

## How to access the Information & Advice service

**Telephone:** 0808 196 24 24 (Mon - Fri 10am-2pm)

Outside of these hours, or if a local adviser is not available, you can speak to Age UK's national advice line on 0800 169 6565. They can help with many enquiries and can pass a message to us.

**Email:** [enquiries@ageukwiltshire.org.uk](mailto:enquiries@ageukwiltshire.org.uk)

**Office appointments:** Available on a limited basis at our Devizes and Salisbury offices. Must be pre-arranged.

**Home visits:** Available for help with AA/DLA forms and some other queries. Must be pre-arranged

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[www.ageukwiltshire.org.uk](http://www.ageukwiltshire.org.uk)

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## Information & Advice Service



**Free, confidential and impartial  
advice on a wide range of topics**

Whether you're an older person enquiring for yourself, or a friend, relative or carer looking to get advice about an older person's issue we're happy to help.

[www.ageukwiltshire.org.uk](http://www.ageukwiltshire.org.uk)

## How can the Information & Advice service help?

We provide information and advice on many different topics—some of our most common queries are about:

- A range of **benefits for people over State Pension-age** - including how they are calculated, how to apply and how to resolve disputes. We are currently unable to assist with working age benefits incl.: PIP, ESA, UC.
- **Social care**, local authority assessments, residential care, local authority charging rules and accessing care
- **Housing** options, obtaining disability-related adaptations and signposting to specialist advice
- **Power of Attorney, wills and dealing with an estate**
- **Leisure activities, local services and general enquiries and signposting**

## Plus

- **Free information guides** and factsheets on a wide range of topics
- Help with many **benefit application forms**, including Attendance Allowance, DLA, Council Tax benefit
- **General money advice** to maximise your income and help understand the basics of day-to-day correspondence and bills and signposting to free debt advice

*If we cannot help with your query we will try to find an organisation that can*

## How is the service delivered?

The advice service is delivered by a small staff team and a team of volunteers from our Devizes and Salisbury offices. We give most of our advice by telephone but we also help with queries by email, letter, video call, office appointments, home visits and at outreach events.

We aim to:

- help you identify the problem you are facing
- explain the choices available and provide you with holistic relevant information and guidance on next steps
- offer individual support, where appropriate, if you need further help to resolve the problem

## Is there a cost for the service?

The service is free to our clients. We are an independent local charity and fund the service through grants and fundraising efforts.

## When is the service available?

Our advice line opening hours are 10am-2pm and the team deal with enquiries from across Wiltshire and Swindon between Mon - Fri 9am - 4pm. We also link with the Age UK national advice line which can deal with enquiries when we are not available.