

Age UK Surrey
Information and Advice Service
Statement of Service & Client Care Standards

Age UK Surrey was formed in 1964 and is a registered charity and a company limited by guarantee. Age UK Surrey is a stand-alone charity and partner of Age UK. Age UK Surrey has a team of staff and volunteers. The organisation is managed on a day to day basis by its Chief Executive who reports to a Board of Trustees which sets the policy and direction of the organisation in consultation with the local community.

Surrey is a county of wealth disparity. Parts of the county are amongst the top wealthiest areas in the UK and in others people are living in poverty. Surrey has a population of 1,132,390. People over 65 make up 195,000 (17%) of the population and this will grow 28% by 2033. Statistics show that generally people in Surrey live longer than the national average. This has an impact on the resources needed to care for and support older people.

In 2011 14.2% of Surrey's population were born outside the UK. Woking Borough has the highest number of people born outside the UK (20%) and Tandridge District the lowest (8.7%).*

The Service aims to:

- Provide good quality information and advice to people age 50 years and over in the administrative county of Surrey
- Be confidential, comprehensive, independent reliable and prompt
- Work with other professionals in order to ensure older people are aware of the services available to them
- Keep up to date with any changes affecting older people and disseminate this knowledge as appropriate
- Obtain funding to continue to provide the service.
- Monitor and evaluate service provision and utilise this to develop the service
- Encourage feedback from clients to support development of the service
- Ensure all older people in Surrey can access the service whether by telephone, email, SMS text, office visit, outreach or home visits.
- Promote the service throughout the county.

The Service will answer enquiries from:

Anyone who has an enquiry or needs information relating to an older person or an issue affecting them.

Enquirers can access the service

1. By telephone

Age UK Surrey Reception 01483 503414 / SMS 07548 314281

Information & Advice direct line 01483 446627

Open Monday to Friday 9.00am – 12.00pm & 1.00pm – 3.00pm. Outside these hours and during busy periods calls are diverted to the National Age UK Advice Line.

2. By email

enquiries@ageuksurrey.org.uk

3. By office appointments

Available at Rex House, Guildford and other office locations in the county. Occasionally clients visit the office without an arranged appointment. On these occasions advisers will try to help them at that time if possible or arrange an alternative appointment date.

4. **By home visits** – Following a telephone enquiry an adviser may need to visit a client in their own home if the enquiry cannot be answered over the phone. Examples include completing benefit application forms and sorting out complex benefits issues.
5. **By outreach appointments** – drop-in sessions are offered at a number of locations across the county.

The Service answers enquiries on any topic relating to people over age 50 and includes;

- Claiming welfare benefits
- Community Care e.g. care at home, residential care, safeguarding
- Housing issues e.g. housing options, homelessness, property repairs
- Support available in the home e.g. domestic chores, gardening, befriending
- Safety and security e.g. Telecare, advice on home security
- Healthy living e.g. social and fitness activities
- Support for carers
- Equipment e.g. home adaptations where to get a stair lift

Age UK Surrey cannot provide:

- Consumer debt advice
- Financial advice
- Immigration advice
- Legal Advice

In any instance where the service is unable to help a client the adviser will do their best to signpost or refer a client to another service that can help them, with a preference being given to AQS mark holders.

Client Feedback

Clients can feedback to Age UK Surrey via telephone, email, post or in person. Client feedback is summarised annually and results are given to Department Manager for any action and included in the next relevant Board Report.

Resources

The Service uses a variety of resources to answer enquiries. These include:

- Age UK factsheets, information guides and website links
- Buy with Confidence website (Trading Standards) – advisers can search for relevant trades' people in the client's area
- iDIS database accessed via the website with a log in password. The data includes local and national organisations which can be searched by topic, or organisation name. The updating of the data is currently under review.
- Web search – for anything else not covered above.

Clients are entitled to receive the following:

- **Independent Advice** - All clients will be given advice which is independent and does not favour a particular organisation or service e.g. funders or trading services. Clients will be provided with options that are relevant to their needs

in order for them to make an informed decision. The only exception to this is if a Conflict of Interest is identified (refer to the Conflict of Interest Policy and Procedure).

- **Free Advice** - The Service is free to the client. If Advisers refer the client to another organisation any known charges will be explained.
- **Provide Consent** - clients are asked for their consent to record and share information where relevant. Outreach and home visit clients are asked to sign a form to give their consent. Further details regarding consent can be found in the Consent Procedure.
- **Response Times** - Advisers aim to respond to enquiries within three working days. Enquiries received via the Integration Service are responded to within two working days.
- **Progress of a Case** - Clients will be kept informed about how their case is progressing, normally within five working days of their enquiry.
- **Confidentiality** – All enquiries are treated as confidential and a client's consent is needed to share information with a third party (refer to Confidentiality and Consent procedure). In exceptional circumstances a client's details may need to be shared with another organisation for example; safeguarding of a vulnerable adult (refer to Age UK Surrey Confidentiality Policy).
- **Age UK Surrey Policies** – All staff members and volunteers adhere to the organisation's policies and procedures.

Quality Standards

- The service has attained the Age UK Information and Advice Quality Programme
- Awarded the Advice Quality Standard 1 October 2014
- Buy with Confidence/Support with Confidence (Trading Standards)

Statement agreed: May 2017

Review Date: May 2020

Signed off by: Chief Executive

*Population statistics in this document are taken from *Surrey Uncovered – Why local giving is needed to strengthen our communities* by Siân Sangarde-Brown, Community Foundation for Surrey.