

## What is SAIL Connections?

**SAIL Connections** is the name of **Age UK Lewisham & Southwark's** quick-referral service which acts as a bridge between you and all the local services available to you. It helps you access suitable support without having to go chasing it yourself.

## What does it involve?

**SAIL checklists** can be given to or filled out on behalf of people who are over 60 and live in Lewisham. The checklist asks questions about things you might need support with, such as **health and wellbeing, social activities, fire safety and home security, living conditions and income and finances**. You just write your details at the top of the checklist and then tick the box next to the services you would like.

We have partnered up with local organisations and services (their names are written in **pink** next to each question). If you tick 'yes' to their question, they will contact you to discuss how they can help.

## What happens next?

If you have this leaflet it probably means you have completed one of these **SAIL checklists** or a professional you have been working with has filled one out with you. The checklist will have been sent to our **Age UK Lewisham & Southwark** office by post, fax or email. We have a **SAIL Coordinator** there who will give you a call to let you know we have received it. *(This might take a few days but we will get in touch!)*

Tel 020 7358 4077 | Fax 020 7378 9217

Email [sailconnections@ageuklands.org.uk](mailto:sailconnections@ageuklands.org.uk)

Stones End Centre | 11 Scovell Road | London | SE1 1QQ

The **SAIL Coordinator** will want to confirm the services you have ticked and may ask for a bit more detail in some places. They can also answer any questions you might have. Then the **SAIL Coordinator** will send a copy of your checklist to the **local organisations and services** you have requested support from. Within 6 weeks, these partners will get in touch with you by phone or letter asking how they can help.

### Worth remembering...

Sometimes one **SAIL checklist** can mean quite a lot of people getting in touch with you, and we give our partners up to 6 weeks to respond to each referral. It might be a helpful reminder for you (or the professional completing the checklist) to write below who you are expecting to hear from and why:

Who is going to contact you?

About what?

.....	.....
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....



**SAIL** should **not** be used for urgent issues as it is not an emergency service. We are here to help so if you have any questions you can get in touch with our **SAIL Coordinator** on: **020 7358 4077** or **sailconnections@ageuklands.org.uk**

Tel 020 7358 4077 | Fax 020 7378 9217

Email [sailconnections@ageuklands.org.uk](mailto:sailconnections@ageuklands.org.uk)

Stones End Centre | 11 Scovell Road | London | SE1 1QQ