



Certification has been awarded to:

Age UK Wandsworth

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 26 September 2029

Signed

A handwritten signature in black ink, appearing to read 'Victoria MacGregor', is shown below the 'Signed' heading.

Victoria MacGregor
Chief Network Officer