

As a first step, please telephone the  
Worcestershire Hub on **01905 363948**

Or call in to your local Customer Service Centre

**Bromsgrove Customer Service Centre**

Dolphin Centre, School Drive, Bromsgrove B60 1AY

**Droitwich Community Contact Centre**

44 High Street, Droitwich WR9 8ES

**Evesham Community Contact Centre**

Abbey Road, Evesham WR11 4SB

**Malvern Hills Customer Service Centre**

Malvern Library, Graham Road, Malvern WR14 2HU

**Pershore One Stop Shop**

Civic Centre, Queen Elizabeth Drive, Pershore WR10 1PT

**Redditch Customer Service Centre**

Town Hall, Walter Stranz Square, Town Centre, Redditch. B98 8AH

**Wyre Forest Customer Service Centre**

Kidderminster Town Hall, Vicar Street, Kidderminster. DY10 1DB

If you need help with interpretation or translation, this can be organised for you by calling or visiting the Worcestershire Hub.

To the best of our knowledge all information was correct at the time of printing: November 2010.

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- Are you aged 60 or over?
- Do you care for someone aged 60 or over?
- Are you sure you receive all your pension benefits and allowances?
- Have your personal circumstances changed?
- Do you need extra help in your home?

We are working together to make sure that older people and their carers claim benefits and allowances they may be entitled to.

### **We can provide help and advice about**

- Pension Credit
- Attendance Allowance
- Disability Living Allowance
- Housing Benefit
- Council Tax Benefit
- Carers Allowance
- Extra help in your home

please call **01905 363948**

### **What happens when I contact you?**

- You will be asked to give your personal details
- You will be asked which benefits you are currently receiving
- Your details may be passed to other partners for benefit checks
- You may be offered help and advice about these services

**Everything you tell us will be treated with confidence, and the information you give us will only be shared with your permission.**

**Home visits and help with filling in forms is available if needed**

### **The partners you may be referred to include**

- The Pension Service
- The Worcestershire Hub
- Housing Associations providing support to older people
- Adult and Community Care services
- Age Concern Herefordshire & Worcestershire
- Other voluntary organisations providing information and advice
- Carers Action Worcestershire – a 24 hour helpline for carers is available on 0300 012 4272

please call **01905 363948**