

Information and Advice Service



Are you over 50 years old?

Are you a resident within the City of Sunderland?

Are you caring for family, friend or neighbour?





What is the Information & Advice Service?

The Information and Advice Service is a FREE, confidential and impartial service helping you to understand and claim any benefits you're entitled to, such as **Carer's Allowance, Personal Independent Payment, Attendance Allowance** and **Pension Credit**. It will provide telephone advice, appointments at the Bradbury Centre or a home visiting service to support you and where appropriate your carer with benefit claims and income maximisation.

Confidentiality

Everything you tell us will be kept and treated confidentially and won't be shared with any other organisation or individual without your express permission.

The information you provide will be subject to the 2018 General Data Protection Regulations known as GDPR. Exceptions to this will only occur where there is a legal requirement to share

information or a concern for the safety of an individual or the public.

The details of the full AgeUK Sunderland Privacy Policy is located on the AgeUK Sunderland website.

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



pf/ftr/cen/ics 0191/585 5126

“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.”

For further information and advice please contact:

Information and Advice Officer
Age UK Sunderland
Bradbury Centre
Stockton Road
Sunderland, SR2 7AQ

Phone: 0191 514 1131

Email: informationandadvice@ageuksunderland.org.uk

Website: www.ageuk.org.uk/sunderland/our-services/information-and-advice/

