



Certification has been awarded to:

Age UK North Tyneside

This is to certify that the above Age UK partner has successfully met all the standards of the Age UK Quality of Advice Standard.

This was verified through the following assessments:

- **Quality of Advice Assessment** - external in-depth assessment of a sample of case records
- **'Mystery Shopping'** - three separate mystery shops of the service
- **Service Management Review** - external review of the Information & Advice Service's policies and procedures

This certification is valid until 23 May 2027

Signed

A handwritten signature in black ink that reads "Heather Stephenson".

Heather Stephenson
Head of Network
Quality and Compliance

Date 04 June 2024

ID205026 04/23