



All-Nation Signposting List 2021

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Section 1: Useful in Remit Information/Links

Advice/Advocacy

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Age UK	<ul style="list-style-type: none"> • Various 	Over 60's	Advice Line: 0800 678 1602 - Local Age UK Link	UK-Wide
Citizen's Advice	<ul style="list-style-type: none"> • Various 	Various	Eng: 0800 144 8848 Wal: 0800 702 2020 Find Local Citizens Advice - Link	UK-Wide
Independent Mental Capacity Advocate	<ul style="list-style-type: none"> • Advocacy 	Individuals under a mental health section	Find IMCA	England, various
POhWER	<ul style="list-style-type: none"> • Various 	Various	0300 456 2370 - POhWER	Various
The Advocacy People	<ul style="list-style-type: none"> • Various 	Various	Advocacy People	Select regions across England
Voiceability	<ul style="list-style-type: none"> • Various 	Various	Voiceability	Select regions across England
CASCAIDr	<ul style="list-style-type: none"> • Dispute resolution (Social Services) 	Individuals in dispute with social services	CASCAIDr	UK wide
PALs Services	<ul style="list-style-type: none"> • Advice and support on health-related matters 	Individuals with questions/concerns about their healthcare	Find Local PALS	UK wide

Alcohol & Drug Misuse

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
AdFam	<ul style="list-style-type: none"> Online and face to face support 	Families of those with Alcohol Issues	AdFam	Select regions across England
Alcoholics Anonymous	<ul style="list-style-type: none"> Helpline Local support groups 	People with Alcohol Issues	Al Anon	UK wide

Befriending

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Age UK	<ul style="list-style-type: none"> Various support and information services 	Over 60s	Age UK Local Services	UK wide
Reengage (clients aged 75 years+)	<ul style="list-style-type: none"> Social opportunities 	75+	0800 716 543 - Re-Engage Website	Wales and West Yorkshire
Silverline	<ul style="list-style-type: none"> Helpline Befriending 	Older people	0800 470 8090 - Silverline	UK wide

Bereavement

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Bereavement Advice Centre	Helpline	Individuals facing bereavement	0800 634 9494 - Bereavement Advice Centre	UK wide
Cruse Bereavement Care	Helpline, web-chat, 1-1 support,	Individuals facing bereavement	0808 808 1677 - Cruse	UK wide

Carers' Support

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Carer's UK	Helpline Advice and Information	Carers	0808 808 7777 – Carer's UK <i>Links at top of page for each nation.</i>	UK wide

Child Abuse

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
NSPCC	<ul style="list-style-type: none"> • Helpline • Advice and support • Therapeutic services 	Children and families affected by abuse	0808 800 5000 – https://www.nspcc.org.uk/	UK wide
ChildLine	<ul style="list-style-type: none"> • Helpline • Counselling services. 	Under 19's	0800 1111 - https://www.childline.org.uk/	UK wide
Local Authority Child Safeguarding Teams	<ul style="list-style-type: none"> • Safeguarding referrals 	Individuals with safeguarding concerns	Search for "Area/City/Town" + "Child Safeguarding Team"	UK wide
Police	<ul style="list-style-type: none"> • Report Crimes • Legal Advice 	Victims/Witness to crime	101/999 or Local Police Force	UK wide

COVID

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Book Vaccine	<ul style="list-style-type: none"> • Book a COVID vaccine 	Various	Book Vaccine - 119 or 18001 119 (Text)	UK wide
Care Home Tests	<ul style="list-style-type: none"> • Care Home testing 	Residents & Staff	Care Home Tests (Applied by Manager)	UK wide
COVID Fraud Hotline	<ul style="list-style-type: none"> • Covid related fraud 	Various	0800 587 5030	UK wide
Medical Advice (General)	<ul style="list-style-type: none"> • Advice & Support 	Various	NHS 111 or Call GP	UK wide
Report Covid Test Result	<ul style="list-style-type: none"> • Report positive test 	Various	Report Results	UK wide

Crime/Cyber Crime

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Action Fraud UK	<ul style="list-style-type: none"> Fraud investigation 	Victims of fraud	0300 123 2040 – Action Fraud - Report	England and Wales
Crimestoppers UK	<ul style="list-style-type: none"> Crime investigation 	Victims or witnesses to crime	0800 555 111 – Crimestoppers	UK wide
Victim Support	<ul style="list-style-type: none"> Victim support services 	Victims of crime	Victim Support - England	UK wide
Police	<ul style="list-style-type: none"> Report Crimes Legal Advice 	Victims and witnesses of crime	101/999 - Silent 999 Information	UK wide

Dementia

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Alzheimer's Society	<ul style="list-style-type: none"> Helpline Advice & Support 	Individuals affected by Alzheimer's	0333 150 3456 – Alzheimer's Society	UK wide
Alzheimer's Scotland	<ul style="list-style-type: none"> Helpline Advice & Support 	Individuals affected by Alzheimer's	0800 808 3000 - Alzheimer's Scotland	Scotland

Disability/Health Condition

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Bipolar UK	<ul style="list-style-type: none"> Peer support Online support Crisis Help 	Individuals & families affected by bipolar	Bipolar UK - No Helpline	UK wide
Bipolar Scotland	<ul style="list-style-type: none"> Peer support Self-Help Groups 	Individuals & families affected by bipolar	Bipolar Scotland	Scotland
Disability Rights UK	<ul style="list-style-type: none"> Advice and support 	Individuals with disability	Disability Rights UK or Advice - Local	UK wide
Hub of Hope	<ul style="list-style-type: none"> Mental Health Support Database 	Signposting to local services	Hub of Hope	UK wide
Local Authority Adult Social Care Assessment	<ul style="list-style-type: none"> Care needs assessments 	Individuals with safeguarding concerns	Search for "Area/City/Town" + "Adult Safeguarding Team"	UK wide
Mencap	<ul style="list-style-type: none"> Various 	Adults with Learning Difficulties	0808 808 1111 or Mencap	UK wide
MIND	<ul style="list-style-type: none"> Various 	Individuals with mental health difficulties	0300 123 3393 or MIND	England and Wales
National Autistic Society	<ul style="list-style-type: none"> Various 	Individuals with autism	National Autistic Society - Helpline Closed (June 2021)	UK wide
Parkinson's UK	<ul style="list-style-type: none"> Various 	Individuals affected by Parkinson's	0808 800 0303 or https://www.parkinsons.org.uk/	UK wide
Scope Disability Equality	<ul style="list-style-type: none"> Information Emotional support 	Individuals with disabilities	0808 800 3333 or https://www.scope.org.uk/	UK wide

Domestic Abuse

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Ashiana (BAME Females)	<ul style="list-style-type: none"> • Advocacy • Advice & Support 	South Asian, Turkish and Middle Eastern women	Admin Line: 0208 539 0427 - Ashiana	London
Forward UK (African women/girls)	<ul style="list-style-type: none"> • Various 	African women and girls	0208 964 4000 or Forward UK	UK wide
Galop National LGBT	<ul style="list-style-type: none"> • Helpline • Support Services 	LGBT+ victims of abuse	0800 999 5428 or Galop	UK wide
Jewish Women's Aid	<ul style="list-style-type: none"> • Helpline • Webchat 	Jewish women	0808 801 0500 Jewish Women's Aid	London and Manchester
Karma Nirvana	<ul style="list-style-type: none"> • Helpline 	BAME – honour abuse/forced marriage.	0800 599 247 Karma Nirvana	UK wide
Mankind	<ul style="list-style-type: none"> • Helpline 	Male domestic abuse victims	01823 344 244 or Mankind	UK wide
Men's Advice Line	<ul style="list-style-type: none"> • Helpline 	Male domestic abuse victims	0808 801 0327 or Men's Advice Line	UK wide
National Centre for Domestic Violence	<ul style="list-style-type: none"> • Emergency injunction service 	Domestic abuse victims	0800 970 2070 or NCDV	UK wide
(Refuge) National Domestic Abuse	<ul style="list-style-type: none"> • Helpline • Advice & Support 	Female domestic abuse victims	0808 2000 247 - Refuge	UK wide
Save Dave	<ul style="list-style-type: none"> • Helpline 	Male domestic abuse victims	01233 680160 or Save Dave	Kent & Medway
Solace Women's Aid	<ul style="list-style-type: none"> • Advice Accommodation • Therapeutic services • Rape crisis 	Female domestic abuse victims	0808 802 5565 or Solace Women's Aid	London
Southall Black Sisters	<ul style="list-style-type: none"> • Advice • Counselling 	BAME Females/Languages	0208 571 9595 or Southall Black Sisters	Southall
Victim Support	Victim support services	Victims of crime	Victim Support - enter postcode for local office number.	UK-Wide

Created December 2021.

Review December 2022.

Family Mediation/Support

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Family Lives	<ul style="list-style-type: none"> Parenting support Helpline Forums Advice 	Families experiencing breakdown, aggression, bullying, teenage risky behaviour, mental health concerns	0808 800 2222 Family Lives	Select regions throughout England Helpline throughout UK
Family Mediators Association	<ul style="list-style-type: none"> Mediation 	Families iso mediation	01355 244 594 - Family Mediators Assoc.	Select regions throughout UK
Kinship	<ul style="list-style-type: none"> Information Advice & support 	Kinship carers	0300 123 7015 - Kinship	England and Wales

Food Banks

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Give Food	To give donations	Those wishing to donate.	Give Food	UK wide
The Trussell Trust	Food banks, grants search, benefits calculator	Individuals experiencing food poverty	0808 208 2138 or Trussell Trust	UK wide

Housing

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Age UK	Various	Older people	Age UK - Housing	UK wide
Elderly Accommodation Counsel Housing Care	Various	Elderly People	0800 377 7070 - EACHC	UK wide
Shelter – Local Office	Helpline, housing advice, webchat,		Shelter - Local Services - Enter postcode for local details	UK wide

International Abuse

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
INPEA: The International Network for the Prevention of Elder Abuse	Information and research	Non-UK Enquirers	INPEA - No Helpline	Worldwide
World Health Organisation	Information and research	NA	WHO - Elder Abuse	N/A

Legal

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Law Centres Network	<ul style="list-style-type: none"> Legal advice Casework Representation 	Individuals in need of legal representation	Law Centres Advice - No Helpline	Select regions across UK
Legal Ombudsman	<ul style="list-style-type: none"> Complaints reviewing 	Individuals engaged in legal disputes	0300 555 0333 - Legal Ombudsman	UK wide
Slater & Gordon (Elder Specialists)	<ul style="list-style-type: none"> Legal advice Representation 	Individuals in need of legal representation	0330 1075073 or Slater Gordon	England
Solicitors for Older People Scotland	<ul style="list-style-type: none"> Find a specialist solicitor in your area 	Older people and their families	0800 152 2037 - SFOPS	Scotland
Solicitors for the Elderly	<ul style="list-style-type: none"> Find a specialist solicitor in your area 	Older people and their families	0844 567 6173 (Premium Rate Line) - SFE	England and Wales
Solicitors Regulation Authority	<ul style="list-style-type: none"> Regulating legal services 	Individuals with complaints about a legal service	Solicitors Regulation Authority	England and Wales
We are Advocate (Barrister Advice)	<ul style="list-style-type: none"> Free legal help from barristers 	Individuals in need of legal representation	We Are Advocate	England and Wales

LGBT Community

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Butterflies UK (Support Group)	<ul style="list-style-type: none"> Memory loss support group 	Individuals with dementia and their families/carers	07914930305 – E-Mail: butterflies.uk@hotmail.com	Hull
Galop National LGBT Domestic Abuse Helpline	<ul style="list-style-type: none"> Helpline Support services 	LGBT+ victims of abuse	0800 999 5428 - Galop	UK wide
Gay Outdoor Club	<ul style="list-style-type: none"> LGBT activities/events for aged 50+) 	LGBT+ community	Gay Outdoor Club	UK wide
LGBT HERO: Health Equality & Rights Organisation	<ul style="list-style-type: none"> Advice Advocacy Mental health Support groups 	LGBT+ community	02077386872 or LGBT Hero	London

Mental Health

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Bipolar UK	<ul style="list-style-type: none"> Support for those with Bipolar Peer Support 	Individuals & families affected by bipolar	Bipolar UK - No Helpline	UK wide
Bipolar Scotland	<ul style="list-style-type: none"> Support for those with Bipolar Peer Support Self-Help Groups 	Individuals & families affected by bipolar		
Calm	<ul style="list-style-type: none"> Male Suicide Support 	Male	0800 585858 - Calm	UK wide
Cruse	<ul style="list-style-type: none"> Helpline Live Chat Information and Advice Individual and Group Support 		0808 808 - Cruse	Throughout the UK with practical support operating in select regions.
Hub of Hope	<ul style="list-style-type: none"> Mental Health Support Database 	Signposting	Hub of Hope - Search by Postcode	UK wide
Independent Mental Capacity Advocate	<ul style="list-style-type: none"> Individuals under section 	Advocacy	SCle - Final IMCA	England, various
MIND	<ul style="list-style-type: none"> Mental Health Support/Info Line 	Individuals experiencing mental health difficulties	0300 123 3393 - MIND	England and Wales
Rethink	<ul style="list-style-type: none"> Local Support Groups 	Individuals experiencing mental health difficulties	0808 801 0525 - Rethink	England
Samaritans	<ul style="list-style-type: none"> Crisis Support 	Anyone	116 123 - Samaritans	UK wide
SAMH	<ul style="list-style-type: none"> Advice & Support 	Individuals experiencing mental health difficulties	No Helpline - SAMH Contact Form	Scotland

Ombudsman

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Housing Ombudsman	<ul style="list-style-type: none"> Complaints reviewing 	Individuals engaged in complaint disputes	0300 111 3000 - Housing Ombudsman	UK wide
Legal Ombudsman	<ul style="list-style-type: none"> Complaints reviewing 	Individuals engaged in complaint disputes	0300 555 0333 - Legal Ombudsman	UK wide
Local Government & Social Care Ombudsman	<ul style="list-style-type: none"> Complaints reviewing 	Individuals engaged in complaint disputes	0300 061 0614 or https://www.lgo.org.uk/make-a-complaint	UK wide
Parliamentary & Health Service	<ul style="list-style-type: none"> Complaints reviewing 	Individuals engaged in complaint disputes	0345 015 4033 or https://www.ombudsman.org.uk/making-complaint	UK wide

Police

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Police 101	<ul style="list-style-type: none"> Non-Emergency Local Service 	Victims and witnesses to crime	101	UK Wide
Police 999	<ul style="list-style-type: none"> Emergency Service 	Individuals in an emergency	999	UK Wide
Independent Office for Police Conduct	<ul style="list-style-type: none"> Complaints 	Individuals with complaints regarding police conduct	IOPC	UK wide
Silent Police Solution	<ul style="list-style-type: none"> Make a silent 999 call. 	Individuals who do not/cannot speak	Silent Police Solution	Press 55 when prompted after dialling 999

Power of Attorney/Deputies

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Office of the Public Guardian (General)	<ul style="list-style-type: none"> Regulating Power of Attorney and Deputy 	Various	0300 456 0300 - Power of Attorney	UK wide
Office of the Public Guardian Safeguarding Unit	<ul style="list-style-type: none"> Reporting of Power of Attorney or Deputy 	Various	0115 9342777 – E-Mail: opg.safeguardingunit@publicguardian.gov.uk	UK wide
Office of the Public Guardian Search Registers	<ul style="list-style-type: none"> Find out if someone has a PoA or Deputy 	Various	OPG Search - Will need to fill form (Free Service)	UK wide
Court of Protection	<ul style="list-style-type: none"> Making decisions for people who lack mental capacity 	Various	0300 456 4600 or Apply for Deputyship	UK wide

Regulator

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Care Quality Commission	<ul style="list-style-type: none"> Regulates care providers 	Various	03000 616161 - CQC - Reporting for Public	UK wide
Care Inspectorate (Sco)	<ul style="list-style-type: none"> Regulates care providers 	Various	0345 600 9527 - Care Inspectorate Scotland	Scotland
Care Inspectorate (Wal)	<ul style="list-style-type: none"> Regulates care providers 	Various	0300 7900 126 - Care Inspectorate Wales	Wales
Regulation & Quality Improvement Authority (RQIA)	<ul style="list-style-type: none"> Regulates care providers 	Various	028 9536 1111 - RQIA	Northern Ireland

Religion Specific

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Atheism UK	<ul style="list-style-type: none"> Information Online Community 	Atheists	Atheism UK (No Helpline)	UK wide
Hindu Council UK	<ul style="list-style-type: none"> Information Research 	Hindus	Hindu Council UK (No Helpline)	UK wide
Jewish Women's Aid	<ul style="list-style-type: none"> Helpline Information Emotional support Legal advice 	Jewish women/victims of domestic violence	0808 8010500 - Jewish Women's Aid	England and Wales
Life Centre	<ul style="list-style-type: none"> Sexual Abuse Support 	Sexual abuse victims	0808 808 0808 - Life Centre	West Sussex
Muslim Community Helpline	<ul style="list-style-type: none"> Helpline 	Muslims in need of support	0208 9086715 - Muslim Community Helpline	UK wide
Premier Lifeline	<ul style="list-style-type: none"> National Christian Helpline 	Christians in need of support	0300 1110101 or Premier Lifeline	UK wide
Sikh Helpline UK	<ul style="list-style-type: none"> National Sikh helpline 	Sikhs in need of support	0845 6440704 or Sikh Helpline	UK wide

Sexual Abuse

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
NAPAC Support Line	<ul style="list-style-type: none"> Historical child abuse/support. 	People abused in childhood	0808 801 0331 – Email: support@napac.org.uk Website: NAPAC	UK wide
One in Four	<ul style="list-style-type: none"> Historical childhood sexual abuse support 	People sexually abused in childhood	Admin Line: 0208 697 2112 - One in Four	UK wide
The Survivors Trust	<ul style="list-style-type: none"> Sexual abuse and violence support 	Sexual abuse survivors	0808 801 0818 or Survivors Trust	UK wide
National Domestic Violence Helpline	<ul style="list-style-type: none"> Helpline 	Female Only	0808 2000 247 or NCDV	UK wide
Rape Crisis England & Wales	<ul style="list-style-type: none"> Both Historical & Present 	Female Only	0808 802 9999 or Rape Crisis	England and Wales
Ashiana	<ul style="list-style-type: none"> Both Historical & Present 	BAME Females	Admin Line: 0208 539 0427 - Ashiana	London
Forward UK	<ul style="list-style-type: none"> Both Historical & Present 	African women and girls	0208 964 4000 - Forward UK	UK wide
Victim Support	<ul style="list-style-type: none"> Both Historical & Present 	Victims of crime	Victim Support - Enter postcode for local office number.	UK wide
Safeline National Male Survivor Helpline	<ul style="list-style-type: none"> Sexual abuse and rape support 	Victims of sexual abuse	0808 800 5005 Text Support: 07860 065187 - Safeline	England and Wales

Whistleblowing

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Protect	<ul style="list-style-type: none"> Legal advice & support 3rd party advocates 	Whistle-blowers	0203 117 2520 or Protect	England

Winter Fuel Payments 2021-2022

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Winter Fuel Payment	Advice on claiming benefits	People entitled to winter fuel payments	Winter Fuel Payment or call 0800 7310160 (9.30am - 3.30pm)	UK wide
Warm Home Discount Scheme	Advice on claiming benefits	People entitled to winter fuel payments	Warm Home Discount or Helpline 0800 7310214 (If no letter by 31st Dec 2021). Alternatively, contact energy supplier directly.	UK wide
Cold Weather Payment Scheme	Advice on claiming benefits	People entitled to winter fuel payments	Cold Weather Payment - starts on 1st November 2021. This is paid automatically if eligible.	UK wide

Section 2: Useful Out of Remit Information/Links

Recovery Support (Mental Health, Drug and Alcohol Addiction)

Organisation	Services Provided	Target Service User	Contact Number and Website	Location
Richmond Fellowship	<ul style="list-style-type: none"> Supported Housing Employment Services Residential Care Homes Community Based Support Crisis Services 	Adults/Young Adults/Teenagers	Richmond Fellowship Head Office: <u>01372 363934</u>	South East of England <i>Majority of services operate in Surrey with one service in London and one in Kent</i>
Reach Out	<ul style="list-style-type: none"> 1-1 support for young people at risk of self-harm Support for substance misuse, mental health issues, relationship problems and lifestyle challenges. 	Adults/Children aged 4+	https://www.extern.org/reach-out-mental-health-support#mental-health-services-available Email: reachout@extern.org	Belfast only
DASP- Drugs Accommodation Support Project	<ul style="list-style-type: none"> Supporting active homeless drug users move from the streets 	Homeless Drug Users	Tel: 028 9033 0433 Email: sean.conlon@extern.org	Belfast only
Phoenix Futures	<ul style="list-style-type: none"> Residential Support Service Criminal Justice Support Service Housing Support Service 	Various	Phoenix Futures	Select regions throughout UK

Support Organisations - Disabilities, Health Conditions and Challenging Behaviour

Organisation	Services Provided	Target Service User	Contact Number and Website	Location
Cedar Foundation	<ul style="list-style-type: none"> • Employment training and support • Community Inclusion • Living Options 	People with disability, autism, and brain injury.	Cedar Foundation	Select regions throughout UK
Remploy Employment Support Services	<ul style="list-style-type: none"> • Finding work • Support in work 	People with disabilities and health conditions seeking employment support	Remploy Helpline: 0300 456 8110	Throughout the UK (online operations included)
Family Action	<ul style="list-style-type: none"> • Practical support • Emotional support • Financial support 	Families facing financial hardship, mental health problems, social isolation, learning disabilities, domestic abuse, or substance misuse problems.	Family Action Helpline: 0808 802 6666 Text: 07537 404 282 Email: familyline@family-action.org.uk	Select regions throughout UK
Family Lives	<ul style="list-style-type: none"> • Parenting support • Helpline • Forums • Advice 	Families experiencing breakdown, aggression in the home, bullying etc.	Parenting and Family Support - Family Lives Helpline: 0808 800 2222 Email: askus@familylives.org	Select regions throughout England Helpline throughout UK

Advocacy Services and Helplines

Organisation	Services Provided	Target Service User	Contact Number and Website	Area of Operation
Mind	<ul style="list-style-type: none"> ▪ Helpline ▪ Advocacy ▪ Online Community ▪ Advice 	Anyone experiencing mental health difficulties	Mind Infoline: 0300 123 3393	Throughout the UK
Stop It Now	<ul style="list-style-type: none"> ▪ Helpline ▪ Live chat/secure messaging 	People concerned about their own thoughts and behaviour.	Stop It Now Helpline: 0808 1000 900	Throughout the UK
Voiceability	<ul style="list-style-type: none"> ▪ Advocacy ▪ Support for people in hospital, prison, and 'sectioned' ▪ Various 	Adults, children and young people in need of their services	Voiceability Helpline: 0300 303 1660 Email: helpline@voiceability.org	Select regions throughout England Helpline throughout UK
Rethink Mental Illness	<ul style="list-style-type: none"> ▪ Helpline ▪ Advocacy ▪ Careers Support ▪ Community Support ▪ Criminal Justice ▪ Housing 	Anyone affected by mental illness	Rethink - Freephone: 0808 801 1660 Email: advice@rethink.org	Select regions throughout England and Wales
Scope	<ul style="list-style-type: none"> ▪ Helpline ▪ Advice and Support ▪ Family Services ▪ Employment Services 	Anyone with a disability	Scope Helpline: 0808 800 3333 Textphone: dial 18001 then 0 808 800 3333 . Email: helpline@scope.org.uk	Throughout the UK

Older People's Services in Wales

Organisation	Services Provided	Target Service User	Contact Number and Website	Area of Operation
Age Connects Wales	<ul style="list-style-type: none"> Hospital Discharge Advocacy Befriending/pen pals Wills and LPA Various Support 	Older people in Wales	Age Connect Wales Central number: 02920 683600 Email: enquiries@ageconnectswales.org.uk Each local organisation has its own number.	Select regions throughout Wales
Maria Rees Trust	<ul style="list-style-type: none"> Respite Holidays Transport Medical and Other Equipment 	Older people in Wales	Telephone: 03065 656 123	Rhyl and surrounding areas, Wales
The Quarry Villages Community Transport Group	<ul style="list-style-type: none"> Transport for older people Transport for people in need. 	Older people who live in the Quarry Villages in Wales	Telephone: 07413478462	Penmaenmawr, Abergwyngregyn, Dwygyfylchi, and Llanfairfechan only
Older People's Commissioner for Wales	<ul style="list-style-type: none"> Casework for older people experiencing problems with services Signposting 	People aged 60+ living in Wales	Older People Wales Telephone: 03442 640 670 or 029 2044 5030 Email: ask@olderpeoplewales.com	Throughout Wales
Care and Repair Cymru	<ul style="list-style-type: none"> Enables older people to live independently 	Older people who support to live safely	Care & Repair Different contact numbers for different regions.	Throughout Wales
Prime Cymru	<ul style="list-style-type: none"> Employment Support Free training Volunteering opportunities 	Anyone aged over 50 who wants to become or remain economically active	Prime Cymru Head Office: 01550 721813	Throughout Wales - <i>Different contact numbers for different regions.</i>

Support for Carers and Families of Older People

Organisation	Services Provided	Target Service User	Contact Number and Website	Area(s) of Operation
Carers Trust	<ul style="list-style-type: none"> Information and Advice Carer Services Map and Search Function Legal Information Online Chat 	Unpaid Carers	Carer's Trust Local support organisations' contact details are found using the search engine function.	Throughout the UK
Elderly Accommodation Counsel	<ul style="list-style-type: none"> Advice and Information Various search engines and information throughout website. 	Older people, families & carers with questions about care and housing options	Elderly Accommodation Counsel	Throughout the UK
Carers UK	<ul style="list-style-type: none"> Help and Advice. Self-advocacy Toolkit. Online Forum. 	Carers	Carers UK	Throughout the UK with nation specific websites and tailored advice.
Cruse Bereavement Care	<ul style="list-style-type: none"> Helpline Live Chat Information and Advice Individual and Group Support 	Anyone experiencing grief	Cruse Bereavement Helpline: 0808 808 1677	Throughout the UK with practical support operating in select regions.
Stroke Association	<ul style="list-style-type: none"> Stroke Helpline Practical Support Services Clubs and Groups Online Forum Information /Advice. 	Stroke survivors, their families and their carers	Stroke Association Stroke Helpline: 0303 3033 100 Email: helpline@stroke.org.uk Textphone: 18001 0303 3033 100	Throughout the UK with practical support operating in select regions.

Domestic Abuse

Organisation	Services Provided	Target Service User	Contact Number and Website	Area(s) of Operation
Shelter	<ul style="list-style-type: none"> • Online Advice • National Helpline • Legal Support • Face to face services 	Anyone struggling with housing or homelessness	Shelter Helpline: 0808 800 4444	Throughout the UK There is a different website link for each nation
Refuge	<ul style="list-style-type: none"> • National Helpline • Live Chat • Support finding accommodation. 	Women of any age experiencing domestic abuse	Refuge Helpline: 0808 2000 247	Throughout the UK
Women's Aid	<ul style="list-style-type: none"> • Live Chat • Email Support • Information 	Women and their children experiencing Domestic Abuse	Women's Aid Email: helpline@womensaid.org.uk	Throughout the UK
Respect	<ul style="list-style-type: none"> • Working with perpetrators of Domestic Abuse, as well as male victims 	Perpetrators & Male Victims.	Respect Helpline: 0808 801 0327 Email: info@mensadvice.org.uk	Throughout the UK
Mankind	<ul style="list-style-type: none"> • Helpline 	Men experiencing domestic abuse	Mankind Helpline: 01823 334244	Throughout the UK
IDAS	<ul style="list-style-type: none"> • Refuge • Community Support • Peer Mentoring • Group Work • Helpline and Live Chat 	Anyone experiencing domestic abuse in Yorkshire	IDAS Helpline: 0300 110 110/0808 808 2241	Regions throughout Yorkshire

England Signposting List & Out of Remit List – December 2021.
 Review December 2022.

Hourglass is the working name of Hourglass (Safer Ageing), a charity registered in England and Wales (reg. no: 1140543), and also in Scotland (reg. no: SC046278). Hourglass (Safer Ageing) is registered as a company in England and Wales under number 07290092.