



## This Week At Orwell | Thursday 24th October 2024

### Pension Credit Campaign

The Department of Work and Pensions have released a new Campaign to highlight and promote Pension Credit and want to encourage anyone Pension Age who meets the eligibility criteria to apply.

This comes after the decision to change the eligibility criteria for the Winter Fuel Payment for 2024 and one of the changes is the tenant/applicant has to be in receipt of Pension Credit. Applications can be made online or via postal form and if you would like further information in regards to this, there is further information on the website GOV.UK or you are able to speak to a benefits advisor at Citizens Advice. More details over the next few pages.

### Family Support Information Event | Ipswich

The team at 'Family First Ipswich' are hosting a Family Support Information Event on Weds 30th October (11am - 1pm) at Burlington Road Baptist Church in Ipswich. The event has been created to enable families in Ipswich to find out about the range of services out there who can provide them with support in a whole range of areas. It is a free, drop in event and free drinks and cakes will be provided.

Information available on the day will be from:

- SENDIASS (Special educational needs and disabilities information and advice service)
- CAP (Christians Against Poverty)
- Realise Futures (offering a range of courses and workshops)
- Let's Talk Reading (giving away free books)

and many more.

It's a drop in event, so no need to book. For more info on 'Family First Ipswich' [please click here.](#)



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### Orwell Consultations Reminder

As you might remember from last week, these two consultations on my orwell voice open for another week, as ever there is a prize draw!

- Our decant policy- This explains our process if for whatever reason Orwell had to ask you to move you out of your property on a temporary basis or indeed longer term because of an issue like an extensive repair for example.
- Consumer Standards- issued by the regulators in April of this year and focuses on making sure we hold the correct information on our customers and how we use this information to ensure our services best match the needs of our customers.

Please follow the link below to take you to My Orwell Voice, where you can learn more about these policies and complete the surveys.

You will be required to register or sign in to take part in the survey and as ever, we are grateful for your feedback

As a thank you, be entered into a prize draw to win one of £50 vouchers.

[www.myorwellvoice.co.uk/consultations](http://www.myorwellvoice.co.uk/consultations)





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## PENSION CREDIT

# How do I apply?

**Pension Credit** could give you around **£3,900** a year, on average, to help with your living costs if you're over State Pension age and on a low income. Plus, you could get the **Winter Fuel Payment**.\*

### STEP 1

#### Check eligibility

Use the quick **online calculator** to check eligibility and how much you could get.

### STEP 2

#### Have the following information ready

- ✓ National Insurance number
- ✓ Information about any income, savings and investments you have
- ✓ Bank details

### STEP 3

#### Apply online

Visit **gov.uk/pension-credit** to apply online.

Alternatively, you can call the **Pension Credit claim line** on **0800 99 1234**.

### STEP 4

#### Wait to hear from us

**You will be notified by post** when your claim has been assessed.

Eligibility criteria apply  
\*or the equivalent in Scotland.

Find out more  
and get started.

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