

# Unlocking Essential Support for Hampshire's Older Population

Monday 15 September, 2025

Many older people miss out on financial benefits and practical support due to confusing application processes. Age Concern Hampshire addresses this through its Information Service, which provides personalised form-filling assistance and checks for financial entitlements, as well as support with schemes such as Blue Badges, for older people across Hampshire.

Supported by a team of dedicated and highly trained volunteers, the service helps with completing forms for Attendance Allowance, Personal Independence Payment (PIP), Pension Credit, and Blue Badges either over the phone or in the comfort of a person's home.

National statistics highlight the scale of the issue: in 2023, approximately 1.8 million people in Great Britain received Attendance Allowance, yet 140,000 eligible individuals did not claim it. Similarly, as of March 2024, 2.93 million people in England were entitled to a Blue Badge without further assessment, but only 2.84 million valid badges were held, indicating that many eligible individuals are not applying for this essential support. Services like Age Concern Hampshire's Information Service help bridge these gaps by guiding older residents through the complex application process.

*"Filling in forms can be overwhelming and many older people do not claim what they are entitled to," said Yvonne Hiscock, Information Services Senior Co-ordinator at Age Concern Hampshire. "Our Volunteers provide tailored assistance, ensuring individuals receive the guidance most relevant to their needs."*

Beyond form-filling support, Age Concern Hampshire's Information Service provides support and signposting on important topics such as home services, digital inclusion, foot care, and specialist support.

With the cost of living rising, this service has become more essential than ever. For older people and their families it is a lifeline, helping them access benefits and services that improve independence, wellbeing, and quality of life.

## How to Access Support

Phone: 01962 868545

Email: [enquiries@ageconcernhampshire.org.uk](mailto:enquiries@ageconcernhampshire.org.uk)

Website: <https://www.ageconcernhampshire.org.uk/our-services-hampshire/information-service/>

## Editor's Notes:

Founded in 1985, Age Concern Hampshire provide services to the older community of Hampshire. The charity currently deliver support at their Care & Wellbeing centres throughout the county, as well as Foot Care clinics, Help at Home, Information via their Information Hub, Hospital to Home Services, Community Information Volunteer Services and a variety of other activities. *Its mission is to help people 'Age well and Live well'.*

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