

**Advice Line:**  
**0300 303 1234** (Calls charged at local rate)



## About the service:

We provide an information and advice service for older people aged 65+ and their carers. The service is free of charge, confidential, independent and impartial.

We are able to help you with a range of issues. This may be about claiming benefits, housing or health and care issues or local services. You may be facing a crisis, or just considering your options.

We value diversity, promote equality and challenge discrimination in all that we do. We respond to an individual's needs without regard to their gender, sexual orientation, disability, race or religion.

## How can we help?

We aim to provide the information and advice that you need for the issues that you face. We won't judge you, persuade you or tell you what you should do – we will listen, explain all the available options to you and support you in the course of action you decide to take. If we aren't able to help you, we will try to help you find someone who can.

## If you are aged 65+ we can offer you information & advice on:

- Welfare Benefits
- Social/Community Care
- Housing Options
- Local Services

## How you can contact us:

The Advice Line is open from 9.00am until 3.00pm Monday to Friday

Our team will arrange an appointment to call you back, or depending on which area of the county you live we may be able to arrange face to face appointments.

Please contact our friendly team to find out more about the support available to you.

## Contact details:

Tel: **0300 303 1234**

(Charged at local rate)

Email: **[advice@ageuklancs.org.uk](mailto:advice@ageuklancs.org.uk)**

**[www.ageuklancs.org.uk](http://www.ageuklancs.org.uk)**

## Telephone Service available:

**9.00am – 3.00pm**

**Monday to Friday**

