

Information & Advice

Offering free, confidential advice around benefits, housing and more

Cost: Free

Available in: Darlington, Harrogate, Hambleton, Ripon, South Craven, Richmondshire,

At a glance:

- Can advise in areas such as Benefits, Housing & Care
- We'll help you get the benefits that you're entitled to
- We can also offer free home energy checks
- 100% of customers are happy with our service

About the Information & Advice Service

Age UK Darlington provides an AQS accredited, free, impartial, independent and confidential one to one Information and Advice Service.

The service helps older people, their friends, relatives and carers within the Borough of Darlington to tackle a wide range of issues including General Benefit checks, Attendance Allowance, the switch from Disability Living Allowance to Personal Independence Plans, Welfare Rights, Housing, Consumer, Community Care Services and other general issues.

Last year alone this service helped its clients to claim in excess of £1.9 million of benefits they were entitled to.


The service also ensures that the target group has improved access to a range of generalist and specialist advice to meet their needs through our referral networks. The service also works holistically referring in to our other services such as Befriending, Good Friends, Activities and Care Services.

The Advice Service is delivered on an appointment basis at our town centre based Information and Advice Centre on Beaumont Street, as well as at a number of community venues around the area including Kings Church. The service also offers the choice of a home visit appointment for housebound and/or vulnerable clients.

Information & Advice Location & Contacts

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\$page->title Contact Details:

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This service operates from:

Information & Advice (Darlington)

Age UK Darlington & North Yorkshire I&A
1 Beaumont Street
Darlington
DL1 5SX

01325 357 345

Monday to Friday: 9AM - 4:30PM

Saturdays: N/A

Sundays: N/A