

	Type	Format	Available to:
20/20 Project			
Consultation paper on future housing and care for older people	Questionnaire	PDF	PUB + PRO
Abbeyfield Society			
Abbeyfield Society	Website/page	Webpage	PUB + ADV
Action for Blind People			
Attendance Allowance	Leaflet	PDF	PUB + PRO + ADV
Did you know	Factsheet	PDF	PUB + PRO + ADV
Getting on: A quick reference guide to support services for people who are blind or partially sighted	Booklet	PDF	PUB + PRO + ADV
Guiding	Leaflet	PDF	PUB + PRO + ADV
i2i	Leaflet	PDF	PRO + ADV
Pension Credit for blind and partially sighted pensioners 2004-2005	Factsheet	PDF	PUB + PRO + ADV
Registration as blind or partially sighted	Leaflet	PDF	PUB + PRO + ADV
Action on Elder Abuse			
Action on Elder Abuse	Website/page	Webpage	PUB + ADV
What is elder abuse?	Leaflet	PDF	PUB + PRO + ADV
You're never too old to hurt	Leaflet	PDF	PUB + PRO + ADV
ADSS			
Public Services for Tomorrows Older Citizens Changing Attitudes to Ageing	Report	PDF	PUB + PRO + ADV
Age Action Ireland Ltd			
Age Action Ireland	Website/page	Webpage	PUB + PRO + ADV
Age Concern (England)			
A Brief Guide to Money Benefits	Factsheet	PDF	PUB + PRO + ADV
A Brief Guide to Money Benefits	Factsheet	Print	PUB + PRO + ADV
A Buyers Guide to Retirement Housing	Book	Print	PUB + PRO + ADV
Advance Statements, Advance Directives, & Living Wills	Factsheet	PDF	PUB + ADV
Age Concern	Website/page	Webpage	PUB + ADV
Attendance Allowance and Disability Living Allowance	Factsheet	PDF	PUB + PRO + ADV
Attendance Allowance and Disability Living Allowance	Factsheet	Print	PUB + PRO + ADV
Attendance Allowance in Care Homes	Factsheet	PDF	PUB + ADV
Basic Guide to Attendance Allowance & Disability Living Allowance	Factsheet	PDF	PUB + PRO + ADV
Buying Retirement Housing	Factsheet	PDF	PUB + PRO + ADV
Buying Retirement Housing	Factsheet	Print	PUB + PRO + ADV
Care Home Funding & Attendance Allowance	Factsheet	PDF	PUB + PRO + ADV

	Type	Format	Available to:
Care Homes Closure	Factsheet	PDF	PUB + ADV
Care Homes Closure	Factsheet	Print	PUB + ADV
Carer's Allowance (CA)	Factsheet	PDF	PUB + PRO + ADV
Changes to Pension & Benefits Payments	Factsheet	PDF	PUB + PRO + ADV
Choice of Accommodation - Care Homes	Factsheet	PDF	PUB + ADV
Civil Partnership & Older Same-Sex Couples	Factsheet	PDF	PUB + ADV
Consumer Advice : where to get it	Factsheet	PDF	PUB
Continuing NHS healthcare, NHS funded registered nursing care and Intermediate Care	Factsheet	PDF	PUB + ADV
Continuing NHS healthcare, NHS funded registered nursing care and Intermediate Care	Factsheet	Print	PUB + ADV
Crime Prevention for Older People	Factsheet	PDF	PUB + PRO + ADV
Crime Prevention for Older People	Factsheet	Print	PUB + PRO + ADV
Dealing with Debt	Factsheet	PDF	PUB + ADV
Dealing with Someone's Estate	Factsheet	PDF	PUB + ADV
Dealing with Someone's Estate	Factsheet	Print	PUB + ADV
Deferring Retirement Pension : Questions & Answers	Factsheet	PDF	PUB + ADV
Dental Care & Older People	Factsheet	PDF	PUB + ADV
Developing Services for Minority Ethnic Older People	Report	Print	PRO + ADV
Direct Payments from Social Services	Factsheet	PDF	PUB + PRO + ADV
Direct Payments from Social Services	Factsheet	Print	PUB + PRO + ADV
Disability and Ageing: Your Rights to Social Services	Factsheet	PDF	PUB + PRO + ADV
Disability and Ageing: Your Rights to Social Services	Factsheet	Print	PUB + PRO + ADV
Disability Equipment and How to Get It	Factsheet	PDF	PUB + PRO + ADV
Disability Equipment and How to Get It	Factsheet	Print	PUB + PRO + ADV
Equity Release and income-related benefits from October 2003 onwards	Factsheet	PDF	PUB + PRO + ADV
Equity Release and income-related benefits from October 2003 onwards	Factsheet	Print	PUB + PRO + ADV
Finding Care Home Accommodation	Factsheet	PDF	PUB + ADV
Finding Care Home Accommodation	Factsheet	Print	PUB + ADV
Finding Help at Home	Factsheet	PDF	PUB + ADV
Finding Help at Home	Factsheet	Print	PUB + ADV
Getting Legal Advice	Factsheet	PDF	PUB + PRO + ADV
Getting Legal Advice	Factsheet	Print	PUB + PRO + ADV
Help from the Social Fund	Factsheet	PDF	PUB + PRO + ADV
Help with Continence	Factsheet	PDF	PUB + ADV
Help with Continence	Factsheet	Print	PUB + ADV
Help with Health Costs	Factsheet	PDF	PUB + PRO + ADV
Help with Heating	Factsheet	PDF	PUB + ADV
Help with Heating	Factsheet	Print	PUB + ADV

	Type	Format	Available to:
Help with looking for work or starting your own business	Factsheet	PDF	PUB + ADV
Hospital Discharge Arrangements	Factsheet	PDF	PUB + ADV
Hospital Discharge Arrangements	Factsheet	Print	PUB + ADV
Housing Benefit and Council Tax Benefit	Factsheet	PDF	PUB + PRO + ADV
Housing Benefit and Council Tax Benefit	Factsheet	Print	PUB + PRO + ADV
Housing Options	Factsheet	PDF	PUB + PRO + ADV
How to get information and advice about your investments	Factsheet	PDF	PUB + ADV
How will the new law on age discrimination affect you?	Factsheet	PDF	PUB + ADV
Income Support (Minimum Income Guarantee) and the Social Fund	Factsheet	PDF	PUB + ADV
Income Support (Minimum Income Guarantee) and the Social Fund	Factsheet	Print	PUB + ADV
Income Tax and Older People	Factsheet	PDF	PUB + PRO + ADV
Income Tax and Older People	Factsheet	Print	PUB + PRO + ADV
Income-related Benefits: Income and Capital	Factsheet	PDF	PUB + ADV
Income-related Benefits: Income and Capital	Factsheet	Print	PUB + ADV
Information about Telephones	Factsheet	PDF	PUB + PRO + ADV
Information about Telephones	Factsheet	Print	PUB + PRO + ADV
Instructions for my next-of-kin and executors upon my death	Factsheet	PDF	PUB + ADV
Legal Arrangements for Managing Your Finances	Factsheet	PDF	PUB + PRO + ADV
Legal Arrangements for Managing Your Finances	Factsheet	Print	PUB + PRO + ADV
Leisure & Learning	Factsheet	PDF	PUB + PRO + ADV
Local Authority Assessment for Community Care Services	Factsheet	PDF	PUB + PRO + ADV
Local Authority Assessment for Community Care Services	Factsheet	Print	PUB + PRO + ADV
Local Authority Charging Procedures for Care Homes	Factsheet	PDF	PUB + ADV
Local Authority Charging Procedures for Care Homes	Factsheet	Print	PUB + ADV
Looking for Rented Housing	Factsheet	PDF	PUB + PRO + ADV
Looking for Rented Housing	Factsheet	Print	PUB + PRO + ADV
Making Your Will	Factsheet	PDF	PUB + ADV
Making Your Will	Factsheet	Print	PUB + ADV
Moving back to the United Kingdom.	Factsheet	PDF	PUB + ADV
Moving Home Checklist	Factsheet	PDF	PUB
NHS Services and Older People	Factsheet	PDF	PUB + PRO + ADV
NHS Services and Older People	Factsheet	Print	PUB + PRO + ADV
Noise and Neighbour Nuisance - What You Can Do	Factsheet	PDF	PUB + PRO + ADV
Noise and Neighbour Nuisance - What You Can Do	Factsheet	Print	PUB + PRO + ADV
Now you see me...now you don't. How are older citizens being included in regeneration?	Report	PDF	PRO + ADV
Older Home Owners - Financial Help with Repairs and Adaptations	Factsheet	PDF	PUB + PRO + ADV
Older Home Owners - Financial Help with Repairs and Adaptations	Factsheet	Print	PUB + PRO + ADV
Older People in the United Kingdom 2002 Some basic facts	Factsheet	Webpage	PUB + PRO + ADV

	Type	Format	Available to:
Older same-sex couples and benefits	Factsheet	PDF	PUB + ADV
Park (Mobile) Homes	Factsheet	PDF	PUB + PRO + ADV
Paying for Care & Support at Home	Factsheet	PDF	PUB + PRO + ADV
Paying for Care in a Care Home if You have a Partner	Factsheet	PDF	PUB + PRO + ADV
Paying for Care in a Care Home if You have a Partner	Factsheet	Print	PUB + PRO + ADV
Pension Credit	Factsheet	PDF	PUB + PRO + ADV
Planning a Holiday	Factsheet	PDF	PUB + ADV
Planning a Holiday	Factsheet	Print	PUB + ADV
Planning for a funeral	Factsheet	PDF	PUB + ADV
Planning for a funeral	Factsheet	Print	PUB + ADV
Planning for Later Life as a Lesbian, Gay Man, Bisexual or Transgendered person	Factsheet	PDF	PUB + PRO + ADV
Raising Income or Capital from Your Home	Factsheet	PDF	PUB + PRO + ADV
Raising Income or Capital from Your Home	Factsheet	Print	PUB + PRO + ADV
Retiring abroad - what to consider if you are planning to leave the UK	Factsheet	PDF	PUB + PRO + ADV
Retiring abroad - what to consider if you are planning to leave the UK	Factsheet	Print	PUB + PRO + ADV
Staying Healthy in Later Life	Factsheet	PDF	PUB + ADV
Supporting People - paying for supported accommodation	Factsheet	PDF	PUB + ADV
Television Licence Concessions	Factsheet	PDF	PUB + PRO + ADV
Tenants Rights	Factsheet	PDF	PUB + ADV
The Age Agenda 2004	Report	Print	PRO + ADV
The Arts and Older People	Unclassified	Print	PRO
The benefits of being an older person - Rights & Concessions	Factsheet	PDF	PUB
The benefits of being an older person - rights & concessions	Factsheet	PDF	PUB + PRO + ADV
The Council Tax	Factsheet	PDF	PUB + PRO + ADV
The Council Tax	Factsheet	Print	PUB + PRO + ADV
The Pension Credit - questions and answers	Factsheet	PDF	PUB + PRO + ADV
The State Pension	Factsheet	PDF	PUB + PRO + ADV
The State Pension	Factsheet	Print	PUB + PRO + ADV
Transfer of Assets and Paying for Care in a Care Home	Factsheet	PDF	PUB + PRO + ADV
Transfer of Assets and Paying for Care in a Care Home	Factsheet	Print	PUB + PRO + ADV
Travel and Transport	Factsheet	PDF	PUB + ADV
Travel and Transport	Factsheet	Print	PUB + ADV
Treatment of the Former Home as Capital for People in Care Homes	Factsheet	PDF	PUB + ADV
Treatment of the Former Home as Capital for People in Care Homes	Factsheet	Print	PUB + ADV
Water Advice	Factsheet	PDF	PUB
Your benefits. Your rights	Booklet	PDF	PUB + PRO
Your Rights at Work	Factsheet	PDF	PUB + ADV

	Type	Format	Available to:
Age Concern (Northern Ireland)			
Age Concern Northern Ireland website	Website/page	Webpage	PUB + PRO + ADV
Age Concern (Scotland)			
A report on housing support charges and older people	Report	PDF	PUB + PRO + ADV
Buying Retirement Housing	Factsheet	PDF	PUB + ADV
Buying Retirement Housing	Factsheet	Print	PUB + ADV
Dealing with Someone's Estate	Factsheet	PDF	PUB + ADV
Dealing with Someone's Estate	Factsheet	Print	PUB + ADV
Direct Payments from social work	Factsheet	PDF	PUB + PRO + ADV
Disability and Ageing: Your Rights to Social Services	Factsheet	PDF	PUB + ADV
Disability and Ageing: Your Rights to Social Services	Factsheet	Print	PUB + ADV
Disability Equipment and how to get it	Factsheet	PDF	PUB + PRO + ADV
Elder Abuse & the Law in Scotland	Leaflet	PDF	PRO + ADV
Fight The Freeze	Leaflet	PDF	PUB + ADV
Help with Heating	Factsheet	PDF	PUB + ADV
Help with Heating	Factsheet	Print	PUB + ADV
Hospital Discharge Arrangements	Factsheet	PDF	PUB + ADV
Hospital Discharge Arrangements	Factsheet	Print	PUB + ADV
Legal Arrangements for Managing Financial Affairs	Factsheet	PDF	PUB + PRO + ADV
Legal Arrangements for Managing Financial Affairs	Factsheet	Print	PUB + PRO + ADV
Local Authority Assessment for Community Care Services	Factsheet	PDF	PUB + ADV
Local Authority Assessment for Community Care Services	Factsheet	Print	PUB + ADV
Local Authority Charging Procedures for Care Homes	Factsheet	PDF	PUB + ADV
Local Authority Charging Procedures for Care Homes	Factsheet	Print	PUB + ADV
Looking for Rented Housing	Factsheet	PDF	PUB + ADV
Looking for Rented Housing	Factsheet	Print	PUB + ADV
Making Your Will	Factsheet	PDF	PUB + ADV
Making Your Will	Factsheet	Print	PUB + ADV
Moving into Rented Housing	Factsheet	PDF	PUB + PRO + ADV
NHS Funding for Continuing Care	Factsheet	PDF	PUB + ADV
NHS Funding for Continuing Care	Factsheet	Print	PUB + ADV
NHS Services and Older People	Factsheet	PDF	PUB + ADV
NHS Services and Older People	Factsheet	Print	PUB + ADV
Noise and Neighbour Nuisance - What You Can Do	Factsheet	PDF	PUB + ADV
Noise and Neighbour Nuisance - What You Can Do	Factsheet	Print	PUB + ADV
Obtaining and Paying for Legal Advice	Factsheet	PDF	PUB + ADV
Obtaining and Paying for Legal Advice	Factsheet	Print	PUB + ADV
Older Home Owners - Financial Help with Repairs and Adaptations	Factsheet	PDF	PUB + ADV

	Type	Format	Available to:
Older Home Owners - Financial Help with Repairs and Adaptations	Factsheet	Print	PUB + ADV
Paying for Care & Support at Home	Factsheet	PDF	PUB + PRO + ADV
Planning for a Funeral	Factsheet	PDF	PUB + ADV
Planning for a Funeral	Factsheet	Print	PUB + ADV
Private tenants' rights	Factsheet	PDF	PUB + ADV
Private tenants' rights	Factsheet	Print	PUB + ADV
Property Law Reform & Retirement Housing	Factsheet	PDF	PUB + ADV
Rights for council and housing association tenants	Factsheet	PDF	PUB + PRO + ADV
Sheltered Housing & Supporting People	Leaflet	PDF	PUB + ADV
Should I Move?	Booklet	Print	PUB + ADV
Should I Move? Housing Choices for Older People	Book	PDF	PUB + ADV
Should I Move? Housing Choices for Older People	Book	Print	PUB + ADV

Age Concern (Spain)

Exportable Benefits	Factsheet	PDF	PUB + ADV
Retiring to Spain	Factsheet	PDF	PUB + ADV
What to do in the case of death (in Spain)	Factsheet	PDF	PUB + ADV

Age Exchange

Age Exchange website	Website/page	Webpage	PUB + PRO + ADV
Age Exchanges	Book	Print	PRO
Reminiscence in Dementia Care	Book	Print	PRO
The Reminiscence Handbook	Book	Print	PRO

Aid Call

Age Concern Aid-Call	Website/page	Webpage	PUB + ADV
For Independence and Peace of Mind	Booklet	Print	PUB + ADV

Aid for the Aged in Distress

Aid for the Aged in Distress website	Website/page	Webpage	PUB + PRO + ADV
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AIMS

AIMS - Advice Information and Mediation Service	Website/page	Webpage	PUB + ADV
Leasehold Retirement Housing - Your rights and remedies	Booklet	Print	PUB + ADV
Mediation Information Sheet for Managers of Sheltered & Retirement Housing	Factsheet	PDF	PRO + ADV

Almshouse Association

Standards of Almshouse Management	Good practice guide	Print	PRO + ADV
Support & Care of Almshouse Residents	Good practice guide	Print	PRO + ADV
The Almshouse Association	Website/page	Webpage	PUB + ADV

	Type	Format	Available to:
Alzheimer Scotland			
A brief guide to Free Personal Care & Nursing Care	Leaflet	PDF	PUB
About Dementia: some facts and figures	Factsheet	PDF	PUB
Alzheimers Disease	Leaflet	PDF	PUB + PRO + ADV
Community Care & Assessments	Factsheet	PDF	PUB
Direct Payments	Factsheet	PDF	PUB
Getting help from your doctor - a guide for people worried about their memory, people with dementia, and carers	Booklet	PDF	PUB
Letting go without giving up: continuing to care for the person with dementia	Booklet	PDF	PUB
Safety in the home	Factsheet	PDF	PUB
Understanding and dealing with challenging behaviour	Factsheet	PDF	PUB
What is Dementia	Leaflet	PDF	PUB + PRO + ADV
When people with dementia walk - guidance for carers	Factsheet	PDF	PUB
Alzheimer's Dementia Care & Research			
Depression	Factsheet	Webpage	PUB + ADV
Alzheimer's Society			
Activities	Factsheet	PDF	PUB + PRO + ADV
Communication	Factsheet	PDF	PUB + PRO + ADV
Diagnosis and Assessment (Dementia)	Factsheet	PDF	PUB + PRO + ADV
Going on Holiday	Factsheet	PDF	PUB + PRO + ADV
How Health & Care Professionals can Help	Factsheet	PDF	PUB + PRO + ADV
Living Alone	Factsheet	PDF	PUB + PRO + ADV
Maintaining skills	Factsheet	PDF	PUB + PRO + ADV
Memory Loss in Dementia	Factsheet	PDF	PUB + PRO + ADV
Understanding & Respecting the Person with Dementia	Factsheet	PDF	PUB + PRO + ADV
Walking about or "wandering"	Factsheet	PDF	PUB + PRO + ADV
What if I have dementia?	Factsheet	PDF	PUB
What is Alzheimers Disease?	Factsheet	PDF	PUB + PRO + ADV
Anchor Trust			
"We know best what we need"	Report	PDF	PRO
'I never thought I'd be doing this ...'	Report	PDF	PRO
Anchor Care Alternatives	Website/page	Webpage	PUB + ADV
Anchor Staying Put	Website/page	Webpage	PUB + ADV
Brighter Futures	Report	PDF	PRO
Developing a Housing and Community Care Strategy for Older People: A Do It Yourself Guide	Good practice guide	PDF	PRO

	Type	Format	Available to:
Maintaining independence in later life	Booklet	PDF	PRO
Not Alone: A Good Practice Guide to working with people with Dementia in Sheltered Housing	Good practice guide	PDF	PRO + ADV
Opening up the Resources of Sheltered Housing to the Wider Community	Good practice guide	PDF	PRO + ADV
Promoting Well-Being: Developing a Preventive Approach with Older People	Research report	PDF	PRO
Retirement Housing : Ownership and Independence	Report	PDF	PRO
Staying Put: The Best Move I'll Never Make	Report	PDF	PUB + PRO + ADV
The numbers game: black and minority ethnic elders and sheltered accommodation:	Report	PDF	PRO
Towards 2000: Designing Housing for Frail Elderly People	Research report	PDF	PRO
Using Telecare: Exploring Technologies for Independent Living for Older People	Good practice guide	PDF	PRO

Angus Council (Housing)

Sheltered Tenants Information Pack	Booklet	PDF	PUB
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ARHM

Private Retirement Housing: Code of Practice	Booklet	Print	PUB + PRO + ADV
Supporting People - A Q & A Guide for retirement housing owners	Leaflet	PDF	PUB

ARP over 50

ARP/050 website	Website/page	Webpage	PUB + ADV
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Arthritis Care

Food For Thought : a guide to diet for people with arthritis	Booklet	PDF	PUB + PRO + ADV
Information for people with arthritis	Booklet	PDF	PUB + PRO + ADV
Living with osteoarthritis	Booklet	PDF	PUB
Reaching Independence : a guide to living at home for people with arthritis	Booklet	PDF	PUB + PRO + ADV
Talk about Pain : how to deal with the pain of arthritis	Booklet	PDF	PUB + PRO + ADV

Arthritis Research Campaign

A New Hip Joint	Booklet	PDF	PUB
Back Pain	Booklet	PDF	PUB
Caring for a person with arthritis	Booklet	PDF	PUB
Complementary Therapies & Arthritis	Booklet	PDF	PUB
Drugs and Arthritis	Factsheet	PDF	PUB
Feet Footwear & Arthritis	Booklet	PDF	PUB
Gardening & Arthritis	Booklet	PDF	PUB
Introducing Arthritis	Booklet	PDF	PUB
Stairlifts and Homelifts	Booklet	PDF	PUB

	Type	Format	Available to:
Your home & arthritis	Booklet	PDF	PUB + PRO
ASAP			
ASAP website	Website/page	Webpage	PUB + PRO + ADV
The Association of Social Alarms Providers (ASAP)	Website/page	Webpage	PUB + ADV
Asra Greater London Housing Association			
The Housing and Care Needs of Asian Elders in London	Report	Print	PRO
Association of Housing Advisory Services			
Association of Housing Advisory Services	Website/page	Webpage	PRO + ADV
Association of Independent Care Advisers			
Association of Independent Care Advisers	Website/page	Webpage	PUB + ADV
Association of London Government			
Blue Badge Holders	Factsheet	PDF	PUB + PRO + ADV
Freedom Pass	Website/page	Webpage	PUB + PRO + ADV
Audit Commission			
Home Alone: the role of housing in community care	Report	Print	PRO
Improvement Drivers in Local Authority Housing	Report	PDF	PUB + PRO
Older People - implementing telecare	Report	PDF	PRO
Older People - independence and well-being	Report	PDF	PUB + PRO + ADV
BBC			
Gardening webpage	Website/page	Webpage	PUB + ADV
Health at 50+ website	Website/page	Webpage	PUB + PRO + ADV
World Religions	Website/page	Webpage	PUB + PRO + ADV
Better Government for Older People			
Employment & Work Opportunities for Older People	Periodical	PDF	PUB + PRO + ADV
Life Long Learning	Periodical	PDF	PUB + PRO + ADV
British Heart Foundation			
Food Should Be Fun & Healthy	Booklet	PDF	PUB + PRO + ADV
Physical Activity & Your Heart	Booklet	PDF	PUB + PRO + ADV
Smoking & how To Give Up	Leaflet	PDF	PUB + PRO + ADV
British Red Cross Society			
British Red Cross website - short term support for independent living	Website/page	Webpage	PUB + PRO + ADV

	Type	Format	Available to:
British Tinnitus Association			
How do I get a hearing aid?	Factsheet	PDF	PUB + PRO + ADV
CancerBACKUP			
Cancer and Older People	Website/page	Webpage	PUB + PRO + ADV
Care & Repair England			
Care & Repair England	Website/page	Webpage	PUB + ADV
Housing & Older People : time for fresh thinking & new ideas	Leaflet	PDF	PRO
In Good Repair	Booklet	PDF	PUB + ADV
In Good Repair	Booklet	Print	PUB + ADV
Should I stay or should I go?	Report	PDF	PUB + PRO + ADV
Should I stay or should I go? : National Programme Evaluation 2002-05	Report	DOC	ADV
Staying in your Home	Booklet	PDF	PUB + ADV
Care & Repair West Leicestershire			
Adapting Thinking: options offered through a Disabled Persons Housing Service	Report	Print	ADV
Care Commission			
The Care Commission website	Website/page	Webpage	PRO + ADV
Care Standards Inspectorate for Wales			
Regulating Care in Wales : a guide for people using services	Leaflet	PDF	PUB + PRO + ADV
Carers UK			
Carers Rights Guide	Leaflet	PDF	PUB + ADV
Centre for Policy on Ageing			
A Better Home Life - A Code of Practice for residential & nursing home Care	Report	Print	PRO
Owning independence in retirement	Report	Print	PUB + PRO + ADV
Centre for Urban and Regional Studies (CURS)			
Pensioner poverty in the UK	Article	Print	PUB + ADV
Charity Commission			
The Charity Commission & Regulation	Leaflet	PDF	ADV
Chest Heart & Stroke Scotland			
10 Common Questions asked after stroke	Factsheet	PDF	PUB + PRO + ADV
Air travel for people affected by chest, heart & stroke illness	Factsheet	PDF	PUB

	Type	Format	Available to:
Cinnamon Trust			
The Cinnamon Trust	Website/page	Webpage	PUB + ADV
The Cinnamon Trust website	Website/page	Webpage	PUB + PRO + ADV
They All Need Help	Booklet	Print	PUB + ADV
Citizens Advice			
Adviceguide	Website/page	Webpage	PUB + ADV
Benefits for people aged 60 or over	Website/page	Webpage	PUB + PRO + ADV
Council Tax	Website/page	Webpage	PUB + PRO + ADV
Disrepair in Rented Accommodation	Website/page	Webpage	PUB + ADV
Frequently Asked Questions about Housing (Bengali version)	Factsheet	PDF	PUB + ADV
Frequently Asked Questions about Housing (Gujarati Version)	Factsheet	PDF	PUB + ADV
Frequently Asked Questions about Housing (Punjabi Version)	Factsheet	PDF	PUB + ADV
Frequently Asked Questions about Housing (Urdu Version)	Factsheet	Webpage	PUB + ADV
Income Tax for People aged 65 or Over	Website/page	Webpage	PUB + ADV
National Association of Citizens Advice Bureaux	Website/page	Webpage	PUB + ADV
Television licences	Website/page	Webpage	PUB + PRO + ADV
Commission for Racial Equality			
Advice & Assistance from the CRE	Leaflet	PDF	PUB + PRO + ADV
Commission for Racial Equality website	Website/page	Webpage	PUB + PRO + ADV
Ethnic Minorities in Britain	Leaflet	PDF	PUB + PRO + ADV
Housing Code: England. Consultation Draft	Good practice guide	PDF	PUB + PRO + ADV
Race Equality Impact Assessment	Website/page	Webpage	PRO + ADV
The Irish in Britain	Report	PDF	PUB + PRO + ADV
The Law, the Duty, & You	Leaflet	PDF	PRO + ADV
Communities Scotland			
Removing the Barriers : Housing for People with Physical Disabilities	Unclassified	Print	PRO
Community Legal Service			
Alternatives to Court: dealing with problems without going to court	Leaflet	PDF	PUB + ADV
Buying & Selling Property - your legal rights	Leaflet	PDF	PUB + ADV
Community Care : your legal rights	Leaflet	PDF	PUB + PRO + ADV
Community Legal Service	Website/page	Webpage	PUB + ADV
Dealing with Someone Else's Affairs	Leaflet	PDF	PUB + ADV
Divorce and Separation	Leaflet	PDF	PUB + PRO + ADV
Equal Opportunities : dealing with discrimination	Factsheet	PDF	PUB + PRO + ADV
Losing Your Home : dealing with eviction and homelessness	Leaflet	PDF	PUB + ADV
Neighbourhood & Community Disputes	Leaflet	PDF	PUB + ADV

	Type	Format	Available to:
Problems with Goods and Services : your legal rights	Leaflet	PDF	PUB + ADV
Racial Discrimination : your legal rights	Factsheet	PDF	PUB + PRO + ADV
Renting & Letting - rights for landlords and tenants	Leaflet	PDF	PUB + PRO + ADV
Veterans : rights for former servicemen and women and their families	Leaflet	PDF	PUB + PRO + ADV
Welfare Benefits : your legal rights	Leaflet	PDF	PUB + PRO + ADV

Contact the Elderly

Contact the Elderly	Leaflet	Print	PUB + ADV
Contact the Elderly	Website/page	Webpage	PUB + ADV
Contact the Elderly website	Website/page	Webpage	PUB + PRO + ADV

Counsel & Care

Abuse of Older People	Factsheet	PDF	PUB + ADV
Attendance Allowance and Disability Living Allowance	Factsheet	PDF	PUB + PRO + ADV
Attendance Allowance and Disability Living Allowance	Factsheet	Print	PUB + PRO + ADV
Benefits for Older People at Home	Factsheet	PDF	PUB + ADV
Benefits for Older People at Home	Factsheet	Print	PUB + ADV
Care and Support in Very Sheltered Housing	Good practice guide	Print	PRO + ADV
Choosing a Care Home: Fees and Funding	Factsheet	PDF	PUB + ADV
Choosing a Care Home: Fees and Funding	Factsheet	Print	PUB + ADV
Community Care - Understanding the System	Factsheet	PDF	PUB + PRO + ADV
Community Care - Understanding the System	Factsheet	Print	PUB + PRO + ADV
Community Care Assessment & Services	Factsheet	PDF	PUB + PRO + ADV
Community Care Assessment & Services	Factsheet	Print	PUB + PRO + ADV
Continuing Care - should the NHS be paying for your care?	Factsheet	PDF	PUB + ADV
Council Tax and Housing Benefit	Factsheet	PDF	PUB + PRO + ADV
Direct Payments	Factsheet	PDF	PUB + PRO + ADV
Help at Home	Factsheet	PDF	PUB + PRO + ADV
Help at Home	Factsheet	Print	PUB + PRO + ADV
Help for Carers	Factsheet	PDF	PUB + PRO + ADV
Help with Health Costs	Factsheet	PDF	PUB + ADV
Help with Health Costs	Factsheet	Print	PUB + ADV
Help with Health Problems	Factsheet	PDF	PUB + PRO + ADV
Hospital Discharge and Free Health Care in England	Factsheet	PDF	PUB + PRO + ADV
Hospital Discharge and Free Health Care in England	Factsheet	Print	PUB + PRO + ADV
Housing Decisions & Options in Later Life	Factsheet	PDF	PUB + ADV
In Hospital	Factsheet	PDF	PUB + PRO + ADV
Independent Advocacy	Leaflet	PDF	PUB + ADV
Leisure, Later Life and Homes	Booklet	Print	PRO

	Type	Format	Available to:
Living in Someone Else's Home	Booklet	Print	PRO
Making a Complaint about Community Care and NHS services	Factsheet	PDF	PUB + ADV
Making a Complaint about Community Care and NHS services	Factsheet	Print	PUB + ADV
Memory loss, Depression, "Confusion", & Dementia	Leaflet	PDF	PUB + PRO + ADV
Moving to England or moving abroad. What about Benefits?	Factsheet	PDF	PUB + PRO + ADV
Not only Bingo	Booklet	Print	PRO
Older People at Risk of Abuse	Factsheet	PDF	PUB + ADV
Older People at Risk of Abuse	Factsheet	Print	PUB + ADV
Older People in Control	Booklet	Print	PRO
Paying the fees of a Care Home in England	Factsheet	PDF	PUB + PRO + ADV
Paying the fees of a Care Home in England	Factsheet	Print	PUB + PRO + ADV
Pension Credit	Factsheet	PDF	PUB + PRO + ADV
Preparing for Winter	Factsheet	PDF	PUB + PRO
Residents taking risks	Booklet	PDF	PRO + ADV
Special Accommodation for Older People	Factsheet	Webpage	PUB + ADV
The Brief Care Home Guide	Leaflet	PDF	PUB + PRO + ADV
The Choice is Yours?	Booklet	Print	PRO
The Complete Care Home Guide	Book	PDF	PUB + ADV
The Social Fund for Older People	Factsheet	PDF	PUB + PRO + ADV
The Social Fund for Older People	Factsheet	Print	PUB + PRO + ADV
War Veterans	Factsheet	PDF	PUB + PRO + ADV
War Veterans	Factsheet	Print	PUB + PRO + ADV
What to look for in a care home	Factsheet	PDF	PUB + ADV
What to look for in a home care agency	Factsheet	PDF	PUB + ADV
What to Look for in a Private or Voluntary Registered Home	Factsheet	PDF	PUB + ADV
What to Look for in a Private or Voluntary Registered Home	Factsheet	Print	PUB + ADV
Which Charity?	Factsheet	PDF	PUB + ADV
Your Home: How to get it adapted if you are disabled	Factsheet	PDF	PUB + ADV
Your Home: How to pay for its maintenance	Factsheet	PDF	PUB + ADV
Your Right to Choose a Care Home : your needs or your preference	Factsheet	PDF	PUB + PRO + ADV

CSCI

Care homes for older people : national minimum standards	Leaflet	PDF	PUB + ADV
Commission for Social Care Inspection : Role & Responsibilities	Leaflet	PDF	PRO + ADV
Commission for Social Care Inspectorate : People & Processes	Leaflet	PDF	PRO
Social Care Factsheet	Leaflet	PDF	PUB + PRO + ADV
the commission & it's work with people who use social services	Leaflet	PDF	PUB + ADV
When I get Older	Report	PDF	PRO + ADV

	Type	Format	Available to:
CSHS			
Code of Practice	Website/page	Webpage	PRO + ADV
DEFRA			
Water Metering: Help for People Receiving Benefits or Tax Credits	Factsheet	PDF	PUB + ADV
Water Metering: Your New Rights	Factsheet	PDF	PUB + ADV
Dementia Voice			
At Home with AT (Assistive Technology)	Research report	PDF	PUB + PRO + ADV
Department of Health			
Better Commissioning LIN	Website/page	Webpage	PRO
Care Homes for Older People - National Minimum Standards	Report	PDF	PRO + ADV
Caring about Carers	Website/page	Webpage	PUB + PRO + ADV
Consent - what you have a right to expect. A guide for adults	Leaflet	PDF	PUB + ADV
Extra Care Housing for Older People - An introduction for commissioners	Good practice guide	PDF	PRO
Extra Care Housing for Older People: an introduction for commissioners	Good practice guide	PDF	PRO
Help with Health Costs	Booklet	PDF	PUB + ADV
Housing & Community Care Checklist ; summary	Report	PDF	PRO
Housing LIN (Learning & Improvement Network)	Website/page	Webpage	PRO + ADV
National Service Framework for Older People	Booklet	Webpage	PRO + ADV
Private Sector Provision of Extra Care Housing	Report	PDF	PRO + ADV
Protection of Vulnerable Adults Scheme in England & Wales for care homes & domiciliary agencies: Frequently Asked Questions	Leaflet	PDF	PRO + ADV
Protection of Vulnerable Adults Scheme in England & Wales for Care Homes & Domiciliary Care Agencies: A Practical Guide - including changes to the requirement for Criminal Records Bureau Disclosures in certain circumstan	Good practice guide	PDF	PRO + ADV
Quality & Choice for Older People's Housing - Strategic Framework	Report	PDF	PRO + ADV
Quality & Choice for Older Peoples Housing: A Strategic Framework: Summary	Report	PDF	PRO + ADV
Seeking Consent : working with older people	Booklet	PDF	ADV
Telecare Implementation Guide	Good practice guide	PDF	PRO
The Challenges of Providing Extra Care Housing to People with Dementia	Good practice guide	PDF	PRO
Your NHS : Advice, Support and having your say	Leaflet	PDF	PUB + ADV
Disability Alliance			
Benefits - going into Hospital	Factsheet	PDF	PUB + PRO + ADV
Disability Living Centres Council			
Disabled Living Centres Council	Website/page	Webpage	PUB + ADV

	Type	Format	Available to:
Disabled Living Foundation			
Choosing a Mobile Hoist	Factsheet	PDF	PRO + ADV
Choosing a Personal Alarm System	Factsheet	PDF	PUB + PRO + ADV
Choosing an Overhead Hoist	Factsheet	PDF	PRO + ADV
Choosing Household Equipment	Factsheet	PDF	PUB + PRO + ADV
Disabled Living Foundation	Website/page	Webpage	PUB + ADV
Solutions for Independent Living	Booklet	Print	PUB + ADV
Sources of Funding & Obtaining Equipment for Disabled & Older People	Factsheet	PDF	PUB + PRO + ADV

Disabled Persons Transport Committee

Who we are and What we do	Leaflet	PDF	PUB + PRO + ADV
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DWP

A helping hand	Leaflet	PDF	PUB + PRO + ADV
Attendance Allowance (AA)	Website/page	Webpage	PUB + ADV
Caring for someone?	Leaflet	PDF	PUB + PRO + ADV
Disability Living Allowance (DLA) for a Person Aged 16 or Over	Website/page	Webpage	PUB + ADV
Help if you live in a care home	Leaflet	PDF	PUB + PRO + ADV
Help if you live in a care home (Arabic Version)	Factsheet	PDF	PUB + PRO + ADV
Help if you live in a care home (Bengali Version)	Factsheet	PDF	PUB + PRO + ADV
Help if you live in a care home (Chinese Version)	Factsheet	PDF	PUB + PRO + ADV
Help if you live in a care home (Gujarati Version)	Factsheet	PDF	PUB + PRO + ADV
Help if you live in a care home (Punjabi Version)	Factsheet	PDF	PUB + PRO + ADV
Help if you live in a care home (Somali Version)	Factsheet	PDF	PUB + PRO + ADV
Help if you live in a care home (Vietnamese Version)	Factsheet	PDF	PUB + PRO + ADV
Help if you live in a care home (Welsh language version)	Leaflet	PDF	PUB + PRO + ADV
Separated or divorced?	Leaflet	PDF	PUB + PRO + ADV
Sick or Disabled	Leaflet	PDF	PUB
Social Security Benefit Rates	Booklet	PDF	PUB + ADV
What is the Minimum Income Guarantee?	Website/page	Webpage	PUB + ADV
What to do after a death in England & Wales	Booklet	PDF	PUB + PRO + ADV
What to do after a death in Scotland: social security supplement	Booklet	PDF	PUB + PRO + ADV
Winter Fuel Payments	Website/page	Webpage	PUB + ADV

EAC

A guide to Extra Care Sheltered Housing in England	Directory (general)	PDF	PRO + ADV
A guide to Extra Care Sheltered Housing in England	Directory (general)	Print	PRO + ADV
A history of Care Options	Flyer	DOC	PUB + PRO + ADV
Care Homes - General Information	Factsheet	PDF	PUB + ADV

	Type	Format	Available to:
Care Homes - General Information	Factsheet	Print	PUB + ADV
Care Options - a new future for the care homes industry	Leaflet	PDF	PRO
Care Options - a new future for the care homes industry	Leaflet	Print	PRO
Care Options demo	Report	PDF	PUB + PRO + ADV
Care Options demo	Report	Print	PUB + PRO + ADV
Care Options is growing	Leaflet	PDF	PRO
Care Options questionnaire	Questionnaire	PDF	PRO
Care Options questionnaire	Questionnaire	Print	PRO
Choosing your care home	Leaflet	PDF	PUB + PRO + ADV
Choosing your care home	Leaflet	Print	PUB + PRO + ADV
EAC Care Options - choosing your care home	Leaflet	PDF	PUB + PRO + ADV
EAC Care Options - Choosing your care home	Unclassified	PDF	PUB + PRO + ADV
EAC Care Options client report sample (Morecambe)	Report	PDF	PUB + PRO + ADV
EAC Care Options Report - introductory pages	Report	PDF	PUB + ADV
EAC Housing Options client report sample (Bristol)	Report	PDF	PUB + PRO + ADV
EAC Housing Options Report - sample	Report	PDF	PRO + ADV
EAC publications price list & order form	Flyer	PDF	PUB + PRO + ADV
EAC publications price list & order form	Flyer	Print	PUB + PRO + ADV
Entertainers' Directory 2005	Book	PDF	PRO + ADV
Entertainers' Directory 2005	Book	Print	PRO + ADV
Entertainers' Directory 2005 - order form	Order form	PDF	PRO
Entertainers' Directory 2005 - Sampler	Book	PDF	PRO
For You & Yours	Leaflet	PDF	PUB + PRO + ADV
For You & Yours	Leaflet	Print	PUB + PRO + ADV
For you and Yours	Booklet	PDF	PUB
Home Improvement Agencies	Website/page	Webpage	PUB + PRO + ADV
Home Improvement Agency Survey questionnaire	Questionnaire	PDF	ADV
Home Improvement Agency Survey questionnaire	Questionnaire	Print	ADV
Housing Advice & Information Services Directory questionnaire Information Services Directory questionnaire	Questionnaire	DOC	ADV
Housing Advice & Information Services Directory questionnaire Information Services Directory questionnaire	Questionnaire	Print	ADV
Housing Options Finder	Website/page	Webpage	PUB + PRO + ADV
Housing Options for Older People (HOOP) - A self-assessment form for people wondering whether or not to move home and seeking information on options	Booklet	PDF	PUB + PRO + ADV
Housing Options for Older People (HOOP) - A self-assessment form for people wondering whether or not to move home and seeking information on options	Booklet	Print	PUB + PRO + ADV
Housing Options for Older People (HOOP) - Report on a developmental project to refine a housing option appraisal tool for use by older people	Report	PDF	PUB + PRO + ADV

	Type	Format	Available to:
Housing Options for Older People (HOOP) - Report on a developmental project to refine a housing option appraisal tool for use by older people	Report	Print	PUB + PRO + ADV
HousingCare.org comes of age	Flyer	PDF	PRO + ADV
How well does your home suit you? (the mini-HOOP tool)	Leaflet	PDF	PUB + PRO + ADV
How well does your home suit you? (the mini-HOOP tool)	Leaflet	Print	PUB + PRO + ADV
Key Data Report 2004 - Sampler	Report	PDF	PRO
Marketing opportunities with EAC	Flyer	PDF	PRO
Paying for care homes (in England)	Factsheet	PDF	PUB + PRO + ADV
Paying for care homes (in England)	Factsheet	Print	PUB + PRO + ADV
Paying for care homes (in Northern Ireland)	Factsheet	PDF	PUB + PRO + ADV
Paying for care homes (in Northern Ireland)	Factsheet	Print	PUB + PRO + ADV
Paying for care homes (in Scotland)	Factsheet	PDF	PUB + PRO + ADV
Paying for care homes (in Scotland)	Factsheet	Print	PUB + PRO + ADV
Paying for care homes (in Wales)	Factsheet	PDF	PUB + PRO + ADV
Paying for care homes (in Wales)	Factsheet	Print	PUB + PRO + ADV
Paying for Residential Care and Nursing Homes	Factsheet	PDF	PUB + ADV
Paying for Residential Care and Nursing Homes	Factsheet	Print	PUB + ADV
Plymouth Guide to care homes for older people	Directory (general)	PDF	PUB + PRO + ADV
Plymouth Guide to care homes for older people	Directory (general)	Print	PUB + PRO + ADV
Private Retirement Housing	Factsheet	PDF	PUB + ADV
Private Retirement Housing	Factsheet	Print	PUB + ADV
Questions to Ask about Care Homes	Factsheet	PDF	PUB + ADV
Questions to Ask about Care Homes	Factsheet	Print	PUB + ADV
Rented Retirement Housing	Factsheet	PDF	PUB + ADV
Rented Retirement Housing	Factsheet	Print	PUB + ADV
Respite care, short stays and convalescence	Factsheet	PDF	PUB + ADV
Respite care, short stays and convalescence	Factsheet	Print	PUB + ADV
Statistics on Extra Care Sheltered Housing in England	Research report	PDF	PRO + ADV
Statistics on Extra Care Sheltered Housing in England	Research report	Print	PRO + ADV
The Support Charge in Rented Sheltered Housing	Factsheet	PDF	PUB + PRO + ADV
Transferring the Ownership of Property	Factsheet	PDF	PUB + ADV
Transferring the Ownership of Property	Factsheet	Print	PUB + ADV

EAC Advice Line

Questions to ask yourself if you are considering moving some distance from your current home or abroad	Factsheet	PDF	PUB
Residential Licences	Factsheet	PDF	PUB + ADV

English Community Care Association

Improving Lives, Improving Life. The findings of a study on the key strategic issues facing the long term care for older people sector	Research report	PDF	PRO + ADV
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	Type	Format	Available to:
Improving Lives, Improving Life: A Summary	Research report	PDF	PRO + ADV

ERoSH

Action on Sheltered Housing - A Checklist for Social Services	Good practice guide	PDF	PRO + ADV
Action on Sheltered Housing - Information & checklist for hospital & primary care staff	Good practice guide	PDF	PRO + ADV
Checklist for Sheltered & Retirement Housing Providers	Good practice guide	PDF	PRO + ADV
Domicillary Care	Good practice guide	PDF	PRO + ADV
Good practice guide for the occupation of guest rooms in sheltered and retirement housing	Good practice guide	Print	PRO + ADV
Performance Indicators for Sheltered Housing: A Good Practice Guide	Good practice guide	Print	PRO + ADV
Sheltered Housing Has Changed - Eight key questions & answers	Good practice guide	PDF	PUB + PRO + ADV
Support Plans - A Good Practice Guide	Good practice guide	PDF	PRO + ADV
Supporting older people in making quality choices	Good practice guide	DOC	PUB + PRO + ADV
Supporting older people in making quality choices	Good practice guide	PDF	PUB + PRO + ADV
Supporting People - a guide and checklist for sheltered housing staff	Leaflet	PDF	PRO + ADV

ESHRA

Royal British Legion's Ex-Service Homes Referral Agency	Website/page	Webpage	PUB + ADV
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Eskrigge Social Research

Homing in on housing: a study of housing decisions of people aged over 60	Report	Print	PRO + ADV
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ExtraCare Charitable Trust

Learn more about Asthma	Leaflet	PDF	PUB + ADV
Learn More about Cystitis	Leaflet	PDF	PUB
Learn more about Diabetes	Leaflet	PDF	PUB + PRO + ADV
Take Extra care of Your Bladder	Leaflet	PDF	PUB + ADV
Take extra care of Your Bones	Leaflet	PDF	PUB + ADV
Take Extra Care of Your Diet	Leaflet	PDF	PUB + ADV
Take Extra Care of Your Hearing	Leaflet	PDF	PUB + ADV
Take Extra Care of Your Heart	Leaflet	PDF	PUB + PRO + ADV
Taking Extra Care of your Blood Pressure	Leaflet	PDF	PUB + ADV

Foundations

Advice Note to HIAs : Charging VAT under Supporting People	Factsheet	PDF	PRO
Business Planning for Home Improvement Agencies	Good practice guide	PDF	PRO
Competency Framework for Management Committees of Home Improvement Agencies	Good practice guide	PDF	PRO
Delivering Adaptations	Booklet	PDF	PUB + PRO + ADV
Demand Management	Good practice guide	PDF	PRO

	Type	Format	Available to:
Energy Efficiency & Fuel Poverty	Booklet	PDF	PUB + ADV
Guidance on the use of Self-assessment framework in Supporting People Reviews	Good practice guide	PDF	PRO
Health & Safety in Construction - technical services in Home Improvement Agencies	Good practice guide	PDF	PRO
Home Improvement Agencies - Delivering Government Strategies across Health, Housing & Social Care	Leaflet	PDF	PUB + ADV
Home Improvement Agencies - the Key to Independent Living	Leaflet	PDF	PUB + ADV
Identifying & Targeting Vulnerable Groups	Good practice guide	PDF	PRO
New Provisions of the Disability Discrimination Act 1st October 2004	Factsheet	DOC	PUB + PRO + ADV
Performance Framework for Home Improvement Agencies : monitoring and review of supporting people services	Factsheet	PDF	PRO
Quality Assessment Framework for Home Improvement Agencies	Booklet	PDF	PRO
Risk Assessment & Risk Management	Good practice guide	PDF	PRO + ADV
Training & Development ; investing time & resources to improve the effectiveness of your staff	Good practice guide	PDF	PRO
What are Home Improvement Agencies?	Website/page	Webpage	PUB + ADV

Four Seasons Health Care Ltd

Advice on a Stroke	Leaflet	PDF	PUB
Advice on Bereavement	Leaflet	PDF	PUB
Advice on Dementia & Alzheimer's Disease	Leaflet	PDF	PUB
Advice on Diabetes	Leaflet	PDF	PUB
Advice on Eyecare	Leaflet	PDF	PUB
Advice on Hearing Loss	Leaflet	PDF	PUB
Advice on Incontinence	Leaflet	PDF	PUB
Advice on Multiple Sclerosis	Leaflet	PDF	PUB
Advice on Parkinson's Disease	Leaflet	PDF	PUB
Advice on Pressure Care for the Elderly	Leaflet	PDF	PUB

FSA

Buying a Funeral Plan	Factsheet	PDF	PUB + ADV
Choosing a financial adviser - how keyfacts can help you	Factsheet	PDF	PUB
FSA guide to making a complaint about financial services	Booklet	PDF	PUB
Introduction to the Financial Services Authority - information for consumers	Factsheet	PDF	PUB + ADV
Paying for long-term care	Factsheet	PDF	PUB + ADV
Raising money from your home	Factsheet	PDF	PUB + ADV
Retiring Soon - what you need to do about your pensions	Factsheet	PDF	PUB
What to do when you can't meet your mortgage payments	Factsheet	PDF	PUB
You and your money	Factsheet	PDF	PUB

Hairnet UK Ltd

	Type	Format	Available to:
Hairnet website	Website/page	Webpage	PUB + PRO + ADV

Hanover Housing Association

A Guide for Social Landlords on Measuring Satisfaction Levels of Sheltered Housing Tenants	Good practice guide	Print	PRO
A View of the Future: An evaluation of Hanover residents' experience of extraCare	Research report	Print	PRO + ADV
Care and Repair With Hanover	Film/video	Print	ADV
Evaluating Older Peoples's Housing Needs	Research report	Print	PRO + ADV
Extra Care Housing with Hanover	Film/video	VHS	PRO
Homes for the Third Age: A design guide for extra care sheltered housing	Good practice guide	Print	PRO
Housing Options for Ethnic Elders: Research revealing the views of elders from ethnic minorities concerning available housing options	Research report	Print	PRO + ADV
Sharing in extraCare: An evaluation of Social Service departments' experience of working in partnership to develop extraCare services	Research report	Print	PRO
Steps to Understanding: A good practice guide to working with ethnic minorities	Good practice guide	Print	PRO + ADV

Health & Safety Executive

5 Steps to Risk Assessment	Leaflet	PDF	PRO
A Guide to Risk Assessment Requirements	Leaflet	PDF	PRO
COSHH - A Brief Guide to the Regulations	Leaflet	PDF	PRO
Gas Appliances - get it checked, keep it safe (Czech Version)	Leaflet	PDF	PUB + ADV
Gas Appliances - get it checked, keep it safe (Turkish Version)	Leaflet	PDF	PUB + ADV
Gas appliances - get them checked, keep them safe	Leaflet	PDF	PUB
Gas appliances - get them checked, keep them safe (Gujarati Version)	Leaflet	PDF	PUB + ADV
Gas Appliances - get them checked, keep them safe (Polish Version)	Leaflet	PDF	PUB + ADV
Gas Appliances - get them checked, keep them safe (Albanian Version)	Leaflet	PDF	PUB + ADV
Gas Appliances - get them checked, keep them safe (Arabic Version)	Leaflet	PDF	PUB + ADV
Gas Appliances - get them checked, keep them safe (Bengali Version)	Leaflet	PDF	PUB + ADV
Gas Appliances - get them checked, keep them safe (Chinese Version)	Leaflet	PDF	PUB + ADV
Gas Appliances - get them checked, keep them safe (Hindi Version)	Leaflet	PDF	PUB + ADV
Gas Appliances - get them checked, keep them safe (Punjabi Version)	Leaflet	PDF	PUB + ADV
Gas Appliances - get them checked, keep them safe (Welsh Version)	Leaflet	PDF	PUB + ADV
Gas Appliances: get them checked, keep them safe (Urdu Version)	Leaflet	PDF	PUB + ADV
Getting to Grips with Manual Handling	Leaflet	PDF	PRO
RIDDOR Explained	Leaflet	PDF	PRO
Working Alone in Safety	Booklet	PDF	PRO

Helen Ogilvy Associates

Evaluation of St Germain's Grange	Good practice guide	PDF	PRO
Evaluation of St Germain's Grange - Executive Summary	Good practice guide	PDF	PRO

	Type	Format	Available to:
Help the Aged			
Age Discrimination in Public Policy : Executive Summary	Report	PDF	PUB + PRO + ADV
Attendance Allowance	Leaflet	PDF	PUB + PRO + ADV
Attendance Allowance	Leaflet	Print	PUB + PRO + ADV
Avoiding slips, trips & broken hips	Booklet	PDF	PUB + ADV
Beating the Blues	Leaflet	PDF	PUB + ADV
Beating the Blues	Leaflet	Print	PUB + ADV
Bereavement	Leaflet	PDF	PUB + ADV
Bereavement	Leaflet	Print	PUB + ADV
Bereavement Benefits	Factsheet	PDF	PUB + PRO + ADV
Bereavement Benefits	Factsheet	Print	PUB + PRO + ADV
Better Hearing	Leaflet	PDF	PUB + ADV
Better Hearing	Leaflet	Print	PUB + ADV
Better Sight	Leaflet	PDF	PUB + ADV
Better Sight	Leaflet	Print	PUB + ADV
Beware of Bogus Callers	Leaflet	PDF	PUB + ADV
Beware of Bogus Callers	Leaflet	Print	PUB + ADV
Bladder and Bowel Weakness	Leaflet	PDF	PUB + ADV
Bladder and Bowel Weakness	Leaflet	Print	PUB + ADV
Buying Goods or Services at Home	Factsheet	PDF	PUB
Can You Claim It? 12 April 05 - 10 April 06	Leaflet	PDF	PUB + ADV
Can You Claim It? 12 April 05 - 10 April 06	Leaflet	Print	PUB + ADV
Care Homes	Booklet	PDF	PUB + PRO + ADV
Care Options Press Release November 2002	Report	DOC	PUB + PRO + ADV
Check Your Tax: April 2005 - April 2006	Leaflet	PDF	PUB + ADV
Check Your Tax: April 2005 - April 2006	Leaflet	Print	PUB + ADV
Claiming Disability Benefits	Leaflet	PDF	PUB + ADV
Claiming Disability Benefits	Leaflet	Print	PUB + ADV
Coming out of Hospital	Leaflet	PDF	PUB + ADV
Coming out of Hospital	Leaflet	Print	PUB + ADV
Community Care	Factsheet	PDF	PUB + ADV
Community Care	Leaflet	PDF	PUB + ADV
Community Care	Leaflet	Print	PUB + ADV
Council Tax 2005-2006	Leaflet	PDF	PUB + ADV
Council Tax 2005-2006	Leaflet	Print	PUB + ADV
Direct Payment of Pension and Benefits	Factsheet	PDF	PUB
Directory of Housing Advice and Information Services for Older People	Booklet	PDF	PUB + PRO + ADV
Directory of Housing Advice and Information Services for Older People	Booklet	Print	PUB + PRO + ADV

	Type	Format	Available to:
Directory of Housing Advice and Information Services for Older People - order form	Order form	DOC	PUB + PRO + ADV
Entitlements for the Over 60's	Factsheet	PDF	PUB + PRO + ADV
Equipment for Daily Living	Leaflet	PDF	PUB + PRO + ADV
Equity Release Schemes	Leaflet	PDF	PUB + PRO + ADV
Equity Release Schemes	Leaflet	Print	PUB + PRO + ADV
Fair Rate for Care for Older People	Unclassified	Print	PRO
Fight the Flu	Leaflet	PDF	PUB
Financial Help from Benevolent Societies	Factsheet	PDF	PUB + PRO + ADV
Fire	Leaflet	PDF	PUB + ADV
Fire	Leaflet	Print	PUB + ADV
Fitter Feet	Leaflet	PDF	PUB + ADV
Fitter Feet	Leaflet	Print	PUB + ADV
Gardening	Leaflet	PDF	PUB + PRO + ADV
Gardening	Leaflet	Print	PUB + PRO + ADV
Gardening Programme	Website/page	Webpage	PUB + PRO + ADV
Going into Hospital	Leaflet	PDF	PUB + ADV
Going into Hospital	Leaflet	Print	PUB + ADV
Health and Ageing	Factsheet	PDF	PUB + ADV
Health and Ageing	Factsheet	Print	PUB + ADV
Health Benefits	Leaflet	PDF	PUB + ADV
Health Benefits	Leaflet	Print	PUB + ADV
Healthy Bones	Leaflet	PDF	PUB + ADV
Healthy Bones	Leaflet	Print	PUB + ADV
Healthy Eating	Leaflet	PDF	PUB + ADV
Healthy Eating	Leaflet	Print	PUB + ADV
Help in your home	Leaflet	PDF	PUB + ADV
Help the Aged SeniorLine	Website/page	Webpage	PUB + ADV
Holidays	Leaflet	PDF	PUB + ADV
Holidays	Leaflet	Print	PUB + ADV
Home Repairs & Improvements	Factsheet	PDF	PUB + ADV
Housing advice for older people	Report	Print	ADV
Housing Matters	Booklet	PDF	PUB + PRO + ADV
Housing Matters	Booklet	Print	PUB + PRO + ADV
How to make a complaint	Factsheet	PDF	PUB
Hypothermia	Factsheet	PDF	PUB + PRO + ADV
Individual Savings Accounts	Factsheet	PDF	PUB + ADV
Individual Savings Accounts	Factsheet	Print	PUB + ADV
Keep Out the Cold	Leaflet	PDF	PUB + ADV

	Type	Format	Available to:
Keep Out the Cold	Leaflet	Print	PUB + ADV
Keeping Mobile	Leaflet	PDF	PUB + ADV
Keeping Mobile	Leaflet	Print	PUB + ADV
Leisure Ideas	Leaflet	PDF	PUB + PRO + ADV
Leisure Ideas	Leaflet	Print	PUB + PRO + ADV
Living Alone Safely	Booklet	PDF	PUB + ADV
Living Alone Safely	Booklet	Print	PUB + ADV
Making housing advice work for older people	Report	PDF	ADV
Making housing advice work for older people	Report	Print	ADV
Managing your medicines	Leaflet	PDF	PUB
Managing Your Savings	Leaflet	PDF	PUB + ADV
Managing Your Savings	Leaflet	Print	PUB + ADV
Neighbours	Leaflet	PDF	PUB + ADV
Neighbours	Leaflet	Print	PUB + ADV
Older Men's Health	Factsheet	PDF	PUB + PRO + ADV
Older People: Our neglected assets	Report	Print	PUB + ADV
Oral Health and Older People	Leaflet	PDF	PUB + ADV
Oral Health and Older People	Leaflet	Print	PUB + ADV
Paying for Your Care Home	Leaflet	PDF	PUB + ADV
Paying for Your Care Home	Leaflet	Print	PUB + ADV
Paying for Your Care: Problems with Funding	Leaflet	PDF	PUB + ADV
Paying for Your Care: Problems with Funding	Leaflet	Print	PUB + ADV
Pension Book Changes	Factsheet	PDF	PUB
Pets	Leaflet	PDF	PUB + ADV
Pets	Leaflet	Print	PUB + ADV
Prepaid funeral plans	Factsheet	PDF	PUB + ADV
Preventing Falls	Report	PDF	PRO
Promoting housing advice services for older people: Directory to be launched 24 November	News article/release	PDF	PRO + ADV
Questions on Pensions: April 2005 - April 2006	Leaflet	PDF	PUB + PRO + ADV
Questions on Pensions: April 2005 - April 2006	Leaflet	Print	PUB + PRO + ADV
Residential Care	Leaflet	PDF	PUB + ADV
Safety In Your Home	Leaflet	PDF	PUB + PRO + ADV
Safety In Your Home	Leaflet	Print	PUB + PRO + ADV
Security in Your Home	Leaflet	PDF	PUB + ADV
Security in Your Home	Leaflet	Print	PUB + ADV
SeniorLink	Website/page	Webpage	PUB + ADV
Sheltered Housing	Leaflet	PDF	PUB + ADV
Sheltered Housing	Leaflet	Print	PUB + ADV

	Type	Format	Available to:
Sheltered Housing & the Resettlement of Older Homeless People.	Research report	PDF	PRO
Shingles	Leaflet	PDF	PUB + ADV
Staying Steady	Leaflet	PDF	PUB + ADV
Step up to Safety	Factsheet	PDF	PUB + PRO + ADV
The Older Population	Factsheet	PDF	PUB + PRO + ADV
Thinking about Money	Factsheet	PDF	PUB + ADV
Top Tips for Finding a Reputable Garden Contractor	Leaflet	PDF	PUB + ADV
Welfare Benefits for Carers	Factsheet	PDF	PUB + ADV
Welfare Benefits for Carers	Leaflet	PDF	PUB + ADV
Welfare Benefits for Carers	Leaflet	Print	PUB + ADV
You Need Never Feel Alone	Leaflet	Print	PUB + ADV
Your Guide to Making or Changing Your Will	Leaflet	Print	PUB
Your Guide to Making or Changing Your Will	Leaflet	Webpage	PUB
Your Health Services : where to start	Factsheet	PDF	PUB + PRO + ADV
Your Safety; preventing accidents in your home	Leaflet	PDF	PUB + ADV
Your Security	Leaflet	PDF	PUB + PRO + ADV

HMSO

Domiciliary Care National Minimum Standards : Regulations	Report	PDF	PRO
Moving On, Crossing Divides	Unclassified	Print	PRO + ADV

HoDis (National Disabled Persons Housing Service)

HoDis website	Website/page	Webpage	PUB + PRO + ADV
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Holiday Care

Holiday Care	Website/page	Webpage	PUB + ADV
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Home Improvement Trust

Home Improvement Trust	Website/page	Webpage	PUB + ADV
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Homeless Link

Coming of Age : opportunities for older homeless people under Supporting People. Key Findings.	Report	PDF	PRO + ADV
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Homeshare

Homeshare	Website/page	Webpage	PUB + ADV
Homeshare International website	Website/page	Webpage	PUB + PRO + ADV

HOPDEV

Delivering housing for an ageing population - Informing housing strategies and planning policies	Report	PDF	PRO
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	Type	Format	Available to:
Delivering housing for an ageing population - Informing housing strategies and planning policies	Report	Print	PRO
Housing Options Advice for Older People : A Self Training Kit for Advisers	Training material	PDF	ADV

Hospice Information Service

Hospice Care	Website/page	Webpage	PUB + ADV
What is Hospice Care?	Website/page	Webpage	PUB + PRO + ADV

Housing 21

Citizenship and Services in Older Age: The Strategic Role of Very Sheltered Housing	Unclassified	Print	PRO + ADV
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Housing Associations Charitable Trust

Housing & Support for People with Dementia	Unclassified	Print	PRO + ADV
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Housing Corporation

A Charter for Housing Association applicants & residents	Factsheet	PDF	PUB + PRO + ADV
Guide to the Right to Acquire	Leaflet	PDF	PUB + PRO + ADV
The Big Picture - older people	Report	PDF	PRO + ADV
The Housing Corporation's definitions of Housing Association supported housing and housing for older people	Unclassified	PDF	PRO
What can you expect? As a tenant of a housing association	Factsheet	Print	PUB + PRO + ADV
Your Home	Website/page	Webpage	PUB + ADV

Housing LIN

'Least-use' Assistive Technology in Extra Care	Good practice guide	PDF	PRO + ADV
Achieving Success in the Development of Extra Care Schemes for Older People	Good practice guide	PDF	PRO + ADV
An Introduction into workforce issues in extra care housing	Factsheet	PDF	PRO
An Introduction to Extra Care Housing and Intermediate Care	Factsheet	PDF	PRO
Assistive Technology in Extra Care Housing	Good practice guide	PDF	PRO + ADV
Commissioning & Funding Extra Care Housing	Good practice guide	PDF	PUB + PRO + ADV
Design Principles for Extra Care	Good practice guide	PDF	PRO + ADV
Developing and implementing Local Extra Care Housing Strategies	Good practice guide	PDF	PRO + ADV
Eco Housing: Taking Extra Care with environmentally friendly design	Factsheet	PDF	PRO
Extra Care Housing and older people with functional mental health problems	Factsheet	PDF	PRO
Extra Care Housing. What is it?	Factsheet	PDF	PUB + PRO + ADV
Extra Care Strategic Developments in East Sussex - Housing LIN Case Study no.2	Good practice guide	PDF	PRO + ADV
Extra Care Strategic Developments in North Yorkshire - Housing LIN Case Study no.1	Good practice guide	PDF	PRO + ADV
Health Risks & Health Inequalities in Housing: an Assessment Tool	Leaflet	PDF	PRO

	Type	Format	Available to:
Housing LIN	Website/page	Webpage	PUB + PRO + ADV
How to get an Extra Care Programme in Practice - Housing LIN Case Study no.6	Good practice guide	PDF	PRO
Least-use Assistive Technology in Dementia Care - Housing LIN Case Study no.3	Good practice guide	PDF	PRO
Models of Extra Care & Retirement Communities	Good practice guide	PDF	PRO + ADV
New Provision for Older People with Learning Disabilities	Good practice guide	PDF	PUB + PRO + ADV
Refurbishing or remodelling sheltered housing ; a checklist for developing extra care.	Factsheet	PDF	PRO
Smart Home - A Definition	Factsheet	PDF	PUB + PRO + ADV
Supporting Diversity in Tower Hamlets - Housing LIN Case Study no.7	Good practice guide	PDF	PRO
Supporting People with Dementia in Extra Care Housing: an introduction to the issues	Factsheet	PDF	PRO
Tenancy Issues: Surviving Partners in Extra Care Housing	Good practice guide	PDF	PRO + ADV
Thinking about a move : Think about extra care sheltered	Leaflet	PDF	PUB + ADV
Village People: A Mixed Tenure Retirement Community - Housing LIN Case Study no.5	Good practice guide	PDF	PRO

Housing Ombudsman Service

Housing Ombudsman Service	Website/page	Webpage	PUB + ADV
We may be able to help you	Leaflet	PDF	PUB + PRO + ADV
We may be able to help you (Arabic Version)	Leaflet	PDF	PUB + PRO + ADV
We may be able to help you (Bengali Version)	Leaflet	PDF	PUB + PRO + ADV
We may be able to help you (Chinese Version)	Leaflet	PDF	PUB + PRO + ADV
We may be able to help you (Greek Version)	Leaflet	PDF	PUB + PRO + ADV
We may be able to help you (Gujarati Version)	Leaflet	PDF	PUB + PRO + ADV
We may be able to help you (Hindi Version)	Leaflet	PDF	PUB + PRO + ADV
We may be able to help you (Punjabi Version)	Leaflet	PDF	PUB + PRO + ADV
We may be able to help you (Turkish Version)	Leaflet	PDF	PUB + PRO + ADV
We may be able to help you (Urdu Version)	Leaflet	PDF	PUB + PRO + ADV
We may be able to help you (Vietnamese Version)	Leaflet	PDF	PUB + PRO + ADV

Housing Quality Network

Sheltered Housing Workbook	Good practice guide	DOC	PRO + ADV
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Independent Age

RUKBA website	Website/page	Webpage	PUB + PRO + ADV
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IPHAS

Independent Park Home Advisory Service website	Website/page	Webpage	PUB + ADV
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Jewish Care Direct

Jewish Care Direct website	Website/page	Webpage	PUB + PRO + ADV
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	Type	Format	Available to:
Joseph Rowntree Foundation			
Calculating operating costs for care homes	Research report	PDF	PUB + PRO + ADV
Care Standards in the Residential Care Sector	Unclassified	Print	PRO
Housing with care for later life - A literature review	Research report	PDF	PRO
Housing with care for later life - A literature review	Research report	Print	PRO
Internet Access and Online Services for Older People Living in Sheltered Housing	Report	PDF	PRO + ADV
Ready, steady... but not quite go - Older home owners and equity release: a review	Report	PDF	PUB + PRO + ADV
The needs of older women : services for victims of elder abuse and other abuse	Report	PDF	PRO + ADV
Kings Fund			
Briefing Note : Age Discrimination in Health & Social Care	Website/page	Webpage	PRO + ADV
Care Services Inquiry Interim Report : concerns about care for older Londoners	Research report	PDF	PUB + PRO + ADV
lasa			
MultiKulti website	Website/page	Webpage	PUB + PRO + ADV
LEASE			
LEASE website	Website/page	Webpage	PUB + ADV
Legal Services Commission			
Community Care : your rights to care services	Leaflet	PDF	PUB + PRO + ADV
Dealing with Debt	Leaflet	PDF	PUB + ADV
Equal Opportunities : dealing with discrimination	Leaflet	PDF	PUB + PRO + ADV
Racial Discrimination : your rights	Leaflet	PDF	PUB + PRO + ADV
Rights for People with Disabilities : dealing with discrimination	Factsheet	PDF	PUB + PRO + ADV
Wills & Probate - dealing with someones affairs when they die	Leaflet	PDF	PUB + PRO + ADV
Liverpool City Council			
Sheltered Housing	Report	PDF	PRO + ADV
London Borough of Croydon			
Croydon Council Housing webpage	Website/page	Webpage	PUB + PRO + ADV
Macmillan Cancer Relief			
Helping People Living with Cancer	Website/page	Webpage	PUB + ADV
Marie Curie Cancer Care			
Bereavement	Booklet	PDF	PUB + PRO + ADV

	Type	Format	Available to:
Master Locksmiths Association			
Master Locksmiths Association	Website/page	Webpage	PUB + ADV
McCarthy & Stone Developments Ltd			
A Better Life: Private Sheltered Housing and Independent Living for Older People	Report	Print	PRO
Mediation UK			
Mediation UK	Website/page	Webpage	PUB + ADV
MIND			
How to .. Cope with loneliness	Leaflet	PDF	PUB + PRO + ADV
How to .. Cope with memory loss	Leaflet	PDF	PUB + PRO + ADV
Older People & Mental Health	Factsheet	Webpage	PUB + ADV
Understanding Dementia	Booklet	PDF	PUB + PRO + ADV
move UK			
H.O.M.E.S - Opening a door to accessible housing	Brochure (organisation)	Print	ADV
HOMES	Website/page	Webpage	PUB + ADV
Making Mobility Work	Unclassified	Print	PRO + ADV
NAPA			
Developing Community Links : A practice guide for care settings	Good practice guide	Print	PRO
Getting Out And About : A practice guide for care settings	Good practice guide	Print	PRO
National Housing Federation			
Housing & Crime - safe as houses	Factsheet	PDF	PUB + PRO + ADV
Housing & Health - reducing health inequalities	Factsheet	PDF	PRO
Housing Associations : What We Do	Booklet	PDF	PUB + PRO + ADV
iN business to support people: the future for supported housing	Report	PDF	PRO
Standards for housing and support services for vulnerable people	Unclassified	Print	PRO
Supporting People Knowledge Card - Fairer Charging	Factsheet	PDF	PUB + PRO + ADV
National Neighbourhood Watch Association			
National Neighbourhood Watch Association	Website/page	Webpage	PUB + ADV
National Osteoporosis Society			
Osteoarthritis & Osteoporosis	Factsheet	PDF	PUB + PRO + ADV
Osteoporosis	Booklet	PDF	PUB + PRO + ADV
National Park Homes Council			

	Type	Format	Available to:
The Park Homes Guide	Leaflet	PDF	PUB + ADV

NCVQ

Charity Law & Regulation	Website/page	Webpage	PRO + ADV
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NHFA

Best practice when placing older people in care homes	Good practice guide	PDF	PRO + ADV
Case Studies/ Top Ten Tips	Factsheet	PDF	PUB + ADV
Choice and interim finance	Factsheet	PDF	PUB + PRO + ADV
Deprivation of Assets	Factsheet	PDF	PUB + ADV
Enduring Power of Attorney	Factsheet	PDF	PUB + ADV
Inheritance Tax (IHT)	Factsheet	PDF	PUB + ADV
L.A. charging procedures	Factsheet	PDF	PUB + PRO + ADV
Legal framework	Factsheet	PDF	PUB + PRO + ADV
Long Term Care Guide	Brochure (organisation)	PDF	PUB + ADV
Long Term Care Guide	Leaflet	PDF	PUB + ADV
NHS Nursing Care Contribution	Factsheet	PDF	PUB + ADV
Paying for a care home: NHFA Top Ten Tips	Factsheet	PDF	PUB + ADV
Treatment of Couples	Factsheet	PDF	PUB + PRO
Treatment of property	Factsheet	PDF	PUB + PRO + ADV

NHS Direct

NHS Direct - self-help guide Body key	Website/page	Webpage	PUB + ADV
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NHS Executive

NHS Gateway	Website/page	Webpage	PUB + PRO + ADV
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NIACE

Cultural diversity - responding to the learning needs of older people from black and minority ethnic communities	Report	PDF	PUB + PRO + ADV
Learning in Later Life	Factsheet	PDF	PRO + ADV
Older people & learning - some key statistics	Report	PDF	PRO + ADV

Occupational Benevolent Funds Alliance (OBFA)

Joblinks	Website/page	Webpage	PUB + PRO + ADV
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ODPM

Best Value in housing	Factsheet	PDF	PUB + PRO + ADV
Best Value in Housing : a guide for tenants and residents	Factsheet	PDF	PUB + ADV
Definition of General Housing Terms	Website/page	Webpage	ADV

	Type	Format	Available to:
Delivering Housing Adaptations for Disabled People: a good practice guide	Good practice guide	PDF	PRO
Economics of the Park Homes Industry	Report	PDF	PUB + ADV
Fire Safety in the home	Leaflet	PDF	PUB + ADV
Get Wheelchair Wise	Factsheet	PDF	PUB + PRO + ADV
Guide to User Involvement for Organisations Providing Housing Related Support Services.	Leaflet	PDF	PRO
Health & Housing Glossary	Factsheet	PDF	PUB + PRO + ADV
HUB Services Made Simple	Leaflet	PDF	PUB + PRO + ADV
Kitchen Safety	Leaflet	PDF	PUB + ADV
Preparing Older Peoples Strategies	Report	PDF	PRO + ADV
Renting rooms in someone's home : a guide for people renting from resident landlords	Booklet	PDF	PUB + ADV
Residential Long Leaseholders : a guide to your rights and responsibilities	Booklet	PDF	PUB + ADV
Smoke Alarms For The Home	Leaflet	PDF	PUB + ADV
Supporting People - a guide to user involvement for organisations providing housing related support services	Report	PDF	PRO
Supporting People Directory of Services	Leaflet	PDF	PUB + PRO + ADV
The home buyers & sellers guide to the Home Information Pack	Leaflet	PDF	PUB + ADV
What is Supporting People?	Leaflet	PDF	PUB + PRO + ADV
Your right to buy your home	Booklet	PDF	PUB + ADV
Your rights as a council tenant The council tenant's charter	Booklet	PDF	PUB + ADV

Office of Fair Trading

Buying a PC	Leaflet	PDF	PUB
Care Homes for Older People in the UK	Research report	PDF	PUB + PRO + ADV
Choosing a Care Home	Booklet	Print	PUB + ADV
Congratulations! You have not won a FREE luxury holiday!	Leaflet	PDF	PUB
Fair terms for care	Leaflet	PDF	PUB + ADV
In Debt? Help Yourself Out!	Leaflet	PDF	PUB + PRO + ADV
Older People as Consumers in Care Homes	Report	PDF	PRO
Older People as Consumers in Care Homes	Report	Print	PRO
Shopping From Home : your distance shopping rights explained	Leaflet	PDF	PUB + ADV
Unfair Tenancy Terms	Leaflet	PDF	PUB + ADV
Using an Estate Agent to buy or sell your home	Leaflet	PDF	PUB + ADV
Your Guide to Private Dentistry : questions to ask	Leaflet	PDF	PUB + ADV

Parkinson's Disease Society

Communication & Parkinson's	Factsheet	PDF	PUB
Complementary Therapies & Parkinson's	Factsheet	PDF	PUB
Drug-Induced Parkinsonism	Factsheet	PDF	PUB

	Type	Format	Available to:
Living Alone with Parkinsons	Factsheet	PDF	PUB
Parkinson's & Diet	Booklet	PDF	PUB
Parkinsonism	Factsheet	PDF	PUB

Pavilion

Continuing care retirement communities: Description and an evaluation	Article	Print	PRO
Extra care housing; Getting the facts straight and improving practice	Article	Print	PRO + ADV
Future Housing for Older People	Article	PDF	PRO

Pensions Service

Home Improvements	Website/page	Webpage	ADV
Occupational Pensions - Your Guide	Booklet	PDF	PUB + ADV
Pensioners Guide - England & Wales	Booklet	PDF	PUB
Pensioners Guide - Scotland	Booklet	PDF	PUB
Pick it up. It's yours.	Leaflet	PDF	PUB
Your Guide to Winter Fuel Payments 2005/2006	Booklet	PDF	PUB

Pets As Therapy

Pets As Therapy	Website/page	Webpage	PUB
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Policy Press

Social Alarms to Telecare	Book	Print	PRO + ADV
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PRIAE

Ageing & Ethnicity : BME Elders Housing Needs	Article	PPT	PRO
Minority Elderly Care in Europe	Book	Print	PRO

Princess Royal Trust for Carers

How we can help	Website/page	Webpage	PUB + PRO + ADV
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PRP Architects

Design For Dementia	Good practice guide	Print	PRO
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Publisher - unknown in EAC database

A guide to home security	Leaflet	PDF	PUB + PRO + ADV
After a myocardial infarction (heart attack)	Leaflet	PDF	PUB + PRO + ADV
Ageing population	Website/page	Webpage	PUB + PRO + ADV
Analysis of Ethnicity in the 2001 Census	Report	PDF	PUB + PRO + ADV
Angina	Factsheet	PDF	PUB
Association of Independent Financial Advisers website	Website/page	Webpage	PUB + ADV
Avoiding Slips, Trips & Broken Hips (Punjabi Version)	Leaflet	PDF	PUB + PRO + ADV

	Type	Format	Available to:
Avoiding Slips, Trips & Broken Hips - Guidance for professionals working with older people	Factsheet	PDF	PRO + ADV
Avoiding Slips, Trips and Broken Hips	Leaflet	PDF	PUB + PRO + ADV
Avoiding Slips, Trips and Broken Hips (Gujarati Version)	Leaflet	PDF	PUB + PRO + ADV
Avoiding Slips, Trips and Broken Hips (Urdu Version)	Leaflet	PDF	PUB + PRO + ADV
Bereavement	Website/page	Webpage	PUB + PRO + ADV
Bogus callers	Website/page	Webpage	PUB
Cats Protection website	Website/page	Webpage	PUB + PRO + ADV
Coming of age : Older Homelessness & Supporting People	Flyer	PPT	PRO
Complaint about the Council? - how to complain to the Local Government Ombudsman	Leaflet	PDF	PUB + ADV
Criminal Records Bureau website	Website/page	Webpage	PRO
Depression in the Elderly	Leaflet	PDF	PUB
Domestic Violence : A guide to Civil Remedies and Criminal Sanctions	Booklet	PDF	PRO
Energywatch	Website/page	Webpage	PUB
Fire kills / smoke alarms	Website/page	Webpage	PUB + ADV
Focus on gender	Website/page	Webpage	PUB + PRO + ADV
Focus on Older People	Report	PDF	PUB + PRO + ADV
Foundation for Assistive Technology website	Website/page	Webpage	PRO + ADV
Free Services for gas and electricity customers across the UK	Leaflet	PDF	PUB
Healthy Eating	Factsheet	PDF	PUB
High Blood Pressure (Hypertension)	Factsheet	PDF	PUB
Householders	Website/page	Webpage	PUB + ADV
How to beat the Bogus Caller	Leaflet	PDF	PUB
Income Tax & Pensioners	Booklet	PDF	PUB
Irish Links	Website/page	Webpage	PUB + PRO + ADV
Language Line website	Website/page	Webpage	PUB + PRO + ADV
Learning in Later Life	Website/page	Webpage	PUB + ADV
Legal Action Group website	Website/page	Webpage	PRO + ADV
Low back pain in adults	Leaflet	PDF	PUB + PRO + ADV
Making Decisions : A guide for family & friends	Booklet	PDF	PUB
Making Decisions : A guide for social care professionals	Booklet	PDF	PRO
Making Decisions : planning ahead for the future	Booklet	PDF	PUB + PRO + ADV
Memory and Dementia	Leaflet	PDF	PUB
Money	Website/page	Webpage	PUB + ADV
Moving Here website	Website/page	Webpage	PUB + PRO + ADV
National Care Forum	Website/page	Webpage	PRO
National Care Forum website	Website/page	Webpage	PRO + ADV
Older People & Accidents	Factsheet	PDF	PRO + ADV

	Type	Format	Available to:
Older People, Visual Impairment & Accidents	Factsheet	PDF	PRO + ADV
Osteoarthritis	Leaflet	PDF	PUB + PRO + ADV
Patient Information Publications	Website/page	Webpage	PUB + PRO + ADV
Peace of Mind Whilst you are away	Leaflet	PDF	PUB
Preventing Heart Disease & Stroke	Factsheet	PDF	PUB
Rates of War Pensions & Allowances 2004 - 2005	Leaflet	PDF	PUB + ADV
Research Findings: What makes older people choose residential care and are there alternatives?	Article	PDF	PRO + ADV
Responding to Elder Abuse	Report	Webpage	PRO
Retiring Abroad	Website/page	Webpage	PUB + ADV
Shopmobility	Website/page	Webpage	PUB + PRO + ADV
The Blue Badge Scheme	Leaflet	PDF	PUB + ADV
The Blue Cross website	Website/page	Webpage	PUB + PRO + ADV
Type 2 Diabetes	Leaflet	PDF	PUB + PRO + ADV
User involvement in extra care housing	Factsheet	PDF	PRO
Volunteering	Website/page	Webpage	PUB
What is Homeopathy?	Leaflet	Webpage	PUB + ADV
Who would look after your finances if you couldn't? Enduring Power of Attorney	Booklet	PDF	PUB + ADV
Women & Men in Britain : Pensions & Social Security	Factsheet	PDF	PRO + ADV
Women's Aid website	Website/page	Webpage	PUB
Working with VDU's	Leaflet	PDF	PRO + ADV

Registered Nursing Home Association

"Feeling Special" : Quality Care for Nursing Home Patients	Leaflet	PDF	PRO + ADV
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Retirement Homesearch

Retirement Homesearch - The better alternative	Film/video	VHS	PRO
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Retirement Housing Group

Planning for Retirement Housing	Good practice guide	PDF	PRO
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Ricability

Adapting Your Home: Ideas and Products to Make Life Easier at Home	Booklet	Print	PUB + ADV
Calling for Help: A guide to community alarms	Booklet	PDF	PUB + PRO + ADV
Easier Living - a guide for older & disabled people living in London	Website/page	Webpage	PUB + ADV
Easier Living: A Guide for Older and Disabled People Living in London	Booklet	Print	PUB + ADV
Easier Living: A Guide for Older and Disabled People Living in London	Booklet	Webpage	PUB + ADV
Ricability	Website/page	Webpage	PUB + ADV
Stay in Touch - A guide to telephones & services for older & disabled people	Booklet	PDF	PUB + ADV

	Type	Format	Available to:
Whats New? In products for easier and safer living	Booklet	PDF	PUB + PRO + ADV
Wheels within Wheels - a guide to using a wheelchair on public transport	Booklet	PDF	PUB + ADV

RNIB

Adapting homes : a guide to adapting existing homes for people with sight loss (English & Welsh)	Good practice guide	Print	PRO
RNIB Helping you live with Sight Loss	Website/page	Webpage	PUB + PRO + ADV

RNID

All about hearing aids	Booklet	PDF	PUB + PRO + ADV
Benefits and services for deaf and hard of hearing people	Leaflet	PDF	PUB + PRO
Communication Services for Deaf & Hard of Hearing People	Factsheet	PDF	PUB + PRO + ADV
Communication Tips	Factsheet	PDF	PUB + PRO + ADV
Deaf and Hard of Hearing People	Leaflet	PDF	PUB + PRO + ADV
Disability Discrimination Act 1995 (DDA) - A Guide for Providers of Goods, Facilities & Services	Factsheet	PDF	PRO + ADV
Equipment for Deaf and Hard of Hearing People	Leaflet	PDF	PUB + PRO + ADV
Introducing British Sign Language	Factsheet	PDF	PUB + PRO + ADV
Lipreading & Lipspeaking	Factsheet	PDF	PUB + PRO + ADV
Listening Equipment to Help You in Everyday Situations	Factsheet	PDF	PUB + PRO + ADV
Living with someone who has a gradual hearing loss	Factsheet	PDF	PUB + ADV
Losing your hearing as you get older	Factsheet	PDF	PUB + PRO + ADV
The Disability Discrimination Act 1995 (DDA) - A Guide for Deaf & Hard of Hearing Customers	Factsheet	PDF	PUB
The facts : what you need to know about hearing aids	Leaflet	PDF	PUB + PRO + ADV
The facts: what you need to know about equipment for deaf and hard of hearing people	Leaflet	PDF	PUB + PRO + ADV
The NHS Hearing Aid Service	Factsheet	PDF	PUB + PRO + ADV
Working with a British Sign Language/English Interpreter	Factsheet	PDF	PUB + PRO + ADV
Working with an Interpreter or Communication Guide for Deafblind People	Factsheet	PDF	PUB + PRO + ADV

Royal College of Nursing

Impact of low fees for care homes in the UK	Research report	PDF	PUB + PRO + ADV
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SAMEC Trust

Home from Home	Research report	Print	ADV
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Scottish Executive - Health Department

National Care Standards - housing support services revised March 2005	Booklet	PDF	PUB + PRO + ADV
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Shelter

A Shelter Guide - Housing Benefit	Leaflet	PDF	PUB + ADV
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	Type	Format	Available to:
A Shelter Guide : Rent Arrears	Leaflet	PDF	PUB + ADV
Finding a place to live	Leaflet	PDF	PUB + ADV
Homeless? Read This	Leaflet	Print	PUB + ADV
Housing Association Tenancies	Leaflet	Print	PUB + ADV
Private Tenancies	Leaflet	Print	PUB + ADV
Private Tenancies - Paying Your Rent. Knowing your rights and accessing help with your rent	Leaflet	PDF	PUB + ADV
Shelter	Website/page	Webpage	PUB + ADV
Shelternet	Website/page	Webpage	PUB + ADV

SITRA

Guide to Supporting People for front line staff	Leaflet	PDF	PRO + ADV
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Solicitors for the Elderly

Solicitors for the elderly	Website/page	Webpage	PUB + PRO + ADV
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SSAFA

SSAFA - Forces Help	Website/page	Webpage	PUB + ADV
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Stannah Lifts Ltd

Stannah	Website/page	Webpage	PUB + ADV
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Sussex Gerontology Network

Good Neighbour or Professional: The grey areas in the Scheme Managers role	Good practice guide	Webpage	PRO + ADV
Information & Communication Technology and Residents of Sheltered Housing	Good practice guide	Webpage	PRO + ADV
Resident Participation in Health & Social Care Provision	Good practice guide	Webpage	PRO + ADV
Resident v. Non-Resident Scheme Managers, Managing a Change	Good practice guide	Webpage	PRO + ADV
What Future the Resident Warden?	Report	Webpage	PRO

Third Age Employment Network

Key facts on Age Diversity & Employment	Factsheet	PDF	PUB + ADV
Work After 60 -choice or necessity, burden or benefit?	Booklet	PDF	PUB + ADV

Third Age Trust

U3A - The University of the Third Age	Website/page	Webpage	PUB
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Thomas Pocklington Trust

Helping visually impaired people in their homes: assistive technology	Research report	PDF	PUB + PRO + ADV
The housing and support needs of older people with visual impairment	Research report	PDF	PRO + ADV

Thrive

	Type	Format	Available to:
CarryOnGardening website	Website/page	Webpage	PUB + PRO + ADV

TPAS

Arms Length Management Organisations	Factsheet	PDF	PUB + ADV
Choice Based Lettings	Factsheet	PDF	PUB + PRO + ADV
Credit Unions	Factsheet	PDF	PUB + ADV
Estate Management Boards	Factsheet	PDF	PUB + ADV
Jargon Buster : a guide to housing jargon for tenants	Factsheet	PDF	PUB + ADV
Secure and Assured Tenancies	Factsheet	PDF	PUB + ADV
Tenant Management Co-operatives	Factsheet	PDF	PUB + ADV

Tripscope

Travel Advice	Website/page	Webpage	PUB + ADV
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UKHCA

United Kingdom Homecare Association (UKHCA)	Website/page	Webpage	PUB + ADV
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Victim Support

Burglary	Leaflet	PDF	PUB + PRO + ADV
Violence	Leaflet	PDF	PUB + PRO + ADV

Volunteer Centre Network Scotland

Volunteer Centre Network Scotland	Website/page	Webpage	PUB + ADV
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Volunteer Development England

Volunteer Bureaux (VB) Finder	Website/page	Webpage	PUB + ADV
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Volunteering England

Accepting Volunteers from Overseas	Factsheet	PDF	PRO + ADV
Accreditation of Voluntary work	Factsheet	PDF	PRO + ADV
Finding out about volunteering	Factsheet	PDF	PUB + PRO + ADV
From Barriers to Bridges	Leaflet	PDF	PRO + ADV
Get it Right from the Start	Booklet	PDF	PRO + ADV
Health & Safety for Volunteers	Factsheet	PDF	PRO + ADV
National Minimum Wage & Expenses	Factsheet	PDF	PRO + ADV
Sample Volunteer Agreements	Factsheet	PDF	PRO + ADV
Screening and Police Checking	Factsheet	PDF	PRO + ADV
Types of Insurance Policy : which covers volunteers?	Factsheet	PDF	PRO + ADV
Volunteer Drivers	Factsheet	PDF	PRO + ADV
Volunteering and State Benefits	Factsheet	PDF	PRO + ADV
Volunteering Overseas	Factsheet	PDF	PRO + ADV

	Type	Format	Available to:
Who is allowed to volunteer?	Factsheet	PDF	PRO + ADV
Welsh Assembly Government			
Health & Social Care Guide for Wales	Leaflet	PDF	PUB + PRO + ADV
Welsh Local Government Association			
The future of sheltered housing in Wales	Report	PDF	PUB + PRO + ADV
WRVS			
Get involved	Website/page	Webpage	PUB + ADV
Women's Royal Voluntary Service (WRVS)	Website/page	Webpage	PUB + ADV