

About the Information & Advice Service

Statement of Service

We offer information, signposting and advice on a range of subjects relevant to the needs of people in later life.

We ensure that our services are impartial, independent and delivered with confidentiality protected. We store information in line with the Age UK Notts Data Protection Policy. ISA services are free-of-charge, accessible by a range of means* and culturally sensitive. We place individual needs and wellbeing at the heart of everything we do. We will always treat clients fairly and will not make judgements regarding any information shared with us. We will not be influenced by any interests other than those of our clients.

We support clients throughout the city of Nottingham and county of Nottinghamshire, and our service is available to older people as well as to their friends, carers, partners and relatives.

We continually monitor the quality of the service we provide and are always seeking to improve this. We value all client feedback and appreciate any complaints and compliments shared with us.

What We Do

We provide support including but not limited to:

- Helping clients to make sense of and understand the challenges they are facing by talking through their situation at first point of access
- Offering access to a range of free Age UK information guides and factsheets, as well as information on local matters
- Signposting to useful and relevant services, groups and activities located within Nottingham and Nottinghamshire based on the client's needs and circumstances – as well as making referrals into other services where we have consent to do so
- Providing access to the Age UK Business Directory of trusted traders to connect people with local tradespeople throughout Nottingham and Nottinghamshire as well as Derby and Derbyshire

- Completing welfare benefit checks to advise clients of their entitlement
- Supporting clients to complete welfare benefit claims where eligibility for the benefit has been identified
- Giving information and support to access relevant grants that may be available for those experiencing hardship
- Where specialist support is required in areas we do not cover, we will ensure that the client is signposted or referred to the appropriate support. This includes areas such as appeals and tribunals, debt-related casework and immigration issues

How to Access Our Services

We deliver our services in a variety of ways depending on the query and individual circumstances, all of which can be accessed through our Information and Advice service. Contact methods include:

- Drop-in support* at the reception desk to discuss general queries and support needed at first point of access
- A customer contact hub for clients to call to discuss their query and receive an information and signposting service at 0115 844 0011
- E-mail support for clients to discuss to discuss their query and receive an information and signposting service via info@ageuknotts.org.uk
- A postal address for clients to write to us at Bradbury House, 12 Shakespeare Street, Nottingham, NG1 4FQ
- Pre-booked appointments based at Bradbury House* to cover welfare benefits advice and form completion support
- Pre-booked telephone advice sessions regarding welfare benefit entitlements
- Home visits* to complete benefit claim forms for those unable to leave their homes
- Community-based events and presentations*

Requests for support are recorded and the most appropriate method of support is offered depending on the nature of the query, geographical location of the client, and geographical location and area of expertise of our staff members and volunteers.

*Please note: All items marked with * denote usual working arrangements prior to the COVID-19 pandemic and will resume once this is deemed safe. As at this present moment, all ISA service provision has moved to telephone-only provision, except for in the case of emergencies or to provide the service to a client who would otherwise be unable to access our services.*