

Directory of organisations supporting older people in areas around Buckingham¹ Haddenham² and Winslow³



¹ Addington, Adstock, Akeley, Barton Hartshorn, Beachampton, Biddlesden, Buckingham, Calvert, Charndon, Chetwode, East Claydon, Foscott, Gawcott with Lenborough, Hillesden, Hogshaw, Leckhampstead, Lillingstone Dayrell with Luffield Abbey, Lillingstone Lovell, Maids Moreton, Middle Claydon, Nash, Padbury, Poundon, Preston Bissett, Radclive-cum-Chackmore, Shalstone, Steeple Claydon, Stowe, Thornborough, Thornton, Tingewick, Turweston, Twyford, Water Stratford, Westbury and Whaddon.

² Aston Sandford, Boarstall, Brill, Chearsley, Chilton, Cuddington, Dinton-with-Ford and Upton, Haddenham, Ickford, Kingsey, Long Crendon, Oakley, Shabbington, Stone with Bishopstone and Hartwell, and Worminghall

³ Creslow, Dunton, Granborough, Great Horwood, Hardwick, Hoggeston, Little Horwood, Mursley, Newton Longville, North Marston, Oving, Pitchcott, Swanbourne, Whitchurch and Winslow

This pack is produced as part of the Building Community Capacity Project by AVDC's Lynne Maddocks. Contact on 01296 585364 or lmaddocks@aylesburyvalcdc.gov.uk for more information.



July 2013

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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 2013.

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Abbeyfield (Haddenham)	
Public contact email	abbeyfield.haddenhamsocietyltd@btinternet.com
Public phone number	01844 290028
Website	www.abbeyfieldhaddenham.com

What does your organisation do?	This home in Haddenham accommodates 11 residents in 11 single rooms (7 en suite). It is a converted house with a garden, and was registered in 1986. Our philosophy is to respect the individual and for care to be provided with privacy and dignity in a family atmosphere. Please contact us and we will be happy to show you around.
Is your service free?	No
What are the eligibility criteria for your service?	Over 60 years old.
What is the area that you serve?	We accept residents from all over the country.

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 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. Callers are encouraged to leave a message and an Admiral Nurse will make contact.
Is your service free?	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.
What are the eligibility criteria for your service?	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.
What is the area that	Admiral Nursing Direct is a national telephone helpline.

you serve?

Affordable Warmth Project (NEF)

Public contact email awn@usea.org.uk

Public phone number 0800 107 00 44

Website www.nef.org.uk

What does your organisation do?

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:

- 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 CAB 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. CAB, 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 Concern Buckingham	
Public contact email	lloyddamar@aol.com
Public phone number	01280 813100
Website	
What does your organisation do?	Monthly (1 st Saturday) tea afternoon at the Buckingham Community Centre. Monthly trips throughout the year. Festive meal once a year.
Is your service free?	Cover charge for trips and some meals.
What are the eligibility criteria for your service?	Open to all older people
What is the area that you serve?	Buckingham and district

Age Concern Haddenham	
Public contact email	carolmonro45@hotmail.com
Public phone number	01844 292329
Website	
What does your organisation do?	Monthly lunch club, monthly café, weekly coffee morning and occasional trips. Annual holiday.
Is your service free?	Some of the services have a small charge.
What are the eligibility criteria for your service?	Open to all older people.
What is the area that you serve?	Haddenham and district

Age UK Bucks	
Public contact email	age@ageukbucks.org.uk
Public phone number	01296 431911
Website	http://www.ageukbucks.org.uk/
What does your organisation do?	Information & Advice, Welfare Benefits advice and home visiting service, Befriending Plus, Memory Advice, Day Care in Steeple Claydon and Wing. 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

Age UK Bucks Day Care (Steeple Claydon)	
Public contact email	mhill@ageukbucks.org.uk Margot Hill
Public phone number	01296 431911
Website	http://www.ageukbucks.org.uk/
What does your organisation do?	Provides A good day out on a Tuesday at Steeple Claydon Village Hall. Community club providing transport, a planned programme of activities a, hot midday meal and community support. Improves general well being for isolated older people in their communities who are coping with memory difficulties and/or depression. Volunteers play a large part in supporting older people in the small group. The service received The Queen's Award for Voluntary Service June 2012 for their outstanding contribution supporting local older

	people.
Is your service free?	No - there is a cost for the 6 to 7 hours service dependent on whether client is a self funder and there is a separate cost if transport is needed.
What are the eligibility criteria for your service?	Some degree of memory loss and general loss of well-being. Desire to meet other people in the community and to prevent feelings of isolation
What is the area that you serve?	Winslow, Steeple Claydon, Adstock, Botolph Claydon and the other Claydons

Alzheimer's Society	
Public contact email	aylesbury@alzheimers.org.uk
Public phone number	01296 331722
Website	http://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?	Must have dementia or be a carer of someone with dementia
What is the geographical area that you serve?	All of Buckinghamshire

Anchor	
Public contact email	Elaine.Maries@anchor.org.uk
Public phone number	01908 676670 or national call centre 0845 140 2020
Website	www.anchor.org.uk
What does your organisation do?	Anchors passion and aim is to give older people a choice of great places and ways to live, offering rental properties, leasehold properties and care homes.

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 upwards.
What is the geographical area that you serve?	I personally Manage a twenty bungalow leasehold estate in Central Milton Keynes & an 18 bungalow rental estate Cat 1 scheme in Blunham, Bedfordshire.

AVDC (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>Home Service is a free service where anyone resident in the Vale that has someone over 60 or disabled living in the home (or is themselves over 60 or disabled) can have their home security checked and improved. This can include new window and door locks, bolts, chains and smoke alarms. All fittings meet British Standards and are supplied and fitted at no cost to the resident. This is a crime preventative service offered by Aylesbury Vale DC in order to reduce the costs and damage resulting from domestic burglary (estimates from Home Office 2003 state the average cost to the UK of a household burglary is £2,300). To discuss or make a booking for the Home Service, please contact 01296 585100.</p> <p>Hard Target Service is a reactive service operated by Aylesbury Vale DC</p>	

in partnership with Thames Valley Police to reduce repeat burglary. From police attendance at the burglary scene to referral to the Council, we deliver a no cost service of agreed contact with householder and arrangement to attend and change locks within 48 hours. This is a police referral service only. All burglary victims are offered this service by Thames Valley Police.

Contact for both of the above services is Alan Asbury
aasbury@aylesburyvaledc.gov.uk or 01296 585112.

Disabled facilities grants are financial means tested grants of up to £30k available to 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 must be recommended/supported by a Buckinghamshire County Council's community occupational therapy department. Their telephone number is 01296 383204.

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 each month. We will consider improvements that will make the home safer, warmer, healthier or more comfortable for the occupants. Direct contact number is 01296 585605.

Healthy Homes grant. If we are unable to offer you a loan then we may be able to help with a grant. This grant is available to those over 60 and receiving a means tested benefit eg Council Tax benefit. The maximum grant is £2,500 and is awarded for essential repairs to the house which if left could cause ill health to the occupant.

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. You can apply for travel 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. £90 worth of tokens can be purchased for £5 p.a.

Council tax reduction & housing benefit are available to those on a low income. Teleclaim is quick, easy to use and helps us to process your claim more quickly. 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.

Older person's information worker has written this pack as one of the ways in which they work to increase the information available to older people.

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

Big Society group (Winslow)	
Public contact email	Christine.dodds@hotmail.co.uk
Public phone number	01296 714336
Website	
What does your organisation do?	Runs town projects in Winslow to fill gaps left by lack of funding etc. Current examples of projects include a lunch club in Jenny Wren's café on Market Square on and Healthy Walks.
Is your service free?	Yes
What are the eligibility criteria for your service?	All ages, it just has to be for Winslow residents.
What is the area that you serve?	Winslow

Breathe Easy (Buckingham & Winslow)	
Public contact email	be.wnslw_bcknghm@btinternet.com
Public phone number	01280 821672 - Freda Davies
Website	www.blf.org.uk
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?	Winslow, Buckingham and surrounding villages

Brendoncare	
Public contact email	
Public phone 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	01844 216961
Website	www.britishlegion.org.uk
What does your	Offers a welfare service which could include help

organisation do?	to purchase white goods or urgent home repairs.
Is your service free?	Yes
What are the eligibility criteria for your service?	Offers a welfare service which could include help to purchase white goods or urgent home repairs.
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	http://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 and Milton Keynes.

Buckingham Community Hospital	
Public phone number	01280 813243

Website	http://www.buckshealthcare.nhs.uk/Buckingham/buckingham-hospital.htm
What does your organisation do?	
<p>Buckingham Community Hospital provides care for patients following treatment or surgery at an acute hospital. The hospital acts as a bridge between hospital and home, particularly for elderly patients who may need rehabilitation before being able to look after themselves at home, with the support of our community nursing team.</p> <p>Inpatient unit has 16 beds. Other services include Intermediate care team and District nursing team. 22 separate consultant, nurse and therapy-led specialist clinics run at Buckingham Community Hospital including: Audiology, Continence, Dermatology, Heart failure, Musculoskeletal physiotherapy, Orthopaedics, Rheumatology clinic, and Urology. In addition the John Hampden unit has a day unit facility available one half day per week for people who are experiencing mental health problems, such as memory problems or emotional difficulties. (see Oxford Health NHS Foundation Trust).</p>	
Is your service free?	Yes
What are the eligibility criteria for your service?	Via medical professional.
What is the area that you serve?	Buckingham and surrounding villages.

Buckingham Community Hospital - Embleton Day Unit	
Public contact email	
Public phone number	01280 823243
Website	http://www.buckshealthcare.nhs.uk/Buckingham/buckingham-hospital.htm
What does your organisation do?	Provides sessional group work for people suffering from long term anxiety and depression
Is your service free?	Yes
What are the eligibility criteria for your service?	<p>Long term anxiety and depression</p> <p>Over 65</p> <p>Referral via GP or community mental health team</p>

What is the area that you serve?	North Bucks
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BCC (Buckinghamshire County Council) - adult learning, social care, benefits advice, In Touch, Telecare, bus pass, occupational therapy, prevention services

Public contact email	<p>customerservices@buckscc.gov.uk telecare@buckscc.gov.uk buspasses@buckscc.gov.uk studentenquiries@buckscc.gov.uk ascintouch@buckscc.gov.uk</p>
Public phone number	<p>0845 3708090. Adult learning; 0845 0454040 Benefit enquiry line; 0800 882200 Telecare; 01296 383204; Bus Pass; 0845 5212521 In Touch; 0845 370 8090</p>
Website	<p>www.buckscc.gov.uk/bcc www.adultlearningbcc.ac.uk</p>

What does your organisation do?

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.

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). Please phone 0845 045 4040 for more information. There are over 2,000 courses to choose from in many different subjects including:

- * 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

Social care provides a range of services to support older people at home including home care, meal delivery, laundry, day centres and residential

accommodation. An assessment of need would be made in each case and means testing to decide how much you would have to pay in each case. If you are not eligible for social care financial support they provide information on ways to fund care. They also offer specialist support to people with sensory disabilities and mental health problems.

Benefits advice is available to all who need it.

In Touch is a telephone-based advice and information service for adults. The service has been developed for people who may be finding it difficult to maintain their independence as a result of disability, illness, age, or social exclusion.

During an initial telephone conversation, our trained staff will discuss any immediate or current needs and give advice and information that is centred on your requirements. A signposting service also helps you to get in touch with local voluntary and community services, and groups and further phone calls are made at regular intervals to follow up and maintain contact. There is a an **In Touch for Carers** service too which gives a carers assessment over the telephone.

Telecare is a generic term used to refer to technological aids to help you maintain your independence. This might be a personal alarm but it could also be Movement/non-movement sensors, Falls sensors, Fire/smoke alarms, Automatic lighting sensors, Food/water alarms , Fridge activity sensors, Window/door sensors, Carbon monoxide sensors, Bed/chair occupancy sensors , Temperature range sensors, Gas shut off devices, Medication reminder systems, Wrist-worn wellbeing monitors and Safety confirmation devices.

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: 0845 521 2 521

bucksbuspass@chiltern.gov.uk

Occupational therapy may be able to provide or arrange for equipment to help with daily living and personal care, minor home adaptations such as grab rails and recommend to your District Council for major structural alterations with the overall aim to assist you to remain as independent as possible in your own home.

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.

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 50+ forum	
Public contact email	bucks@bucks50plus.org
Public phone number	01296 622122
Website	www.bucks50plus.org
What does your organisation do?	Bucks 50 Plus Forum aims to ensure that the voices of older people (50+) 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?	Over 50
What is the area that you serve?	All of Buckinghamshire

Bucks Connect	
Public contact email	bucksconnect@buckscc.gov.uk
Public phone number	
Website	www.bucksconnect.org.uk
What does your organisation do?	Provides an online directory of community activities and events and care and support services for adults in Buckinghamshire.
Is your service free?	Yes
What are the eligibility criteria for your service?	Providers can be public, private or voluntary agencies that provide activities, events or services for people over the age of 18 who live or work in Buckinghamshire.
What is the area that you serve?	Buckinghamshire and its borders.

Buckinghamshire Fire & Rescue Service	
Public contact email	
Public phone number	01296 744400
Website	www.bucksfire.gov.uk
What does your organisation do?	<p>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.</p> <p>Our staff will offer you fire safety advice, based on any potential fire risks that they may have 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</p>

	detectors. We can also point you in the direction of other local services that are there to help you.
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	homelibraryservice@buckscc.gov.uk Buckingham library lib-buc@buckscc.gov.uk Long Crendon longcrendonlibrary@hotmail.co.uk Haddenham lib-had@buckscc.gov.uk Steeple Claydon sclibrary@hotmail.co.uk ; Winslow library@buckscc.gov.uk
Public phone number	Bucks Home Library Service <u>0845 230 3232 or 01494 475573</u> Buckingham, Long Crendon, Haddenham and Winslow libraries 0845 2303232 Steeple Claydon 01296 730392
Website	www.buckscc.gov.uk/bcc/libraries/home_library_service.page
What does your organisation do?	The home library service is a free monthly service delivered, to your home at times suitable for you, by Royal Voluntary Service volunteers called Library Visitors. They will wear identification badges and provide 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
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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?	Yes
What are the eligibility criteria for your service?	People can be referred by GP's, Social Services, Primary Care Mental Health Services, CMHT's, or any other agency. People can self-refer but we would require a GP signature.
What is the area that you serve?	All of Buckinghamshire

Bucks Stroke Support	
Public contact email	bucksstrokesupport@stroke.org.uk
Public phone number	0300 3300 761
Website	www.stroke.org.uk
What does your	Provide essential information, practical advice and

organisation do?	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. Our staff work from the Resource Centre in Aylesbury 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

Cane and Able Senior Citizens club	
Public contact email	Sheila.spatcher@tesco.net
Public phone number	01296 712503
Website	
What does your organisation do?	Meets on the 1 st Saturday in the month and has speakers or entertainment. Provides sandwich tea.
Is your service free?	£10 per annum to join club
What are the eligibility criteria for your service?	Anyone over 60
What is the area that you serve?	Winslow and district but transport is not available

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 currently run a support group in Haddenham that meets on the 4th Monday of the month at the Methodist church hall. We work closely with the carers group in Buckingham which meets twice a month (see Community Care North Bucks entry) and we have a Support Worker whose role is to work in Buckingham and surrounding villages.
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

Churches and the support they offer	
Public contact email	Haddenham Methodist = ireland.fred@gmail.com St Mary's Haddenham = vicar@haddenhamstmarys.org

	<p>Steeple Claydon & Gawcott & Thornborough Methodist = katyemorris@talktalk.net</p> <p>St Peter's Buckingham = office@buckinghamparishchurch.org.uk</p> <p>Long Crendon Baptist = pastor@lcbc.org.uk</p> <p>St Laurence Winslow - rector@winslowbenefice.org.uk</p>
Public phone number	<p>Buckingham Methodist = 01280 817560</p> <p>Twyford URC = 01869 277774</p> <p>Brill curate = 01844 237855</p> <p>Haddenham Methodist = 01844 212019</p> <p>St Mary's Haddenham = 01844 291244</p> <p>Steeple Claydon & Gawcott & Thornborough Methodist = 01280 821181</p> <p>St Peter's Buckingham = 01280 817234</p> <p>Long Crendon Baptist = 01844 208385</p> <p>St Laurence, Winslow - 01296 712564</p>
Website	www.faithweavers.org.uk
What does your organisation do?	
<p>Clearly churches offer a range of services to their own members of a religious nature. <u>Listed here are those services that are not religious in nature and are open to the wider community:-</u></p> <p>Twyford URC - Small village chapel, currently offering Post Office Mon & Thr a.m. including drop-in with refreshments, and meetings venue. Larger monthly Saturday coffee morning.</p> <p>Haddenham Methodist run a coffee morning every Tue 10 - 12</p> <p>St Mary's in Haddenham offer a fellowship meeting every Monday (except the first of the month) 2.15 - 4.00</p> <p>Brill churches run a coffee morning in the URC church</p> <p>Brill Methodist run a lunch club on the 1st Wednesday</p> <p>Steeple Claydon Methodist run a lunch club on the 3rd Monday</p> <p>St Peter's Buckingham run a lunch club on the 2nd Tuesday</p> <p>Thornborough Methodist run a lunch club on the 1st Mon</p> <p>Gawcott Methodist run a coffee morning</p> <p>Long Crendon Baptist run a monthly day care on a Wednesday</p>	
Is your service free?	Small contribution for refreshments
What are the eligibility	Open to all

criteria for your service?	
What is the area that you serve?	The relevant villages

Citizens Advice Bureau	
<ul style="list-style-type: none"> - Aylesbury - Buckingham & Winslow District - Thame 	
Public contact email	Aylesbury = manager@aylesburycab.cabnet.org.uk Buckingham = admin@buckinghamcab.org.uk Thame = thamecab@cabnet.org.uk
Public phone number	Aylesbury = 0844 499 4714 Buckingham & Winslow = 0844 245 1289 Thame = 08444 111 444
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 bus - Winslow district	
Public contact email	wdcbenquiries@btconnect.com
Public phone number	01296 715786
Website	www.winslowbus.com
What does your organisation do?	The Winslow and District Community Bus aims to provide safe, flexible and affordable transport to any voluntary, caring and charitable groups and

	individuals throughout Winslow and the surrounding area. They run days out and trips to the theatre as well as regular services to the surrounding area.
Is your service free?	Free to all bus pass holders.
What are the eligibility criteria for your service?	Open to all
What is the area that you serve?	Winslow & district.

Community Care North Bucks	
Public contact email	
Public phone number	01280 815100
Website	www.ccnorthbucks.org.uk
What does your organisation do?	<p>Community Care North Bucks (CCNB) is a registered charity operating in North Buckinghamshire. The Charity has three main activities: -</p> <ul style="list-style-type: none"> □ A Hospital Car Service □ A support group for adult carers (aged 18 plus). Meets in Buckingham Community centre on 2nd & 4th Wed 10 - 12.30 □ A support group and club for young carers (for carers under 18).
Is your service free?	Yes
What are the eligibility criteria for your service?	Carers, older people and those with a disability.
What is the area that you serve?	North of Aylesbury up to Milton Keynes.

Community Impact Bucks - gardening scheme and pub lunches	
Public contact email	info@communityimpactbucks.org.uk
Public phone number	0845 389 0389
Website	www.communityimpactbucks.org.uk
What does your organisation do?	
<p>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.</p> <p>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 in local pubs for between £5.00 and £7.00 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. Currently there are clubs in Chearsley, Great Horwood, Maids Moreton, Worminghall (independent of CIB) and Tingewick.</p> <p>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.</p> <ul style="list-style-type: none"> • General garden maintenance • Garden clearances • Community-level growing • Therapeutic and defensive planting 	
Is your service free?	Pub lunches cost as above - gardening service is free
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	
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 criteria for your service?	Over 75
What is the area that you serve?	Contact them to see if there are hosts in your village.

Crossroads Care Bucks and Milton Keynes	
Public contact email	info@buckscrossroads.org
Public phone number	01908 260444
Website	www.buckscrossroads.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. Clients pay an hourly rate which starts at £14.50.
What are the eligibility criteria for your service?	Everyone who needs this service.

What is the area that you serve?	Buckingham, Winslow, Milton Keynes and the villages.
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Cruse Bereavement Care, Buckinghamshire	
Public contact email	support@crusebucks.org.uk
Public phone number	01494 766455
Website	www.crusebucks.org.uk
What does your organisation do?	We offer a comprehensive range of services to anyone who is devastated when a person dies and who then is faced with the challenge of facing the future .
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</p>

	safely and in comfort. They also have many other adaptations so that we can carry people with a range of disabilities.
Is your service free?	You pay an annual membership fee of £8.00 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 service?	If you find it difficult or impossible to use existing public transport, we will welcome you as a 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	Kyle.banks@enrych.org.uk
Public phone number	07837 547023
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?	All of Buckinghamshire
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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 Get Fit Avoid Falls 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

Falls prevention service (Milton Keynes Community Health)	
Public contact email	mkchs.fallsprevention@mkchs.nhs.uk
Public phone number	01908 379440
Website	www.milton-keynes.gov.uk/falls-awareness
What does your organisation do?	The Falls Prevention Service provides specialised assessment and treatment for people who have fallen or who are considered to be at risk of falls
Is your service free?	Yes
What are the eligibility criteria for your service?	People who are registered with a Milton Keynes GP and who have fallen or are at risk of falling
What is the area that you serve?	Anyone who is registered with a Milton Keynes GP

First Stop Advice	
Public contact email	info@firststopadvice.org.uk
Public phone number	0800 377 7070
Website	www.firststopadvice.org.uk
What does your organisation do?	FirstStop 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

Fit for Life project	
Public contact email	info@buckssport.org
Public phone number	01296 585215
Website	www.buckssport.org
What does your organisation do?	
<p>Bucks Sport is one of 49 County Sports Partnerships which support, co-ordinate and manage sport as part of The Delivery System for Sport in England.</p> <p>Established in 2001 the Partnership is a not-for-profit network of local and regional agencies committed to working together to develop and promote sport and physical activity. Reactivate Bucks is a campaign, led by Bucks Sport which helps people to get more active before, during and after the 2012 Games. It provides people with a single, easy to access website</p>	

<p>(www.reactivatebucks.org) to advertise and view what sport and physical activity is available across the county. Supplemented with promotions including targeted media campaigns for Give it a go weeks, held three times a year to encourage people to either get back into sport or try a new activity.</p>	
<p>Is your service free?</p>	<p>Each of the activities and sport sessions are organised by different organisations and therefore the cost of sessions varies. Some sessions, like the health walks scheme are offered for free, but most had a fee to reflect the expertise of the instructor and to increase the chance of being able to make the sessions sustainable.</p>
<p>What are the eligibility criteria for your service?</p>	<p>Reactivate is focused on encouraging adults in Buckinghamshire to be more active. Any adult can search for activities to take part in using the campaign. 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.</p>
<p>What is the area that you serve?</p>	<p>Buckinghamshire and Milton Keynes</p>

<p>Florence Nightingale Hospice</p>	
<p>Public contact email</p>	<p>information@fnhospice.org.uk</p>
<p>Public phone number</p>	<p>01296 429975</p>
<p>Website</p>	<p>www.fnhospice.org.uk</p>
<p>What does your organisation do?</p>	<p>The Florence Nightingale Hospice provides 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, Lymphoedema Clinic, Specialist Community Nursing team, Florrie's Children's Team and a new Nightingale 24/7 Team, which provides day and night-time</p>

	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

GPs - Masonic House, North End, Verney Close, Haddenham, Long Crendon, Wing, Winslow	
Public contact email	Masonic House surgery - Lynne.dunford@nhs.net North End & Steeple Claydon surgeries - admin.northendsurgery@nhs.net; Verney Close surgery - verneyclose.surgery@nhs.net Trinity Health; Brill & Long Crendon - nick.beevers@nhs.net Haddenham - haddenham.medicalcentre@nhs.net Norden House Winslow - noel.ratcliffe@nhs.net

	Wing Surgery - admin@wingsurgery.nhs.net
Public phone number	Masonic House surgery - 01280 816450 - North End & Steeple Claydon surgeries - 01280 818600 or 01296 733300 Verney Close surgery - 01280 822777 Trinity Health, Brill & Long Crendon - 01844 238284 Haddenham Medical Centre - 01844 293300 Norden House Winslow - 01296 713434 Wing Surgery - 01296 688949 / 01296 681814
Website	www.wingsurgery.co.uk http://haddenham.org/
What does your organisation do?	Primary care health provision
Is your service free?	Yes
What are the eligibility criteria for your service?	Open to all
What is the area that you serve?	Villages around the site

Granborough pub lunch club	
Public contact email	jenny.dean1@btinternet.com
Public phone number	Organisers are Dennis Dean & Bill McWhirter
Website	
What does your organisation do?	Organises a monthly lunch club primarily for older people at the Crown in Granborough on 2 nd Thursday of the month.
Is your service free?	Pay for the meal only.
What are the eligibility criteria for your service?	
What is the area that you serve?	Granborough and surrounding villages

Grandparents Association support group (Aylesbury Vale)	
Public contact email	
Public phone number	07949 640156
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. Each member of the support group will understand the pain and loss that grandparents are going through. 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>
Is your service free?	£1 subscription
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.

Great Horwood Doctor's Car Service	
Public contact email	
Public phone number	07704 140110 John Gilbey
Website	
What does your organisation do?	It provides transport from Great Horwood to and from the doctors surgery in Winslow
Is your service free?	We only suggest a small voluntary donation.

What are the eligibility criteria for your service?	Any resident of the parish of Great Horwood.
What is the area that you serve?	Parish of Great Horwood

Great Horwood Pub lunch	
Public contact email	mgilbey@fsmail.net
Public phone number	01296711915
Website	
What does your organisation do?	We meet together on the last Tuesday of the month for a meal at The Crown Pub Great Horwood. We are therefore able to give informal support to anybody who might need it.
Is your service free?	The cost of a main course, dessert and coffee is £6.50
What are the eligibility criteria for your service?	Over 50 and living in Great Horwood and Singleborough.
What is the area that you serve?	Great Horwood and Singleborough.

Haddenham Fish Scheme	
Public contact email	haddenhamfishscheme@f2s.com
Public phone number	01844 292088/291337
Website	http://haddenhamfishscheme.org/
What does your organisation do?	Provide transport for the elderly or infirm
Is your service free?	Yes
What are the eligibility criteria for your service?	Haddenham resident who does not have anyone else available to do the trip for them.

What is the area that you serve?	Most of the lifts are within the village of Haddenham (Medical Centre, local shops, hairdresser, dentist) but we do also cover trips outside the village to local hospitals, dentist, optician etc.
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Healthy Minds	
Public contact email	healthy.minds@oxfordhealth.nhs.uk
Public phone number	0844 225 2400
Website	www.healthymindsbucks.nhs.uk
What does your organisation do?	We provide a range of talking treatments to adults experiencing stress, anxiety and depression living in Buckinghamshire & registered with a Buckinghamshire GP, as well as specific programmes aimed at people experiencing difficulties with their sleep, and a group programme for carers of people with dementia.
Is your service free?	Yes - part of the NHS
What are the eligibility criteria for your service?	Any adult (over 18yrs) registered with a Buckinghamshire GP who has a common mental health problem and would like a talking treatment. We take self-referrals as well as referrals from GPs or 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

HMRC Inheritance tax advice	
Public contact email	
Public phone number	0845 3020 900
Website	www.hmrc.gov.uk/inheritancetax/pass-money-property/intro-iht-planning.htm

What does your organisation do?	Provides information and advice to allow for planning around inheritance tax
Is your service free?	Yes
What are the eligibility criteria for your service?	Open to all
What is the area that you serve?	National

Long Crendon day care	
Public contact email	r.camden212@btinternet.com
Public phone number	01844 208508
Website	
What does your organisation do?	Tue & Fri day care from 10 - 3 with lunch and activities. Transport provided.
Is your service free?	No
What are the eligibility criteria for your service?	Older people
What is the area that you serve?	Long Crendon and the surrounding villages

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>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.

	<ul style="list-style-type: none"> • 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?	The whole of Buckinghamshire including people who have a Buckinghamshire GP but live outside Buckinghamshire. The exception is anyone who is registered with GP surgeries in Buckingham or Winslow as they are covered by the Alzheimers Project Workers.

Milton Keynes Credit Union	
Public contact email	diane.butler@mkcreditunion.org.uk
Public phone number	07443 926683
Website	www.mkcreditunion.org.uk
What does your organisation do?	MK Credit union is a local Financial co-operative which helps people to save and borrow. We provide a safe and affordable alternative to payday loan companies and doorstep lenders who charge extortionate interest rates
Is your service free?	Yes
What are the eligibility criteria for your service?	Anyone who lives or who lives in MK17 or MK18
What is the area that you serve?	Anyone who lives or who lives in MK17 or MK18

Oddfellows	
Public contact email	sue@oddfellowsbedsandbucks.co.uk
Public phone number	0161 832 9361 or locally 01280 813576
Website	www.oddfellowsbedsandbucks.co.uk
What does your	A membership organisation offering social events,

organisation do?	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	enquiries@oxfordhealth.nhs.uk
Public phone number	01296 565000
Website	www.oxfordhealth.nhs.uk
What does your organisation do?	Oxford Health NHS Foundation Trust provides mental health services to people over the age of 65. We aim to look after people as close to their home as possible so have a wide range of community based care, including memory clinics and day hospitals throughout the county. For anyone requiring specialist inpatient care we do have 2 wards on the Stoke Mandeville Hospital site. We also provide a range of services to support carers and others who may be supporting a relative or friend with a mental health condition.
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?	Our three main team bases are in Aylesbury, High Wycombe and Amersham, but we provide services across the whole county.

Parkinsons UK	
Public contact email	abrowne@parkinsons.org.uk; (Anita Browne covers Aylesbury and South Bucks) <u>dwilcox@parkinsons.org.uk</u> (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	http://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	haddenhamlongcrendonnhpt@thamesvalley.pnn.police.uk waddesdonnhpt@thamesvalley.pnn.police.uk winslowanddistrictnhpt@thamesvalley.pnn.police.uk
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 service

	<p>and aim to make your neighbourhood safer.</p> <p>Hold Have your Say meetings and attend the Neighbourhood Action Group as well as promote all the watch schemes including: Neighbourhood, Countrywatch, Horsewatch, Dogwatch.</p>
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 but Wendy Taylor covers the Winslow and District LAF area.

Quinton Monday Day Centre	
Public contact email	pennypepper@hotmail.com
Public phone number	01296 651011 or 07801 506353
Website	
What does your organisation do?	<p>The Day Centre provides a warm and welcoming environment to older people who enjoy being stimulated and meeting other people. We meet on Mondays every week in the Quinton Memorial Hall - which has good disabled access. After coffee and biscuits and a chat, we do various activities such as: table games, read magazines, do quizzes, word searches and puzzles etc. A hairdresser comes every two weeks. An excellent two course lunch is served at around 12 noon (provided by The Long Dog in Waddesdon), followed by a free Raffle, another activity e.g. a speaker or Art and Craft, or a sing song. Tea and cake is served before we finish at 2.45pm.</p>
Is your service free?	There is a £12 charge for the day, plus a small charge if transport is required.
What are the eligibility	Elderly/older people in the local community. We do not provide a professional 'care' service - apart

criteria for your service?	from assisting with visits to the loo - and expect our members to be reasonably mobile (with or without mobility aids or wheelchairs).
What is the area that you serve?	Quinton and surrounding villages, although one lady comes by Taxi from Aylesbury!

St Vincent de Paul Society	
Public contact email	stalbans2009@live.co.uk
Public phone number	01296 712615 (answerphone)
Website	
What does your organisation do?	<p>Our parent organisation is global with a national office in London, who issue a quarterly magazine/ newsletter plus leaflets and other information, locally we are relatively autonomous with close links to the Aylesbury and Wendover SVP Conferences, we would also be able to link to others through our network.</p> <p>Our brief is to 'serve the poor' and in our parish this is largely the elderly and bereaved through regular visiting. Although a Roman Catholic organisation we are encouraged not to be selective in whom we support or indeed in our membership, we do not evangelise.</p> <p>Locally, we provide education bursaries to a parish in South India and are able through our district connections to offer small financial grants to prisoners in Grendon Prison where appropriate. We raise a small amount of funds each year for other purposes such as very small grants to individuals in need - this is limited. We are not necessarily restricted to individual support.</p>
Is your service free?	Yes
What are the eligibility criteria for your	People in need -requests for support will be considered in the light of our capacity at the time

service?	of referral.
What is the area that you serve?	Winslow and surrounding villages.

Samaritans	
Public contact email	Buckingham branch = annie.cowley@btinternet.com
Public phone number	0845 7 90 90 90
Website	www.samaritans.org
What does your organisation do?	<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 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 - Service users and carers organisation	
Public contact email	info@suco.org.uk
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 disabled people 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 Partnership Boards.
Is your service free?	Yes
What are the eligibility criteria for your service?	Disabled adults and Carers who access Adult Social Care Services.
What is the area that you serve?	Buckinghamshire

Simply Walk	
Public contact email	simplywalks@buckscc.gov.uk
Public phone number	01494 475367 / mobile 07802 260812
Website	http://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)
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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 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 empepper@talktalk.net covers Winslow area
Public phone number	020 7403 8783 or locally 01494 538 256 or Winslow Edward Pepper 01296 712513
Website	www.ssafa.org.uk
What does your organisation do?	We're the UK's oldest Armed Forces charity. We provide practical help and assistance to anyone who is currently serving or has ever served, even if it was only for a single day. We're here for them and their families wherever they are.
Is your service free?	Yes
What are the eligibility criteria?	One days service in the Armed Forces, either Regular or Reserve.
What is the area that you serve?	National with 2 branches in Aylesbury Vale.

Stroke Association incl. Buckingham & District Stroke support group	
Public contact email	Buckingham group = bssg@live.co.uk
Public phone number	0303 3033 100
Website	National - www.stroke.org.uk Local group - www.banddssg.org.uk
What does your organisation do?	Information and support for those who have had a stroke and their carers. The stroke group is an opportunity to meet other people who have survived a stroke The sharing of experiences and tips for dealing with the effects of strokes. A wide range of activities. The national organisation also runs a personal alarm service.
Is your service free?	Yes
What are the eligibility criteria for your service?	Stroke survivors, Carers and friends and family members.
What is the area that you serve?	Stroke Association is National. Local group is for Buckingham, Winslow and surrounding villages.

Swan pool	
Public contact email	
Public phone number	0845 2671196
Website	www.aylesburyleisure.com/swan_pool
What does your organisation do?	A combined swimming pool, gym, courts and pitches offering a range of leisure opportunities to the general public.
Is your service free?	No - membership fees apply.
What are the eligibility criteria for your service?	Open to all but with several special classes for older people including aqua fit, yoga and pilates.
What is the area that you serve?	Open to all

Tax help for older people	
Public contact email	
Public phone number	0845 601 3321
Website	www.taxvol.org.uk
What does your organisation do?	We are an independent free tax advice service for older people on low incomes who cannot afford to pay for professional advice.
Is your service free?	Yes
What are the eligibility criteria for your service?	Older people on low incomes and their carers.
What is the area that you serve?	National

Thame Community Car	
Public contact email	thameecc@gmail.com
Public phone number	01844 281030
Website	
What does your organisation do?	Provides community transport in and around Thame
Is your service free?	No
What are the eligibility criteria for your service?	Older people and the disabled.
What is the area that you serve?	Thame and region.

Thame Day Care	
Public contact email	gill.coleman@thameanddistrictdaycentre.co.uk
Public phone number	01844 212080
Website	
What does your	Day care

organisation do?	
Is your service free?	No
What are the eligibility criteria for your service?	Older people who are frail
What is the area that you serve?	Thame and surrounding area

Trading Standards	
Public contact email	tsd@buckscc.gov.uk
Public phone number	08454 040506
Website	http://www.buckscc.gov.uk/sites/bcc/trading_standards/trading_standards.page There is also a website which gives information about companies that have all been vetted and approved by Trading Standards to ensure that they operate in a legal, honest and fair way. http://www.buywithconfidence.gov.uk/sitepages/bwchome.aspx
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 bogus 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 you serve?	All of Buckinghamshire

Transport for Bucks - road safety over 65	
Public contact email	roadsafety@buckscc.gov.uk
Public phone number	0845 230 2882

Website	http://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 £35 and includes a verbal debrief, completion certification, car safety pack and written report (sent by post).
What are the eligibility criteria for your service?	Open to all
What is the area that you serve?	All of Buckinghamshire

University of the Third Age (U3A)	
Public contact email	
Public phone number	Buckingham = 01280 813735 Haddenham = 01844 292236 Milton Keynes = 01908 281717 Thame = 01844 214862 Aylesbury Vale =
Website	There are currently clubs in; Buckingham - www.buckinghamu3a.org.uk Haddenham - http://www.bucksvoice.net/u3ahaddenham/ Milton Keynes - www.mku3a.org Thame - www.u3a.org.uk/index.php?option=com_content&task=view&id=450&Itemid=238 Aylesbury Vale - www.avu3a.org.uk/wordpress
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 First Contact and sheltered housing	
Public contact email	info@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 Registered Social Landlord. Part of our housing stock includes supported housing (sheltered housing). We have 3 schemes in Buckingham and 1 in Haddenham. We also offer a personal alarm known as First Contact.
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

Waddesdon Wednesday club	
Public contact email	theyoungteam2001@hotmail.com
Public phone number	01296-580710
Website	
What does your organisation do?	This is a day club held every Wednesday for elderly people to socialise, have a 2 course lunch and enjoy activities. We meet from 10 am to 3 pm.
Is your service free?	The cost is £15 per day with lunch and transport. We use dial-a-ride for some areas.
What are the eligibility criteria for your service?	Anyone over the age of 60 is welcome to attend.
What is the area that you serve?	We cover Whitchurch, Oving, Westcott, Grendon Underwood, Quainton and Edgcott as well as Waddesdon.

Willen Hospice	
Public contact email	info@willen-hospice.org.uk
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?	Patients and carers that need palliative care.
What is the area that you serve?	North Buckinghamshire