

**17 Finkle Street, Kendal Cumbria, LA9 4AB**  
**Helpline 030 300 300 03**

# **WHO CAN HELP IN SOUTH CUMBRIA?**

This is a list of organisations providing support for older people in South Cumbria. If you cannot find the information you need from this list or need support in accessing services, please contact us. You can drop in at our Resource Centre at 17 Finkle Street, Kendal, call our Helpline on 030 300 300 03, or contact us by e-mail on [helpline@ageuksouthcumbria.org.uk](mailto:helpline@ageuksouthcumbria.org.uk)

<b>CONTENTS</b>	<b>Page</b>
Age UK's in and around South Cumbria	2
Consumer Issues	3
Debt, Financial and Legal Advice	4
Equipment to make life easier	3
Grant-giving Foundations	4
Health and Patient Support	5
Housing	6
Safety, Security and Help in the Home	6
State Pensions and Benefits	7
Transport	7
Unwanted Furniture/Household Items Collection	8

## Age UK's in and around South Cumbria

WHO	WHAT THEY DO	CONTACT
Age UK South Cumbria	Information, advice and support services for people over 50 within Westmorland & Furness Council boundaries.	030 300 300 03 or 01539 728118
	Bowness Age UK shop	015394 47280
	Grange Superstore	015395 32718
	Kendal Age UK Shop	01539 737617
	Windermere Age UK Shop	015394 46001
	Kendal Furniture Warehouse	01539 740657
	Ulverston Superstore	01229 587370
	Barrow Age UK Shop	01229 811886
Age UK North Cumbria	Age UK services for clients within Cumberland Council boundaries.	01228 536673
Age UK Lancashire	Services for older people within the Lancaster area.	0300 303 1234
Age UK North Craven	Age UK services for clients in Settle and surrounds.	01729 823066

<b>Consumer Issues</b>		
<b>WHO</b>	<b>WHAT THEY DO</b>	<b>CONTACT</b>
Cumbria Trading Standards	Advice on problems with local traders, consumer rights etc.	01539 713594
Citizens Advice National Consumer Helpline (formerly Consumer Direct)	Information and advice about complaints and rights in dealing with energy services; extra support may be available for vulnerable customers. Information and advice on dealing with a wide range of consumer issues.	03454 040506
South Lakes Citizens Advice Bureau	Offices in Windermere, Kendal and Ulverston.	03444 111 444

<b>Equipment to make life easier</b>		
<b>WHO</b>	<b>WHAT THEY DO</b>	<b>CONTACT</b>
Occupational Therapy Department, Adult Social Care	Provide assessment and certain types of equipment and adaptations to help with daily living and personal care. May provide bath and toilet aids, ramps, lifts, showers. Please note equipment is only free if your needs are assessed as 'Critical' or 'Substantial'.	0300 303 2704
Red Cross Equipment Loans	Temporary loan of wheelchairs, bath seats, commodes etc.	01539 734289 or 0300 456 1914
Sight Advice South Lakeland	Information, advice and support Resource centre with equipment.	01539 769055
For a list of local suppliers of disability equipment and care alarms, contact Age UK South Lakeland at the address or telephone number on Page 1		

<b>Debt, Financial and Legal Advice</b>		
<b>WHO</b>	<b>WHAT THEY DO</b>	<b>CONTACT</b>
South Lakes Citizens Advice Bureau	Information, advice, advocacy for people with debt problems and in need of legal advice or legal aid support. Welfare benefits and general advice and information service. Offices in Kendal, Ulverston & Windermere. <a href="http://www.southlakescab.org.uk">www.southlakescab.org.uk</a>	New Enquiries: 03444 111 444  On-going Enquiries: 015394 46464
Step Change Debt charity	Debt advice and solutions <a href="http://www.stepchange.org">www.stepchange.org</a>	0800 138 1111
Christians Against Poverty	Free debt counselling <a href="http://www.capuk.org">www.capuk.org</a>	0800 328 0006
HMRC (formerly Inland Revenue)	For support with completing tax forms and other queries.	0300 200 3300
Tax Help for Older People	Support with tax problems for older people on low incomes.	01308 488 066 or 0845 601 3321

<b>Grant-giving Foundations</b>		
<b>WHO</b>	<b>WHAT THEY DO</b>	<b>CONTACT</b>
British Legion	Grants for clients who are ex-service people or their dependants; includes those who did National Service.	01539 737831
SSAFA	Grants for clients who are ex-service people or dependants.	0800 917 8993
Turn2us	Free helpline service which searches database of charities offering grants.	0808 802 2000
For other sources of grants and support with applications, contact Age UK South Lakeland at the address or telephone number on Page 1		

<b>Health and Patient Support</b>		
<b>WHO</b>	<b>WHAT THEY DO</b>	<b>CONTACT</b>
Arthritis Care	Support and Information Helpline	0808 800 4050
Carers Support South Lakes	Information and support for unpaid carers.	01539 815970
Kendal Dental Access Centre	Emergency dentistry for urgent dental problems only.  For forms to register for allocation to an NHS dentist go to Cumbria Primary Trust website or contact Age UK South Cumbria.	01539 716822
NHS Help with health costs	Can help with the cost of prescriptions, dental treatment, spectacles & travel to receive treatment etc for those on low incomes or certain benefits.	0300 330 1343
Patient Advice and Liaison Service (PALS)	Work within the NHS to offer advice and support with concerns or complaints for patients, friends or family.	01539 715577
Help for People with Hearing Loss – Age UK South Cumbria	Information, advice and support for people with hearing loss. Contact through Age UK South Cumbria.	030 300 30003
Sight Advice South Lakeland	Information, advice and support for people with sight impairment.	01539 769055
Stroke Association	National Helpline	0303 3033 100

<b>Housing</b>		
<b>WHO</b>	<b>WHAT THEY DO</b>	<b>CONTACT</b>
South Lakes Housing	Applications for council accommodation; support for council tenants including Council Tenants' Repairs.	0300 303 8540
Housing Standards Team, Westmorland & Furness Council	Handyperson Scheme for owner occupiers and private tenants over 60 or disabled. Will do small repair jobs around the house for cost of materials only.	01539 733333
Manna House	Housing advice, advocacy, and support for homeless or vulnerably housed.	01539 725534
Shelter Barrow (clients must be seen in Barrow office)	Housing support and associated legal advice.	0344 515 1945
Resolve Mediation Service	Mediating disputes between neighbours.	015242 63355

<b>Safety, Security and Help in the Home</b>		
<b>WHO</b>	<b>WHAT THEY DO</b>	<b>CONTACT</b>
Cumbria Fire and Rescue Service	Free home fire safety checks and installation of smoke alarms.	0800 358 4777
Community Alarms South Lakeland	Provide care alarms to summon help in an emergency at home.	01539 735805
Adult Social Care (South Lakes & Barrow)	Assessment of need and financial assessment for home care and nursing or residential care.	0300 303 3301
For private home care agencies or nursing and residential care lists, contact Age UK South Cumbria at the address or telephone number on Page 1		

<b>State Pensions and Benefits</b>		
<b>WHO</b>	<b>WHAT THEY DO</b>	<b>CONTACT</b>
Department of Work and Pensions/ Pension Service	Information, advice and applications, State Pension Forecasts, etc. Winter Fuel Payment applications.	0800 731 0469
Westmorland & Furness Council	Housing and Council Tax Benefit	01539 733333

<b>Transport</b>		
<b>WHO</b>	<b>WHAT THEY DO</b>	<b>CONTACT</b>
Voluntary Social Car Scheme	Arrange transport using volunteer drivers	0333 240 69 65 (option 5) or 07788 396194
Community Minibus	Arrange minibus hire	07972 570 479
Westmorland & Furness Council	Disabled Parking/Blue Badge Scheme entitling holder to use disabled parking bays.	0300 373 3300
Patient Transport Service (PTS)	Help for people to get to and from non-emergency medical appointments. Strict mobility criteria apply.	0800 0323 240
Rural Wheels	Subsidised taxi transport in rural areas of South Lakeland for people with no access to public transport.	01228 226427
One Voice Shopmobility Scheme	Provides scooters and electric or manual wheelchairs for hire access to shops in Kendal and other South Lakes towns and villages. The expanded One Voice service also offers advice to physically disabled people and their families and carers.	01539 740933 Open Mon, Tues, Wed, Fri 10am - 4pm

Westmorland & Furness Council	NOW Card providing free bus travel to people over pension age or disabled. Applications can be made at any main library in Cumbria or by ringing NOWcard Helpline.	0300 123 6737
-------------------------------	--	---------------

<b>Unwanted Furniture / Items Collection</b>		
<b>WHO</b>	<b>WHAT THEY DO</b>	<b>CONTACT</b>
Age UK South Cumbria Warehouse	Quality used furniture and household goods collected free.	01539 740657
Impact Furniture Services	Quality used furniture & household goods collected.	01229 583185
Bulky Rubbish Westmorland & Furness Council	Remove unwanted White goods only. Up to 3 items - £25; £8 each extra item; max 10 items (£81). Operated by Right-2-Work for SLDC.	01539 733333
Right 2 Work (Oaklea Trust)	Quality used furniture & white goods collected & house clearance.	01539 758 008