



**Certification has been awarded to:**

**Age UK Surrey**

This is to certify that the above Age UK partner has successfully met all the standards of the Age UK Quality of Advice Standard (IAQP).

This was verified through the following assessments:

- **Quality of Advice Assessment** - external in-depth assessment of a sample of case records
- **'Mystery Shopping'** - three separate mystery shops of the service
- **Service Management Review** - external review of the Information & Advice Service's policies and procedures

This certification is valid until 04 October 2026

**Signed**

A handwritten signature in black ink that reads "Heather Stephenson".

**Heather Stephenson**  
Head of Network  
Quality and Compliance

Date 06 October 2023