



Community Action Fareham Information Sheet for Older People

1. Financial Help

Pension Credit

Pension credit is available to people who have a low pension income. The guaranteed level of pension income is £159.35 for single people and £243.25 for couples. Additional amounts of £62.45 and £34.95 could be available for severe disability or carer responsibilities. The first £10,000 investment or savings is not counted against your allowance.

Pension Credit can be applied for over the telephone: 0800 991 234. Quite a lot of information is needed so have your national Insurance number, details of any income, savings, rent and bank account details ready before making the call.

Pension Credit can be back dated up to 3 months only.

Pension Service telephone: 0345 6060265 for general enquiries.

Attendance Allowance

You may be able to claim Attendance Allowance if your ability to keep safe or look after your own personal care is affected by physical or mental illness or disability.

Attendance Allowance has 2 weekly rates, and the rate you get depends on the help you need. You'll get:

£55.65 if you need help in the day or at night

£83.10 if you need help both in the day and at night.

These rates apply from April 2017 to April 2018.

Attendance Allowance won't reduce any other income you receive, and it's tax-free. You don't have to have someone caring for you in order to claim, and you can use the money to help with extra costs you have due to disability. You can get an Attendance Allowance claim form by calling the Attendance Allowance Service Centre or claim online.

Enquiry line: 0345 605 6055

Please note: All amounts in this fact sheet are correct at time of going to print and could change; please check.

Housing Benefit

You can apply for Housing Benefit if you pay your rent to a private landlord, to a Housing Association or if you are a council tenant. Your income and circumstances are taken into account. If you are eligible, the amounts vary from part to all of your rent. Call Fareham Council on **01329 824646**. There is a Housing Benefit calculator on the borough Council website. **www.fareham.gov.uk**

Council Tax Support

Council Tax Support is means tested. You can claim Council Tax Support if you are the person who is responsible for paying the Council Tax for the property you live in. If you are making a claim for Housing Benefit, you can make a claim for Council Tax Benefit on the same form. In general, the same information is required to assess your claim. You cannot qualify for Housing Benefit or (most) Council Tax Benefit if you and your partner have £16,000 or more in savings and investments. The home you live in and personal possessions do not count as investments. Call Fareham Council on **01329 824646**

Help with travel

People of (women's) pension age are entitled to free travel in Hampshire after 9.30am until 11pm Monday to Friday and all day weekends and public holidays. A pass gives half fare on Dial-a-Ride. People with a disabled persons pass may travel at any time. **www.hants.gov.uk/concessionary-travel** or **Call: 0300 555 1376**

Television Licence

You can get a free TV licence if you're 75 or over and a discount if you're blind or in residential care. **Call: 0300 790 6071**

Grants for adaptations in and access to your house

If you are experiencing difficulty in living at home because of a disability, Fareham Council may be able to help with essential adaptations. This work can be funded by a Disabled Facilities Grant. You can apply for the grant if you own your own home, rent or live with the family. If you are a council tenant please contact the Borough Council Housing Department on **01329 236100**. To apply for a grant you will first need to contact Occupational Therapy Direct on 0300 555 1378

2. Keeping Safe & Well at Home

Safeguarding from Abuse

Safeguarding adults means making sure that vulnerable adults are protected from abuse. Protecting and safeguarding adults is everybody's business. If you, or another vulnerable adult you know is being harmed in any way by another person please do not ignore it. Call Hampshire Adult Services on 0300 555 1386 or the police on 101

Telecare alarms – assistance provided at a distance using information and communication technology. Some people may be eligible for financial support for a Telecare system. These can be as simple as an alarm pendant but they can include additional sensors around the home.

Argenti work with Hampshire County Council providing basic alarms – charges apply. Aster Living also provide basic alarm systems.

Argenti: **0345 265 8003** AsterLiving: **0333 400 8299**

Hampshire Fire Service provide smoke detectors and advice about fire safety for older people. Individuals or professionals should call the Community Safety Team on 02380 626809. Also a helpful fire safety leaflet is available and an annual electric blanket testing event is arranged every autumn in the borough.

www.hantsfire.gov.uk/keeping-safe

The Bobby Scheme operated by the Blue Lamp Trust will undertake a full crime-prevention survey, and will fit safety or deterrent devices including, Locks, Spy-Holes, Door Chains and Smoke Alarms.

Referrals can be made on behalf of anyone who is vulnerable due to age (over 60), vulnerable due to circumstance, disabled, a victim of burglary, repeat victim of crime, victim of domestic abuse. Contact us by **email bobby@bluelamptrust.org.uk** or call **0300 777 0157**

Lions Message in a Bottle

Paramedics, police, fire-fighters and social services support this life-saving initiative and know to look in the fridge when they see the Lions “Message in a Bottle” sticker in someone’s home. People write down their health details on a form and pop them in a bottle in the fridge; it is a simple and effective method of providing emergency details.

The bottles are supplied FREE of charge and available from health centres, doctors’ surgeries and chemists. They are also available direct from Lions clubs – contact us for more information.

www.lionsclubs.co/lions-message-in-a-bottle/

Dementia Adviser Service focuses on ways to improve the well-being and empowerment of the person with dementia and their carer. We hope to build their resilience and independence in living with the dementia.

The Dementia Adviser Service is for anyone with a diagnosis or a pending diagnosis of dementia. A Dementia Adviser will arrange to meet you either in your own home, or at a place and time convenient to you. You will be provided with information, support and guidance that is tailor-made to meet your needs. You can contact an adviser yourself by telephone or email, or ask your GP or other health professional to refer you. Tel: **02392 892035**

Email: **portsmouth@alzheimers.org.uk**

Energy Saving

There are no insulation grants available, but there may be ways to look at cutting your energy bills. Guidance is available including an online home energy check. **http://tinyurl.com/possible_lower_bills**. If you are coming to the end of a fixed tariff you can register with the Big Switch Community for more information about Energy Switch schemes. Schemes enable gas and electricity consumers in the county to combine their purchasing power and get a better deal on their bills. **www.bigcommunityswitch.ichoosr.com**

Find a Trader

Hampshire Trading Standards runs a "Buy with Confidence Scheme" to help people find a reliable trader. Call them for a copy.

Door Step Selling

If you feel unsure about doorstep sellers remember that you not have to open the door and have every right to turn them away. If you answer the door always ask to see an ID card- and look at it. Then ring the company before you let anyone in. Door signs saying "We do not buy goods or services at the door" are available from Trading Standards and Community Action Fareham.

Scams

There are many varied scams involving letters and telephone calls. If you are worried about a potential scam please contact the Citizens Advice Consumer Helpline:

By telephone on 03444 111 444

Hampshire Trading Standards produces a monthly bulletin of scams in the area. View on-line at www.hants.gov.uk/tradingstandards
Help protect yourself by ensuring that you never respond to unsolicited mail saying you have won a prize and you never give out your personal details.

Use the Telephone Preference Service: www.tpsonline.org.uk
0845 070 07 07 to help prevent unsolicited calls.

Citizen's Advice provides a wide range of advice on a wide range of topics.

FREE - CONFIDENTIAL - INDEPENDENT - IMPARTIAL -. We are here for everyone and everyone is treated equally

www.farehamCAB.org.uk

or go to the office in Fareham library

Who Cares

Our directory of voluntary organisations, which support cared for people, those with long term health conditions and their carers. Local well-being organisations are included too. Pick up a copy from Community Action Fareham or visit www.farehamaction.org.uk/care

3. Keeping Active

Drivers Skills Scheme 60+

This is a confidential appraisal of driving skills for older motorists. It takes 90 minutes and is conducted by instructors who have a good understanding of the needs of older drivers. It's not a test and there is no reporting back and no pressure. Each driver is given a comprehensive debrief and a report is sent to them. The appraisal costs just £31.50 01962 846100 or <http://tinyurl.com/1olderdriver>

Thinking of Buying a Mobility Scooter?

If you find getting around town or to shops is becoming more difficult, you might think of buying a mobility scooter. It is worth finding out about their use and regulation first. Fareham Shopmobility can help you with training, assessment and the law regarding scooter use. We also have a DVD guide available to buy. Using Shopmobility first will enable you to try a scooter before you buy. For more information on hiring scooters and wheelchairs, help learning to operate a scooter or finding a reliable supplier please ring Fareham Shopmobility on 01329 282929

Disabled Parking

The Blue Badge scheme allows disabled people to park in restricted areas, allowing easier access to shops and services (i.e. doctors and dentists). The badge is allocated to the person who is disabled, whether or not he/she drives.

If you think you might be eligible, contact the Blue Badge Unit:

blue.badge@hants.gov.uk or call **0300 555 1376**

www3.hants.gov.uk/bluebadge.htm

Voluntary Care Groups/Good Neighbours Schemes all parts of Fareham are covered with voluntary car transport to health appointments for people with mobility difficulties; some groups also offer befriending, visiting and sitting services plus help with shopping and lunch clubs. The schemes operate on a donation basis.

4. Community Action Fareham Services

Dial-a-Ride is for people in Fareham & Gosport who cannot easily use public transport. The buses are all suitable for wheelchair users. Fares are £3 with a bus pass. The Service is funded by Hampshire County Council and Fareham Borough Council. Registration required. www.farehamaction.org.uk/dar. Call **01329 223 151**

Home Helps Service recruits, checks and coordinates Home Helps for people who may find it difficult to do housework themselves. Administration fees apply. The Home Help rate is £6.75 per hour. Call **01329 223144**

Shopmobility hires scooters, electric and manual wheelchairs for people who need extra mobility around Fareham Town Centre. The service is available to all ages and for short-term and long-term conditions. Training is given to all users. Membership and hire charges apply. The centre also keeps information about Disability and Carer support. Call **01329 282929**

Gardening Scheme recruits and checks gardeners who will do basic garden maintenance for people in Fareham who can no longer manage. Registration required (fees apply) and clients pay gardeners direct. Call **01329 223 140**

Fareham Walking for Health Nationally accredited to offer healthy walks in all parts of the borough. Walks are led by trained leaders and are graded, including some that are wheelchair accessible. www.farehamW4H.org.uk or **01329 223 142**

Volunteering Many of the groups on this list are supported by volunteer helpers. Volunteering is a great way to share your time and life experience while meeting others and learning new skills. Take a look at our *Volunteering In Fareham* and *Event Volunteering Bulletin* for more information. Or come in for a chat with the Volunteer Centre call **01329 223 140**. Or search on-line at www.farehamvolunteers.org.uk or do-it.org

5. Useful numbers:

Pension Credit	0800 991 234
Attendance Allowance	0345 605 6055
www.gov.uk/attendance-allowance	
Housing & Council Tax Benefit	01329 824646
Hampshire Adult Services: Assessment, Disability, Carers Support, Day Centres, Meals on Wheels	0300 5551386
Community Independence Team	0300 5551386
SSAFA Forces Help	023 9252 3401
Veterans UK	02392 702232
	0808 191 4218
Dial-a-Ride	01329 223 151
Home Help office	01329 223 144
Shopmobility	01329 282 929
Portchester Voluntary Car Scheme	0700 222 6868
Stubbington and Hill Head Voluntary Care Group (driving/visiting/shopping/sitting)	07074 775112
Locks Heath Communicare Association (car scheme /minibus shopping trips/lunch clubs/coffee shop)	07002 456689
Fareham Car Scheme	01329 231899
Fareham Good Neighbours (visiting service)	07756 864961
Gardening Service	01329 223140
Trading Standards – Scams, Complaints and Approved Trader Directory	01962 833620
Citizen's Advice	03444 111306

Some useful websites

www.gov.uk	www.hants.gov.uk/bettertime
www.fareham.gov.uk	www.farehamcommunity.info
www.actionfareham.org.uk	

See latest version of this booklet with updates and new items at
www.farehamaction.org.uk/opis

What else does Community Action Fareham do?

Community Action Fareham works with the 500 voluntary groups and charities in Fareham so that they can keep going, work effectively and coordinate with others. We welcome the help of volunteers and donors.