the eligibility criteria for your service?	Open to all but priority to those over 65
What is the area that you serve?	Buckinghamshire and Milton Keynes.

Bucks Home library service and other library services	
Public contact email	<p>Home Library: homelibraryservice@buckscc.gov.uk General enquiries: library@buckscc.gov.uk Reference Library: countyreflib@buckscc.gov.uk</p>
Public phone number	<p>Bucks Home Library Service: 01494 475573 Renewals 24 hours: 0303 1230035 General enquiries: 0845 2303232</p>
Website	<p>www.buckscc.gov.uk/leisure-and-culture/libraries/ www.buckscc.gov.uk/leisure-and-culture/libraries/access-for-all/home-library-service</p>
What does your organisation do?	<p>The home library service is a free monthly service delivered, to your home at times suitable for you, by volunteers called Library Visitors. They will wear identification badges and provide</p>

	a helpful and courteous service. You will be given a card with the name of your regular Library Visitor and the name and telephone number of your Home Library Service Coordinator.
Is your service free?	Books, DVDs, music CDs and audio books will be loaned and delivered free of charge.
What are the eligibility criteria for your service?	Buckinghamshire residents, who are housebound due to age, illness or disability. Carers who are unpaid are also eligible.
What is the area that you serve?	All of Buckinghamshire

Bucks MIND	
Public contact email	info@bucksmind.org.uk
Public phone number	01296 437328
Website	www.bucksmind.org.uk
What does your organisation do?	<p>Buckinghamshire Mind is a charity working to support and represent people with Mental Health needs in the local community. We do this through providing good quality services including counselling, support with employment and finding work, services for older people and through a range of opportunities and activities for groups and individuals. We work to provide a voice for people with mental health needs, to fight stigma and campaign to influence policy and decision making locally.</p> <p>The Befriending Service offers both one to one and group support to people over 18 years who are lonely or isolated as a result of mental distress.</p>
Is your service free?	Information & advice is free but other services are subject to a charge. To see our charges please visit www.bucksmind.org.uk/services/fees
What are the eligibility criteria for your	People can refer themselves or be referred by GP's, Social Services, Primary Care Mental Health Services or any other agency.

service?	
What is the area that you serve?	All of Buckinghamshire

Bucks Stroke Support - affiliated to the Stoke Association	
Public contact email	bucksstrokesupport@stroke.org.uk
Public phone number	0300 3300 761
Website	www.stroke.org.uk (national website)
What does your organisation do?	Provide essential information, practical advice and emotional support to stroke survivors, their carers and family/friends. We work closely to look at your next steps and help you to get there, making sure your needs are met as you or someone you care about makes the best possible recovery.
Is your service free?	Yes
What are the eligibility criteria for your service?	We work with stroke survivors, their carers or family/friends, living in Bucks
What is the area that you serve?	Buckinghamshire

BucksVision	
Public contact email	reception@bucksvision.co.uk
Public phone number	01296 487556
Website	www.bucksvision.co.uk
What does your organisation do?	BucksVision is a registered charity which provides support to anyone with serious sight loss throughout Buckinghamshire. We run a subscription scheme that provides a number of services to our subscribers including access to resource room and social activities. We also provide a Rehabilitation Service which includes

	advice on daily living skills. Our staff work from the Aylesbury Resource and Training Centre and we have over 400 volunteers. We also have a Resource Centre in Milton Keynes which is staffed entirely by volunteers.
Is your service free?	Information & Advice is free but other services are subject to a charge
What are the eligibility criteria for your service?	Visually impaired people resident in Buckinghamshire
What is the area that you serve?	All of Buckinghamshire

Calibre audio library	
Public contact email	enquiries@calibre.org.uk
Public phone number	01296 432 339
Website	www.calibre.org.uk
What does your organisation do?	National charity providing a subscription-free postal and streaming service of unabridged audio books (Streaming is a service where Calibre audio books are delivered to you live as you listen using the internet, as opposed to downloads where the complete book is delivered before you start listening. You can listen to them on internet enabled devices, such as iPads, laptops and via mobile phones.)
Is your service free?	There is a one-off joining fee.
What are the eligibility criteria for your service?	For adults and children with sight problems, dyslexia or other disabilities, who cannot read print.
What is the area that you serve?	National
Care Choices (directory of Home Care providers)	
Public contact email	
Public phone number	HELPLINE 0800 389 2077

Website	www.carechoices.co.uk
What does your organisation do?	Care Choices is a leading publisher of care information and produces many of the official care directories for local authorities and councils including for Buckinghamshire County Council. You can search our website for home care providers registered with us in your area.
Is your service free?	Yes
What are the eligibility criteria for your service?	Open to anyone.
What is the area that you serve?	Buckinghamshire and Milton Keynes

Carers Bucks	
Public contact email	mail@carersbucks.org
Public phone number	0300 777 2722
Website	www.carersbucks.org
What does your organisation do?	Carers Bucks is a countywide charity that supports unpaid carers who are looking after someone who cannot manage without them because of illness or disability. Carers Bucks offers up to date advice and information on caring issues; emotional support; training; advice for working carers; help with planning in case carers are unable to care because of an accident or illness; links with other family carers through support groups and access to small grants. We run support groups throughout the Vale.
Is your service free?	Yes
What are the eligibility criteria for your service?	We support carers of all ages and in different caring roles, including young carers, parents of children with a physical or learning disability, older carers, carers from the black and minority

	ethnic community and those looking after someone with mental health problems, including depression.
What is the area that you serve?	Carers living in Bucks or supporting someone who lives in Bucks

Citizens Advice - Aylesbury - Buckingham & Winslow District	
Public contact email	Aylesbury - manager@aylesburycab.org.uk
Public phone number	Aylesbury = 0344 4111444 Buckingham & Winslow = 0344 2451289
Website	www.citizensadvice.org.uk
What does your organisation do?	The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.
Is your service free?	Yes
What are the eligibility criteria for your service?	For the client to have a need for the service.
What is the area that you serve?	National with local centres

Community Impact Bucks - gardening scheme and pub lunches	
Public contact email	info@communityimpactbucks.org.uk
Public phone number	0300 1111250
Website	www.communityimpactbucks.org.uk
What does your organisation do?	We are an independent charity providing support services to other charities, community groups, social enterprises and rural organisations throughout Buckinghamshire. We are also the Volunteer Centre for

Buckinghamshire, helping members of the public to become involved in community activity.

The Pub Lunch Club Scheme is coordinated by CIB on behalf of BCC Adult Social Care. Pub Lunch Clubs meet monthly and operate mainly in rural communities throughout Bucks. A two course meal with tea and coffee is provided at a reasonable price in local pubs. The scheme helps to address social exclusion in rural areas. The CIB coordinator sets up the clubs, finds local volunteers to organise them and publicises the start-up event.

Gardening - Since 2003 we have been providing charitable year-round gardening and well-being services to people living in the Aylesbury Vale who are vulnerable, isolated and living alone in the community. Typically, our service users are older people or people living with disabilities; most live in disadvantaged areas.

- General garden maintenance
- Garden clearances
- Community-level growing
- Therapeutic and defensive planting

Is your service free?	General information & advice is free but other services are subject to a charge
What are the eligibility criteria for your service?	Pub lunches are open to all. Gardening is available to older people or people living with disabilities.
What is the area that you serve?	All of Buckinghamshire

Contact the Elderly	
Public contact email	info@contact-the-elderly.org.uk
Public phone number	0800 716543
Website	www.contact-the-elderly.org.uk
What does your organisation do?	We organise regular Sunday afternoon tea parties for people over 75, who live with little or no social support
Is your service free?	Yes
What are the eligibility	Over 75

criteria for your service?	
What is the area that you serve?	Contact them to see if there are hosts in your village.

Carers Trust	
Public contact email	info@carers.org
Public phone number	0844 800 4361
Website	www.carers.org
What does your organisation do?	We are a 'not for profit' charity providing support to carers and the people they care for, in their homes 24 hours a day, 365 days of the year. We can provide a wide range of services, activities and support unique to our clients needs from personal care, bathing and medication, to outings, social sits and shopping calls, washing, cooking, light domestic work, dressing, companionship to dementia and Alzheimer's care. Our support covers all age groups, disabilities and illnesses.
Is your service free?	We accept self directed support and referrals from doctors, social services, families and private individuals. Costs vary depending on service required and whether health-funded.
What are the eligibility criteria for your service?	Everyone who needs this service.
What is the area that you serve?	Aylesbury Vale and Milton Keynes

Cruse Bereavement Care, Buckinghamshire	
Public contact email	support@crusebucks.org.uk
Public phone number	01296 425757
Website	www.crusebucks.org.uk
What does your	We offer a comprehensive range of services to

organisation do?	anyone who is devastated when a person dies and who then is faced with the challenge of facing the future . We provide a support group in Stoke Mandeville.
Is your service free?	Yes. We rely on donations
What are the eligibility criteria for your service?	Any person of any age.
What is the area that you serve?	All of Buckinghamshire

Dial a Ride	
Public contact email	enquiries@dialaride.org.uk
Public contact phone	01296 330088
Website	www.dialaride.org.uk
What does your organisation do?	
<p>We are a charity, supported by your local councils, providing a door to door minibus service in the Aylesbury Vale area for anyone who finds it difficult to use ordinary public transport.</p> <p>We aim to give our members a reliable, personal service. Our well-trained friendly drivers will give you the support you need at the beginning and end of your journey. All our members welcome the freedom and independence that our service, with its specially adapted minibuses, can give them.</p> <p>All our vehicles are specially adapted, have passenger lifts or ramps and are in radio contact with our base so that wheelchair users can travel safely and in comfort. They also have many other adaptations so that we can carry people with a range of disabilities.</p>	
Is your service free?	You pay an annual membership fee of £10.00 (as at July 2015) and pay fares to the driver when you travel. Fares depend upon the length of the journey and are a little more expensive than bus fares, but a lot cheaper than taxis.
What are the eligibility criteria for your	If you find it difficult or impossible to use existing public transport, we will welcome you as a

service?	member. Our members are often elderly, frail or with mental health problems or learning difficulties - permanent or temporary. But you don't need to be elderly or a wheelchair user to join, and people of all ages use our service.
What is the area that you serve?	All of Aylesbury Vale.

Enrych Buckinghamshire	
Public contact email	Jenny.dorney-savage@enrych.org.uk
Public phone number	07511 142 268
Website	www.enrych.org.uk
What does your organisation do?	ENRYCH Buckinghamshire enables adults who have a physical or sensory disability to overcome isolation, to improve their health and well-being, and so to become more confident and active members of their local community. Our principal activity is to identify, arrange, and support a learning or leisure activity tailored to the needs of each disabled member. We recruit and train a volunteer to match each member's needs and we support them in developing a partnership over a two year period.
Is your service free?	Yes
What are the eligibility criteria for your service?	Adult with physical disability in need of support for leisure and learning
What is the area that you serve?	Vale of Aylesbury

Falls prevention service	
Public phone number	0844 225 2403
What does your organisation do?	A multi-disciplinary team of health care professionals who work to prevent falls amongst older people and to provide rehabilitation to improve independence and confidence following

	a fall. We run <i>Get Fit Avoid Falls</i> strength and balance exercise classes at various locations across Buckinghamshire for older people who feel unsteady and are concerned about or have had falls.
Is your service free?	Yes - part of the NHS
What are the eligibility criteria for your service?	Older people with balance problems not related to neurological conditions
What is the area that you serve?	Buckinghamshire

First Stop Care Advice	
Public contact email	info@firststopadvice.org.uk
Public phone number	0800 377 7070
Website	www.firststopcareadvice.org.uk
What does your organisation do?	FirstStop Care Advice is an independent service offering advice and information for older people, their families and carers about housing and care options in later life. It is led by the charity Elderly Accommodation Counsel (EAC) working in partnership with other national and local organisations. Our service spans housing, care, finance and rights and is delivered through our website, our telephone Advice Line and our network of local and specialist partner organisations.
Is your service free?	Yes
What are the eligibility criteria for your service?	For older people, their family and carers
What is the area that you serve?	National

LEAP (brand name of the Bucks and MK Sport and Activity Partnership)	
Public contact email	
Public phone number	01296 585215
Website	www.leapwithus.org.uk
What does your organisation do?	
<p>Leap is a not for profit organisation and one of 45 County Sports Partnerships nation-wide, that form a key element of the delivery system for sport across England.</p> <p>Locally, Buckinghamshire has an important role to play in the legacy from the London 2012 games as the home of the Paralympics. You can find out more information about this legacy by visiting the Bucks Legacy website.</p> <p>From beginner Running groups to Badminton, Netball, Rowing or Aerobics sessions, there are a variety of sessions taking place across the county. And you don't have to be an athlete to join in; many sessions are designed for beginners or people returning to activity and ease you in gradually. You can search the website to find an activity near you.</p>	
Is your service free?	Charges apply for some activities which require qualified instructors.
What are the eligibility criteria for your service?	LEAP is focused on encouraging adults and children in Buckinghamshire to be more active. As the activities featured are delivered by a variety of different providers there may be some prerequisites to take part in some of the activities.
What is the area that you serve?	Buckinghamshire and Milton Keynes

Florence Nightingale Hospice	
Public contact email	
Public phone number	01296 429975
Website	www.fnhospice.org.uk
What does your	The Florence Nightingale Hospice provides

organisation do?	specialist palliative care and support through in-patient and at-home services to local families affected by life-limiting illness, free-of-charge. A complete care package is provided through an In-Patient Unit, Day Hospice, Therapies, Lymphoedema Clinic, Specialist Community Nursing team, Florrie's Children's Team and a Nightingale 24/7 Care Team, which provides day and night-time care for patients at end of life. The Florence Nightingale Hospice looks after people of all ages with life-limiting illnesses, across Aylesbury Vale, the Chilterns, Bedfordshire and parts of Oxfordshire. The Hospice needs over £600,000 each year to keep essential local services running.
Is your service free?	Yes
What are the eligibility criteria for your service?	Patients that require palliative care.
What is the area that you serve?	Aylesbury Vale, the Chilterns, Bedfordshire and parts of Oxfordshire

Fremantle Trust	
Public contact email	enquiries@fremantletrust.org
Public phone number	01296 393000
Website	www.fremantletrust.org
What does your organisation do?	Care homes, day care, respite care, extra care and home care.
Is your service free?	No
What are the eligibility criteria for your service?	Older people
What is the area that you serve?	Aylesbury Vale

Grandparents Association and support group (Aylesbury Vale)	
Public contact email	suzanneviora@hotmail.com
Public phone number	01296 582614
Website	www.grandparents-association.org.uk
What does your organisation do?	<p>We are a support group for grandparents who have been denied reasonable or all contact with our grandchildren. At our meetings grandparents can talk in a totally confidential environment with other grandparents in the same situation. Our group members are able to share ideas, information and advice to help each grandparent manage the lack of contact with their grandchildren so they don't feel so alone with their problem.</p> <p>Meetings are held at the Holiday Inn Hotel, Aston Clinton Road, Aylesbury, on the second Wednesday of the month from 7 pm onwards.</p> <p>The Grandparents' Association supports all grandparents and their families and works with government, local authorities and campaigns with key charities to raise awareness of the needs of grandparents.</p>
Is your service free?	£1 subscription - for support group
What are the eligibility criteria for your service?	To be a grandparent who is denied reasonable or all contact with their grandchildren.
What is the area that you serve?	Aylesbury Vale, although others would not be turned away.

Healthy Minds	
Public contact email	healthy.minds@oxfordhealth.nhs.uk
Public phone number	01865 901600

Website	www.healthymindsbucks.nhs.uk
What does your organisation do?	If you are feeling anxious, depressed, stressed or suffering sleep difficulties, Healthy Minds may be able to offer you the help you need to improve your wellbeing. We are a fast acting NHS service offering talking therapies, practical support and employment advice to people with a GP in Buckinghamshire.
Is your service free?	Yes - part of the NHS
What are the eligibility criteria for your service?	Anyone who is feeling depressed, anxious or stressed, is aged 18 or over and has a GP in Buckinghamshire can request help from Healthy Minds. We take self-referrals as well as referrals from GPs and other health care professionals.
What is the area that you serve?	We do not see people that are currently working with another NHS mental health service. We cover the whole of Buckinghamshire except Milton Keynes who have their own service. We work out of GP surgeries and community venues across Buckinghamshire

Independent Age - Advice and support for older age	
Public contact email	charity@independentage.org
Public phone number	020 7605 4200
Website	www.independentage.org
What does your organisation do?	<p>We are a registered charity offering a range of services to older people and their families across the UK and Ireland.</p> <p>Our advice and information service offers expert personalised support by phone and email to almost 4,000 older people and their families each year. Our advice on social care provision includes care options and assessments, finding and paying for care, funding concerns and making a complaint</p> <p>We provide a range of free publications and</p>

	detailed information guides offering practical information and advice for over-65s on finances, staying independent and getting the most out of later life.
Is your service free?	Yes
What are the eligibility criteria for your service?	Open to all
What is the area that you serve?	National

Money Advice Service - inheritance tax	
Public contact email	enquiries@moneyadviceservice.org.uk
Public phone number	0300 500 5000
Website	www.gov.uk/inheritance-tax www.moneyadviceservice.org.uk
What does your organisation do?	The Money Advice Service is an independent service set up by Government. Our free printed guides give you clear, unbiased information and advice. They are a good starting point and can help you make informed choices. Our guides are intended for consumers of UK financial services, resident in the UK.
Is your service free?	Yes
What are the eligibility criteria for your service?	Open to all
What is the area that you serve?	National

Memory Advice Service	
Public contact email	age@ageukbucks.org.uk

Public phone number	01296 438415
Website	www.ageukbucks.org.uk
What does your organisation do?	<p>(This is a community service provided by Age UK and funded by the NHS and Buckinghamshire County Council)</p> <p>We support people of all ages with memory issues and/or a diagnosis of dementia by:</p> <ul style="list-style-type: none"> • providing information, • signposting to services, • Providing a listening ear • Being the link between the GP, Memory Clinic etc. • Supporting carers • Visiting people in their own homes
Is your service free?	Yes
What are the eligibility criteria for your service?	Anyone with memory issues whether or not they have been diagnosed with dementia. Carers of people with memory issues
What is the area that you serve?	<p>The whole of Buckinghamshire including people who have a Buckinghamshire GP but live outside Buckinghamshire.</p> <p>The <u>exception</u> is anyone who is registered with GP surgeries in Wing, Steeple Claydon, Whitchurch Buckingham and Winslow as they are covered by the Alzheimer's Society Project Workers.</p>

Oddfellows	
Public contact email	kevin.macan-lind@oddfellows.co.uk .
Public phone number	01767 312643
Website	www.oddfellowsbedsandbucks.co.uk
What does your organisation do?	A membership organisation offering social events, care service, advice line and financial services.
Is your service free?	Relatively low annual membership fee.

What are the eligibility criteria for your service?	Membership which is open to all. Non-members are welcome at social events - events diary on website.
What is the area that you serve?	National with local branches including Grenville branch in Buckingham.

Oxford Health NHS Foundation Trust	
Public contact email	
Public phone number	01865 901000
Website	www.oxfordhealth.nhs.uk
What does your organisation do?	<p>In our older people's mental health services we care for people aged over 65 with functional mental illness, and for people with dementia, regardless of age.</p> <p>Working with local health and social care services, we aim to provide effective support to patients and carers in their own homes and in the community, to avoid unnecessary admission to hospital.</p> <p>Our services work on a social inclusion model and provide a range of therapeutic groups both in the community and in local day centres. Our teams offer a range of group activities, such as memory strategy groups, wellbeing groups, coping with depression, and art groups.</p>
Is your service free?	Yes - part of NHS
What are the eligibility criteria for your service?	Patients need to be referred into our services via their GP.
What is the area that you serve?	Buckinghamshire

Parkinsons UK	
Public contact email	abrowne@parkinsons.org.uk; (Anita Browne covers Aylesbury and South Bucks) dwilcox@parkinsons.org.uk (Denise Wilcox covers Milton Keynes and North Bucks)
Public phone number	Anita; Aylesbury and South Bucks 0844 225 3675 Denise; MK and North Bucks 0844 225 3773 Freephone helpline number 0808 800 0303
Website	www.parkinsons.org.uk
What does your organisation do?	Provides information and support locally to those affected by Parkinson's. This can be family members, carers or a patient.
Is your service free?	Yes
What are the eligibility criteria for your service?	Client must have a confirmed diagnosis of Parkinsons. Their carers/family members are also welcome to use the service.
What is the area that you serve?	National with local branches.

Police Community Support Officers (Thames Valley)	
Public contact email	corporatecommunications@thamesvalley.pnn.police.uk Please note: This service is not monitored out of office hours and is not for reporting crimes or incidents. To report these please contact Thames Valley Police on 101.
Public phone number	101
Website	www.thamesvalley.police.uk
What does your organisation do?	Neighbourhood Policing teams are led by senior police officers and include police community support officers (PCSOs), often together with volunteer police officers, volunteers and partners. They work with local people and partners to identify, tackle and prevent local, low-level crime, anti-social behaviour, and any ongoing concerns. They provide you with a visible, accessible and accountable police

	<p>service and aim to make your neighbourhood safer.</p> <p>They hold Have your Say meetings, attend Neighbourhood Action Groups as well as promote Neighbourhood Watch.</p> <p>Sign up to Thames Valley Alert: If you live or work in Berkshire, Buckinghamshire, Oxfordshire or Milton Keynes, you are invited to register now to become a registered recipient of messages of information, crime alerts or witness appeals local to the area in which you live or work in a way that suits your needs and lifestyle by email, text or telephone. As a registered recipient you will not only benefit from two way messaging but may also learn about those in your community subject of anti social behaviour orders, help identify suspected or wanted criminals from the Gallery pages or learn about community groups, events or meetings in your area.</p> <p>Please note: This service is not monitored out of office hours and is not for reporting crimes or incidents. To report these please contact Thames Valley Police on 101.</p>
Is your service free?	Yes
What are the eligibility criteria for your service?	Open to all
What is the area that you serve?	Berkshire, Buckinghamshire, Oxfordshire or Milton Keynes

Safe and Well (a service run by NRS Healthcare and supported by Buckinghamshire County Council and the NHS)	
Public contact email	bucks@safeandwell.co.uk.
Public phone number	0300 100 0247
Website	www.safeandwell.co.uk/buckinghamshire

<p>What does your organisation do?</p>	<p>We are here to help people who wish to buy their own daily living aids. We can help you find out which daily living aids are available and where you can buy them from.</p> <p>Drop in to our local Safe + Well Centre for the opportunity to try out various items of equipment, where you can receive tailored advice to help choose which piece of equipment would best suit your needs as well as the opportunity to purchase some small aids or alternatively our friendly Occupational Therapy Assistant can help you order bigger items for home delivery.</p> <p>Safe + Well Centre, Unit 29 Faraday Road Rabans Lane Industrial estate, Aylesbury HP19 8RY</p>
<p>Is your service free?</p>	<p>Free advice on which daily living aids you could purchase to meet your needs.</p>
<p>What are the eligibility criteria for your service?</p>	<p>Anyone wishing to purchase daily living aids.</p>
<p>What is the area that you serve?</p>	<p>Visit our website or telephone us to find details of all our Safe+Well™ registered retailers. Those listed have undergone additional training and monitoring so you can be assured you are buying from a trusted shop.</p>

Samaritans	
<p>Public contact email</p>	
<p>Public phone number</p>	<p>0845 7 90 90 90</p>
<p>Website</p>	<p>www.samaritans.org</p>
<p>What does your organisation do?</p>	<p>A phone helpline for those who need someone to talk to. People often feel that they cannot talk to anyone else. All calls are confidential and we don't</p>

	<p>Keep detailed records about why people call Samaritans, but some common reasons people contact us are:</p> <ul style="list-style-type: none"> • relationship and family problems • loss, including loss of a job, a friend or a family member through bereavement • financial worries • job related stress or overwork • college or study related stress loneliness and isolation
Is your service free?	yes
What are the eligibility criteria for your service?	Samaritans is available to anyone who is in any kind of distress. People of all backgrounds and ages contact us for emotional support.
What is the area that you serve?	National with local branches.

SUCO - Bucks Service user and Carer Organisation	
Public contact email	
Public phone number	0300 777 2711
Website	www.suco.org.uk
What does your organisation do?	The Bucks Service User and Carer Organisation (SUCO) is created and led by service users and carers. Its aim is to campaign for better services for service users and carers within Buckinghamshire and to represent their views and concerns. In particular it is focussed on influencing the design and delivery of Adult Social Care Services and on recruiting and supporting Service Users and Carers to represent their communities on Buckinghamshire County Council Boards and Groups.
Is your service free?	Yes
What are the eligibility	Service users and Carers who access Adult Social

criteria for your service?	Care Services. A service user is someone over the age of 18 who through disability, age or illness, needs help to continue to live safely and independently, without risk to him or herself or other people.
What is the area that you serve?	Buckinghamshire

Simply Walk	
Public contact email	simplywalks@buckscc.gov.uk
Public phone number	01494 475367
Website	www.buckscc.gov.uk/simplywalk
What does your organisation do?	Arranges walks to help people get active and improve health. Led by trained volunteer walk leaders, there are over 50 walks available every week across the county. All new walkers are welcome to the scheme whether you are currently fit and active, or haven't exercised in a long time. No need to book, just choose your walk and on your first walk arrive 15 minutes early to register with the walk leader.
Is your service free?	Yes
What are the eligibility criteria for your service?	Open to all
What is the area that you serve?	All of Buckinghamshire (ex Milton Keynes area)

Society of later life advisors (SOLLA)	
Public contact email	admin@societyoflaterlifeadvisers.co.uk
Public phone number	0845 303 2909
Website	www.societyoflaterlifeadvisers.co.uk
What does your organisation do?	SOLLA (a not for profit organisation) aims to assist consumers and their families in finding

	trusted accredited financial advisers who, understand financial needs in Later Life.
Is your service free?	Yes
What are the eligibility criteria for your service?	Open to all
What is the area that you serve?	National

SSAFA (Soldiers, Sailors, Airmen and Families Association)	
Public contact email	Buckinghamshire@ssafa.org.uk
Public phone number	0845 241 7141 or locally 01494 538 256
Website	www.ssafa.org.uk
What does your organisation do?	<p>SSAFA provides lifelong support to anyone who is currently serving or has ever served in the Royal Navy, British Army or Royal Air Force. We're ready to help you and your family, whenever and wherever you need us.</p> <p>Our trained volunteers can provide practical and emotional support if and when you need it. Our network of local branches means that help and advice is always close at hand. When you contact us for support we will put you in touch with one of our experienced advisors in your area.</p>
Is your service free?	Yes
What are the eligibility criteria?	Currently serving or has ever served in the Armed Forces, either Regular or Reserve.
What is the area that you serve?	National with a Buckinghamshire branch.

Tax help for older people	
Public contact email	
Public phone number	0845 601 3321

Website	www.taxvol.org.uk
What does your organisation do?	Tax Help for Older People is a charity service from Tax Volunteers that provides free, independent and expert advice and help for older people on lower incomes.
Is your service free?	Yes
What are the eligibility criteria for your service?	Older people on low incomes and their carers. (£20,000 gross per annum or less.)
What is the area that you serve?	National

Trading Standards (Buckinghamshire have merged with Surrey County Council)

Public contact email	tsd@buckscc.gov.uk
Public phone number	03454 04 05 06
Website	<p>www.new.surreycc.gov.uk/business-and-consumers.</p> <p>www.supportwithconfidence.gov.uk</p> <p>Provides details of those offering assistance with services such as gardening, washing and cooking who have been approved by Trading Standards.</p>
What does your organisation do?	Protecting consumers and safeguarding the health and well-being of the community. For older people we particularly focus on preventing rogue traders, distraction burglary and provide information about reputable traders.
Is your service free?	Yes
What are the eligibility criteria for your service?	Open to all
What is the area that	All of Buckinghamshire

you serve?	
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Transport for Buckinghamshire - Road Safety - older/mature drivers	
Public contact email	roadsafety@buckscc.gov.uk
Public phone number	0845 230 2882
Website	www.transportforbucks.net/Road-Safety/Older/Mature-drivers.aspx
What does your organisation do?	The driving assessment is not a test but is aimed at providing you with the support, guidance and coaching necessary to help you achieve your driving aims to the best of your ability. The assessment will be carried out in your own vehicle.
Is your service free?	A one hour practical assessment costs £37 (as of 1 st April 2015) and is conducted from your home location. The assessment includes a verbal debrief, completion certification and written report. The website lists a number of useful factsheets on driving and ageing.
What are the eligibility criteria for your service?	Valid driving licence
What is the area that you serve?	All of Buckinghamshire

University of the Third Age (U3A)	
Public contact email	
Public phone number	020 8466 6139
Website	www.u3a.org.uk
What does your organisation do?	U3As are self-help, self-managed lifelong learning co-operatives for older people no longer in full time work, providing opportunities for their members to share learning experiences in a wide range of interest groups and to pursue learning not for qualifications, but for fun.
Is your service free?	Small membership fee.

What are the eligibility criteria for your service?	Open to older people no longer in full time work.
What is the area that you serve?	Each group is an independent charity and defines its own geographical area. To find your nearest U3A group you could go to this website: www.u3a.org.uk .

Vale of Aylesbury Housing Trust	
Public contact email	contact@vaht.co.uk
Public phone number	01296 732600
Website	www.vaht.co.uk
What does your organisation do?	We have been providing affordable homes and services across the Vale since 2006. We are not part of the council and operate separately as a not-for-profit Registered Social Landlord. Part of our housing stock includes supported housing (sheltered housing). Our website contains a list of useful factsheets for older residents.
Is your service free?	No, but can provide charitable rates.
What are the eligibility criteria for your service?	For advice about housing please contact us or the District Council. Supported housing - generally over 60 First Contact is available to all older people or disabled people, not just our tenants.
What is the area that you serve?	Aylesbury Vale

Willen Hospice	
Public contact email	
Public phone number	01908 663636
Website	www.willen-hospice.org.uk
What does your organisation do?	Willen Hospice is a registered charity that provides specialist care for people whose illness

	no longer responds to curative treatment. Can be offered in the hospice or through home nursing.
Is your service free?	Yes
What are the eligibility criteria for your service?	Provides palliative care for those aged 18 and above.
What is the area that you serve?	North Buckinghamshire