

Age Cymru Gwynedd a Môn

Statement of Service

What type of service do we offer:

ACGM provides free confidential information and advice on a wide range of issues for people aged 50 and over, their families and carers. Information will be provided on their rights and entitlements, local services and support available to them and those who care for and support them. In particular we specialise in:

- **Welfare Benefits** advice for those over 50, including benefit checks to work out if you are entitled to benefits and assisting people to complete the claim forms.
- **Money Information** provides guidance in the form of factsheets that enables you to make informed decisions to enable you to take positive steps towards improving your finances. We do not offer advice but signpost to specialists who can.
- **Blue Badge** information, advice and assistance in completing application forms.
- **Social Care** helping people to identify care and support services appropriate to their needs, accessing Adult Services and provide information guides on how you can pay for care and support in order to make independent informed decisions.

Our service has achieved the national Advice Quality Standard (AQS) and Age UK Information and Advice Quality Programme (IAQP) ensuring that the service meets recognised Advice Sector standards of practice is of high quality and accurate.

Our service includes:

- **Information guides and factsheets** on a wide range of subjects affecting older people and those who care for and support them.
- **Telephone Information and Advice line** - Please call us on 01286 685919, Monday to Friday between 09:00 and 12:30.
- **Office appointments.** We ask that clients contact us to arrange an appointment rather than 'dropping in' so that we can ensure that you will be seen without having to wait and that we can tell you about any documentation that we would need you to bring along to the appointment. To arrange an office appointment please contact Age Cymru Gwynedd a Môn Information and Advice line between 09:00 and 12:30 Monday – Friday.
- **Home visits.** For clients with complex issues who cannot get to an outreach appointment we can provide a home visiting service. This service is for people that cannot access the service in any other way, through disability or hardship. If you would like to arrange an appointment or discuss options, please call Age Cymru Gwynedd a Môn on 01286 685919 or email info@acgm.co.uk

What will happen if we cannot provide the service you require?

We can provide information factsheets on almost any issue experienced by older people but if you require advice on service we are unable to offer i.e. debt advice or advocacy, we will assist you, where possible, to find organisations able to support you.

When 'signposting' we will give you the organisation's contact information so that you can contact them directly. When 'referring' we will contact the organisation on your behalf (with your consent).

How our service treats its clients

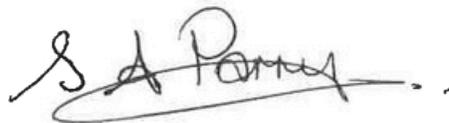
In delivering the service we follow four key principles:

- **Free of Charge** Information and Advice service is provided free of charge. If we signpost or refer you onto another organisation, we will inform you of any charges (we are aware of) for their service.
- **Independent** The information and advice we provide is independent of any outside influence. We will never recommend a service or provider to you, including Age UK's / Age Cymru's own service. We will always, where possible, provide you with a choice of alternatives to independently make an informed choice. Our service is not bound by local or national government policies and we will always seek to advise you as to what is in your best interest rather than that of the council, the Department of Work and Pensions, Age UK / Age Cymru or any other organisation. We will not advise a client to take an action that is illegal or fraudulent. If a client insists on pursuing an illegal or fraudulent course of action, we will immediately cease to advise them and may need to notify the appropriate authorities.
- **Confidentiality** We will treat all of your information as being confidential. Any information that we keep about you is stored securely and will only be viewed by information and advice staff and volunteers involved in advising you or third parties that you have consented to us sharing the information with. Your personal information is held in accordance with the Data Protection Act 2018. We will not discuss your case with anyone outside of our service without your consent or if they have been granted responsibility to act on your behalf by the Court of Protection or Department for Work and Pensions. We will seek consent from you before sharing your information with other parties. Common examples of third parties that your information may be shared with, following your consent, are external auditors from Age UK / Age Cymru that check the quality and accuracy of our work, organisations that we are referring your case onto and agencies that we are dealing with on your behalf (for example the DWP or an energy supplier). There are three circumstances in which we may share your information without your consent. They are:
 - ❖ if a client insists on taking an illegal or fraudulent course of action
 - ❖ if we are contacted by a statutory body about a client, we have advised who is suspected of taking an illegal or fraudulent action and is being investigated

- ❖ and if we are concerned that an individual, that is involved in a case that we are advising on, is at risk of significant harm. In such cases we may notify a relevant statutory body of our concern, for example social services or the police. Such disclosures will be done following the local agreed 'No Secrets' procedures that our staff and volunteers have been trained in.
- ❖ **Respect** We will always treat our clients with respect and expect that our clients will treat our staff and volunteers in the same way. We will not judge our clients based on their age, disability, gender, sexuality, race or religion. We will not judge our clients based upon the circumstance they find themselves in and we will not seek to influence the decisions you make following our advice. Sometimes clients will make a decision that we would generally consider not to be in their best interest, we will inform them of this and aim to provide enough information and advice to help them make an informed choice. We will respect whatever decision they then make. Where clients have difficulties accessing or understanding our information and advice, for example because of a disability or language issue, we will attempt to take all reasonable steps to provide our service in manner that is appropriate to your needs or circumstances and we will always aim to give you as much time as you need when we see you.

Whilst the service is provided free of charge, the charity accepts donations to support the service to others. Funding for the information and advice is difficult to obtain, the charity relies on donations received by beneficiaries to support local need.

Signed by the I&A Manager:

A handwritten signature in black ink, appearing to read 'S. A. Parnell', with a horizontal line underneath it.

Date: 15th December 2025

Review: Review period 2 Years: Next due date 15th Dec 2028