**Age UK Croydon – Information & Advice Team**

Supporting Croydon residents over the age of 50. We offer telephone and in-person support including home visits where needed. Our service is quality-assured with quality certifications for information and advice.

Helpline: 020 8686 0066 – our helpline is open every weekday from 10am to 4pm for information, signposting and onward referrals for advice or to other services. We can offer people a range of Age UK Information Guides and Factsheets plus signposting to local services such as tradespeople, health services, Croydon care homes and so on. Our Helpline team take referrals for advice and for other internal and external services.

Advice: our trained and quality-assured advisers support Croydon people with one-off advice and casework on a range of areas, including local services, health, social care, housing, benefits and money and transport.

Benefits and money advice and support – what we offer

* Benefits checks
* Attendance Allowance
* Council Tax Support and/or Housing Benefit
* Pension Credit
* Plus other benefits for pension-age people
* Consumer issues such as consumer rights and problems with bills

What we don’t offer

We can’t offer support with under-pension-age benefits as we don’t have the capacity.

As we are a small team, we also can’t offer advice/support on:

* debt management
* financial advocacy
* wills and lasting powers of attorney
* immigration
* appeals and tribunals
* housing follow ups

We signpost people with queries about the above on to other relevant organisations such as the Citizens Advice Bureau, the Croydon Health & Wellbeing Space and the South West London Law Centre.

Face to face access via drop ins at

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