

DEPARTMENTAL INFORMATION

ADVICE AND INFORMATION SERVICE

Age Concern Blackburn with Darwen has been providing independent advice and information services for local older people for over 25 years. We currently provide services through offices in Blackburn and Darwen and have an established outreach advice service providing home visits and a programme of visits to community groups and venues. In addition we provide a welfare benefits service in the main Asian heritage community languages.

The 'Can We Help You' project is being funded by Blackburn with Darwen Primary Care Trust and will be delivered as part of the Advice and Information Service. The project will proactively offer holistic, wide ranging assessments covering all aspects of an older person's life to identify what services, activities and entitlements would improve their lives. The project will also aim to capture information about needs that currently cannot be met. The project will initially be developed in two areas of the Borough, piloting different delivery models.

The Outreach Advice Service offers a reactive service providing in-depth advice on specific issues, particularly including welfare benefits and care, and advice 'surgeries' at community venues.

The new post of Outreach Advice Development Co-ordinator has been created to both develop and deliver 'Can We Help You' and to manage and oversee the outreach advice service which will be delivered by the Outreach Advice Officer.

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