

**Worried about
money or finding
things difficult?**



For adults
16yrs+

Get help to sort out day-to-day issues ▶

The Cost of Living Crisis: how Age UK Islington can help

Age UK Islington provides support with a range of day-to-day issues for Islington residents and those with an Islington GP (adults of all ages 16yrs+).

We have a helpline and information & advice outreach sessions in North, Central and South localities to help with money issues, debt, housing issues and more.

We will have an initial conversation to identify your needs. Where appropriate, we'll offer an appointment for a fuller discussion and potential follow-up support – this might be with a member or the Age UK Islington team or a specialist agency (or both). We provide appointments in-person and by phone, with home visits where necessary.

It's always a good idea to call our Helpline first for an initial discussion, but you can also have this conversation at one of the drop-in venues

Age UK Islington Helpline - Monday to Friday 9am - 5pm - 020 7281 6018; gethelp@ageukislington.org.uk

Information & Advice Outreach Sessions

North Islington (drop-ins for initial conversation only)

- [Age UK Islington](#), 6 Manor Gardens, London, N7 6LA - Monday to Friday, 9am - 5pm.

Central Islington

- [Mildmay Community Centre](#) (*drop-ins only*) Woodville Road. London. N16 8NA - Fridays 11am - 12.30pm (in partnership with Bright Start, Whittington Health and Islington Council).
- [Jean Stokes Community Centre](#) (*by appointment-only*) Coatbridge House, Carnoustie Dr, London N1 0DX

Continued on next page....

South Islington (drop-in possible where there is availability, but it's recommended to book an appointment with the venue)

- [The Arc Centre](#), 98b St Paul St, London N1 7DF – Tuesdays 10.30am - 5.30pm

Sharing regular information

Monthly e-newsletter including local information and resources to help save money and factsheets from Age UK; details of free and affordable activities in the local area.

Let's Talk Peer Support Group takes place monthly, sharing vital updates about money saving tips and potential financial support (currently online, in-person too from November).

What support do our staff provide?

Maximise your income

- We will have an initial conversation to understand your situation and to identify which benefits you are likely to be eligible for.
- We will identify the best benefit support agency for your needs.
- Identify potential eligibility for council tax discounts and help with energy bills; help you to get together the documents needed for council tax support.
- Help you to get supporting documents together to apply for benefits and to complete forms if writing or technology is difficult for you.
- Help you to work out how to get to an appointment or alternative ways to access the appointment if you have mobility issues.
- You can also contact us for any additional needs, e.g. getting a translator or sign language services.

Debt advice

- We will identify any benefits or grants that you are likely to be eligible for that you're not currently claiming.
- Provide initial guidance to identify priority debts and which to tackle first.
- Assistance contacting utility companies to change payment plan.
- Help you get on the Priority Services Register if you are elderly, have a health condition or disability).
- Help you to find the best debt support service for your needs.
- Help you to get supporting documents together to apply for benefits and to complete forms if writing or technology is difficult for you.
- Help you to work out how to get to an appointment or alternative ways to access the appointment if you have mobility issues.
- You can also contact us for any additional needs, e.g. getting a translator or sign language services.
- We can help identify winter warmth grants that you can potentially apply for and to identify potential emergency food support.

Benefit advance

- We can provide support to claim an advance payment from DWP e.g. for universal credit.

Challenge a decision

- We can write a letter requesting mandatory reconsideration.
- We can also help you to connect to advocacy services that can represent your views in the event of an appeal.

For more information: Contact 020 7281 6018 / gethelp@ageukislington.org.uk