



A Guide to services for older people in Islington

Signpost

Practical help

Mobile Repair Service, 129 St Johns Way, Caxton House N19 3RL. Carries out low-cost repairs for pensioners & disabled people living in Islington. Call: **0845 4500 410** Mon-Fri 9.30-1 and 2-4.30pm

Bulky Waste Collection - Free Service. Call: **7527 2000** to arrange a collection, or for more information

Home Improvement Agency: Care & Repair Handyperson Service, 8 Nora Leverton Court, Randolph Street NW1 0TS. Offers people over 60 a range of help with maintenance and repairs. £10 per hour + any parking and congestion charge. Call: **7284 5450**

Safe and Secure at home

Access Service, 57 Calshot Street N1 9XH. First point of contact for members of the public and professionals seeking requesting community care services for older people. Call: **7527 2299**

Islington Carers Centre, Unit 1, 53 Hargrave Road, N19 5SH. Information, support, and social activities for carers. Call: **7263 9080**

Islington Telecare - Provides a year round 24-hour emergency service to elderly, disabled and vulnerable residents. Service is not free. Call: **7527 5456** (24 hours)

Police Stations:

Holloway - Open 24 hours. 284 Hornsey Rd, N7 6DG. Call: **101**

Islington - Open 24 hours. Tolpuddle Street, N1 0YY. Call: **101**

Islington Noise Service - Operates 7 nights a week: Sun-Thurs 4pm-2am, Fri-Sat 10pm-4am. Ring if alarmed or concerned about excessive noise. Call: **7527 7272** (Option 1, night), (Option 2, office hours)

Sensory Team, 4 Vorley Road, N19 5JH. Provide specialist services for people who are deaf and hard of hearing, blind and visually impaired, or deaf / blind. Call: **7527 7500** Minicom: **7527 5532**

Money and legal matters

Age UK Islington, 6-9 Manor Gardens, N7 6LA. Advice on benefits, community care, housing, family concerns, etc. and information on social activities in Islington. Open 10am-4.00pm Mon-Fri. Call: **7281 6018**

Islington Law Centre, 38 Devonian Road, N1 8JH. Offers advice in matters of housing, consumer rights, immigration, education and employment, and benefits. Open Mon-Fri from 9.30am-5.00pm but closed between 1-2pm for lunch. Call: **7288 7630**

Citizen's Advice, Islington, 222 Upper Street, N1 1XR. Free advice on many problems including debt, benefit, housing, employment and immigration. Mon, Tues, Wed, Fri 9.30am-4.30pm; Thurs 1.00pm-8.00pm. Call: **7947 7771**

Independent Age. Free, confidential information and advice for older people, their families and carers, focusing on social care, welfare benefits and befriending. Mon-Fri 10am-4pm. Call: **0845 262 1863**

Council Tax (Islington) - Mon-Fri, 8.30am-6pm. Call: **7527 8000** (automated payment service)

Islington People's Rights, 6 Manor Gardens N7 6LA. Free advice and representation, in the areas of welfare benefits and debt. Phone advice is available Mon, Tues, Fri 2-4pm or phone for an appointment – Call: **7561 3685**

Pension Credit Claim Line - Information on Pension Credit entitlement for over 60s – Mon-Fri 8am-6pm.- Call: **0800 991 234**

State Pension Claims—Call: **0800 731 7898**,
Mon-Fri 9am-6pm

Islington Trading Standards, 222 Upper Street, London N1 1XR. Deal with complaints about businesses in Islington where this concerns possible criminal breaches of consumer protection law. Call; **020 7527 3198**, Mon-Fri, 9am-5pm

Citizens Advice Consumer Service
Clear, practical advice for consumers in Islington to help sort out problems and disagreements with suppliers of goods or services. Call: **08454 04 05 06**, Mon-Fri 9am-5pm

Housing

Islington Energy Advice Team, 222 Upper Street N1 1XR. Advice on energy efficiency and on energy related grants and discounts. Call: **0800 953 1221**(freephone)

Housing Aid Centre, Northway House, 257 Upper St. N1 1RU. Free advice and assistance on housing matters for people who are private tenants or housing association tenants. Mon - Fri 9am-4pm (Wed 12-4pm). Call: **7527 2000**

Residential Environmental Health Service, 222 Upper St N1 1XR. Help with getting private landlords to undertake repairs or improvements to your rented home. Call: **7527 3083**

Islington Repair Service for council tenants. Call: **0800 694 3344** (freephone), Mon-Fri 8am-8pm

Sheltered Housing, Circle Support, 1-7 Corsica St, N5 1JG. Sheltered housing for people over 60. For more information call: **7704 5417**



Transport and getting around

Dial-A-Ride - Low cost transport scheme for those who find it difficult to use public transport. Available daily from 6am to 2am, 365 days a year. Must register before using the scheme. Call: **0845 999 1999** (9-4 daily)

Bus and Tube Passes— People aged 60+ can get a 'Freedom Pass' from most London post offices. Call: **0845 275 7054**

Plusbus (Hackney Community Transport)
Route 812 is a Hail and Ride community-designed bus service for older people to connect them with key services around Hackney and Islington. Call **7275 2414**

Resident's Parking Permits - Residents parking permits are available for all the controlled parking zones (CPZs). For more information Call: **7527 2000**

Disabled parking "Blue Badge" (formerly the "Orange Badge"). Provides parking concessions for people with mobility problems, who travel as drivers or passengers. For more information Call: **7527 2000**

Scootability - Scheme which provides personal electric vehicles for older people with mobility problems for up to 7 days at a time. Call: **7974 2420**

Taxicard - The London Taxicard Scheme allows people with disabilities who cannot use buses or trains to travel in licensed black cabs at reduced fares. Call: **7934 9791** or **0845 415 4156**

Dealing with loss and emotion

Bereavement Service, 293-299 Kentish Town Road, NW5 2JT. Free and confidential bereavement counseling, in your home or at the above address. Call: **7284 0090**

Friendship Phone Network. Support for isolated or vulnerable over 55's. Call: **7561 5264**

Registrar Births/Deaths/ Civil Ceremonies, Town Hall, Upper Street, N1 2UD. Call: **7527 6350**, Mon—Fri 9am-4.30pm

Islington Victim Support Scheme, Octavia House, 50 Banner Street, EC1Y 8ST. Provides emotional support and practical help to victims of crime, including domestic violence, and their families. Open Mon-Fri, 9-5 by apt. Call: **7336 1770**

Samaritans— Confidential phone support for people in crisis, available 24 hours a day, 365 days year. Call: **08457 90 90 90**

Staying healthy

For details of other support groups, please see **Directory of Local Services - details at end of leaflet**

Community Dental Service - For people who have problems accessing general dental services e.g. elderly and homebound. Call: **020 3317 2353**

Out of hours GP service (including emergency dental treatment) Call: **020 7388 5800**. Mon-Fri 6.30pm to 8am, Weekends and Bank Holidays 24hrs.

NHS 111- 24hour, non-emergency medical helpline (replaces NHS Direct) Call: **111**

NHS Choices - to find a local GP, Dentist, Optician, or Pharmacist. Website: <http://www.nhs.uk/Pages/HomePage.aspx>, or call **111**

SmokeFree - NHS smoking helpline - Call: **0800 022 4332** (Mon-Fri 9am-8pm, Sat & Sun 11am-4pm)

Islington SmokeFree - for details of support groups, courses and clinics. Call: **0800 093 9030**

Hospitals with A&E departments in or near Islington:-

Whittington Hospital, Magdala Avenue, N19 5NF. Call: **7272 3070**

University College Hospital, 235 Euston Road, NW1 2BU. Call: **0845 155 5000**

Royal Free Hospital, Pond St. NW3 2QG. Call: **7794 0500**

Volunteering

RSVP (Retired & Senior Volunteer Programme) - CSV (Community Service Volunteers) 237 Pentonville Road, N1 9NJ. Organisation which encourages anyone 50+ to participate in volunteering. Will provide advice, information and support. Call: **7643 1385**

Voluntary Action Islington (VAI)- 2009 Pentonville Road, N1 9NJ. Provides details of volunteering opportunities to the public and gives advice on all aspects of volunteering. Call: **7832 5833**

Learning, leisure and staying active

Islington Libraries - 10 Libraries in Islington offering books, (including large print, spoken word and materials in other languages), ebooks, DVD'S and free internet access. Call: **7527 6900**. The Home Library Service delivers books and other materials to people who are housebound. Call: **7527 7980**

Leisure Centres and Swimming Pools - Apply for a free lzz 60+ card which enables people to use all the following leisure centres managed by Aquaterra in Islington.

Archway Leisure Centre, *Macdonald Rd. N19*. Call: **7263 0613**

Caledonian Road Pool, 229 Caledonian Rd. N1. Call: **7728 1890**

Finsbury Leisure Centre, Norman Street, EC1V. Call: **7253 9821**

Highbury Pool, Highbury Crescent, N5. Call: **7704 0413**

Sobell Centre, Hornsey Road, N7. Call: **7609 2363**

Tennis Centre, Market Road, N7. Call: **7700 1205**

Ironmonger Row Baths (managed by Better Leisure), 1 Norman St. EC1V.

Call: **0203 642 5520**

Islington Community learning Centres -

Adult and Community Learning. For details of learning centres and courses call: **7527 5782**

Holiday Information - Contact SAGA - **0800 096 0074** (European holidays); **-0085** (UK holidays); **-0078** (Long Haul)

University of the Third Age - shared learning through a wide range of interest groups. Call: **8466 6139** (National Office), or **7609 5172** (North London contact)

Walks in Islington— Various walks in Islington which are suitable for all ages. Call: **7689 9846** (Aquaterra walks co-ordinator)

Islington Local History Centre, 245 St John Street EC1V 4NB. Wide range of resources for local and family history. Call: **7527 7988** to make an appointment

Entertainment

This is just a selection of venues. For additional details please contact Islington Libraries on 020 7527 6931

Odeon Cinema, 417-427 Holloway Road, Nags Head, N7 6LJ. Call: **0871 224 4007**

Vue Cinema, N1 Centre, 36 Parkfield Street, N1 0PS. Call: **0871 224 0240**

Old Red Lion Theatre, 418 St John's Street, EC1V 4NJ. Call: **0844 412 4307**

Screen on the Green, 83 Upper Street, Islington Green, N1 0NP. Call: **0871 906 9060**

Almeida Theatre, 1 Almeida Street, N1 1TA. Call: **7359 4404**

King's Head Theatre, 115 Upper Street, N1 1QN. Call: **020 7478 0160**

Lilian Baylis Arts Club, Sadlers Wells Theatre, Rosebery Avenue, EC1R 4TN. Various activities including workshops and talks for over 60's. Call: **7863 8140**

Little Angel (Puppet Theatre), 14 Dagmar Passage, N1 2DN. Call: **7226 1787**

Rosemary Branch Theatre, 2 Shepperton Road, N1 3DT. Call: **7704 6665**

Islington Museum, 245 St John Street EC1V 4NB. Call: **7527 2837**

Museum of London, 150 London Wall, EC2Y 5HN. Call: **7001 9844**

Cultural contacts

Islington Chinese Association, 21 Hatchard Road, N19 4NG. Call: **7263 5986**

Islington Somali Community - 225-227 Seven Sisters Road, N7 2AD. Call: **7607 8387**

Asian Elderly Luncheon and Social Club, Factory Community Project, 107 Matthias road, N16 8NP. Call: **7241 1520**

(please tell us if you know of an organisation offering a service specifically for older people that could be included here)

Further Information

For more information on other local groups, organisations and services in Islington that offer something for older people contact:-

Islington Reference Library on 7527 6931, or email: centralref.library@islington.gov.uk

You can also check the Local Services Directory at: <http://www.islington.gov.uk/Directories/>

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