**Good Day Calls Referral Form**

The Good Day Calls service is available to people aged 50 or over, living in Lancashire (not including Blackpool or Blackburn). Launched primarily in response to the COVID-19 pandemic, the service forms part of the Charity’s overall commitment to support older people within our County who are having to remain at home during this challenging time. The service is currently offered free of charge however this may change and is at Age UK Lancashire’s sole discretion. Please be aware that the Good Day Calls Service is not an emergency or medical service.

To refer someone to the service we will need some information about the person you are referring and about you. You can refer someone to the service using this form or by calling the Age UK Lancashire Advice Line on **0300 303 1234**. Completed forms can be emailed to [**gooddaycalls@ageuklancs.co.uk**](mailto:gooddaycalls@ageuklancs.co.uk)

**About the person being referred**

Name (and what they prefer to be called): …………………………………………………....................................

Address: …………………………………………………………………………………………...............................................

Telephone (landline): …………………………………………………………………….……...........................................

Telephone (mobile): ………………………………………………………………………….............................................

Email: …………………………………………………………………………....................................................................

Do they have a call blocker on their telephone? Yes / No / Don’t Know

**About you**

Address: …………………………………………………………………………………………...............................................

Telephone (landline): …………………………………………………………………….……...........................................

Telephone (mobile): ………………………………………………………………………….............................................

Email: …………………………………………………………………………....................................................................

Please tick to confirm that the older person has agreed for us to contact them

Your relationship to the person you are referring: …………………………………………………………………………

If you are making the referral as part of your job, who do you work for?

……………………………………………………………………………………………………………………………………………………..

Do you provide a service to this person? ..........................................................................................

How did you hear about the Good Day Calls service? ........................................................................

Age UK Lancashire is committed to protecting your privacy and takes its data protection responsibilities and obligations seriously in compliance with data protection law. The personal data we collect for the Good Day Call Service will be processed under the lawful basis of our contract with you and in the vital interests of the client and in accordance with our Privacy Policy. For further information on how Age UK Lancashire processes personal data, please read our Privacy Policy which is available at <https://www.ageuk.org.uk/lancashire/privacy-policy/>

By signing this form, you confirm that all information provided is accurate, and that the person being referred has been made aware of this process.

Signature: ……………………………………………. Date: ……………………………

**What happens next:**

We need information from the person you are referring to confirm that they want to receive calls from the Good Day Calls service and schedule suitable times. We also need details of 2 contacts who have agreed to be contacted when we are unable to reach the client by telephone.

Once we have been in touch with the person you have referred, we will not share any of their information without their permission and all the information provided will be stored securely and kept confidential.