



## Programme certification has been awarded to:

Age UK Barrow & District

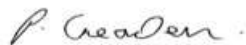
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This is to certify that the above Age UK partner has successfully met all the benchmarks of the Age UK Information & Advice Quality Programme. This was verified through the following assessments:

- **'Mystery Shopping'** – three separate mystery shops of the service
- **Quality of Advice Assessment** – external, in-depth assessment of a sample of case records
- **Service Management Review** – external review of the Information & Advice Service's policies and procedures

This certification is valid until 2 May 2024

### Signed



Pam Creaven, *Services Director*

Date 1 October 2021