



Information and Advice Service





What is the Information and Advice Service?

The Information and Advice Service helps you to understand and claim any benefits you're entitled to, such as **Carer's Allowance, Attendance Allowance** and **Pension Credit**. It will provide telephone advice and a home visiting service to support you and your carer with benefit claims and income maximisation.

The Information and Advice worker will also facilitate referrals to additional services if you need them.

Why check?

Each year up to £3.5bn of Pension Credit and Housing Benefit goes unclaimed by older people. So, even if you think you're getting everything you are entitled to it doesn't hurt to check.

Some benefits, like the Winter Fuel Payment, are entirely dependent on age and not at all related to income. You could discover you may be eligible for Attendance Allowance or Council Tax Support.

What is Winter Fuel Payment?

Winter Fuel Payment is an annual tax-free payment to help with heating costs. Most payments are made between November and December.

What is Attendance Allowance?

Attendance Allowance is a benefit for older people who may need extra help to stay independent at home, due to an illness or disability.

The service is available for adults over 50 who:

- Are resident within the City of Sunderland
- Are caring for family, friends and neighbours



“It is so nice to know that help is there when you need it. The extra money has made such a difference to my life day-to-day.”

Funded by

