**AUKLS – Southwark**

**Information & Advice referral form**

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| **Referrer details** | | | |
| Referrer name: |  | Contact details: |  |
| Organisation: |  | Date of referral: |  |

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| --- | --- | --- | --- |
| **Client details** | | | |
| Name: |  | Date of birth: |  |
| Address: |  | Phone number: |  |
| Alternate phone: |  |
| Email: |  |
| Preferred contact method and communication needs: | |  | |
| Ethnicity: |  | Gender: |  |

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| --- | --- | --- |
| **Summary of Information & Advice issues(s)** | | |
| Which of these areas of advice is the referral for?  (delete as applicable) | Benefits **YES / NO** | Social Care **YES / NO** |
| Housing **YES / NO** | Utilities **YES / NO** |
| Please briefly describe the client’s situation and the need for Information and Advice input: | | |
|  | | |
| Are there any deadlines or urgent issues? |  | |

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| --- | --- |
| **Client Authorisation** | |
| By agreeing to this referral, you accept that the information on this form will be stored electronically by us and shared with the COPSINS partners listed below. The sharing of this information enables us to check your eligibility for our services, and then support you more effectively with the issues you selected.  The COPSINS partners are Age UK Lewisham and Southwark; Blackfriars Settlement; Link Age Southwark; Southwark Carers; Southwark Pensioners’ Centre; and Time and Talents.  We also share basic information with Southwark Council’s adult social care department, so they know when we are supporting a client. We won’t share details with them of the advice and support we give you via our Information and Advice service. | |
| Has the statement above been read to, and acknowledged by, the client you are referring? *(Delete answer as appropriate)* | **YES / NO** |

**Please return completed forms to this email address:** [**ianda@ageuklands.org.uk**](mailto:ianda@ageuklands.org.uk)

**Alternatively, you can post forms to:** Information and Advice team, Stones End Day Centre, 11 Scovell Road, SE1 1QQ

**Who is eligible for our I&A service?**

We support clients over the age of 60 who live in the London Borough of Southwark.

The key areas we advise on are:

* Welfare Benefits – checking benefit entitlement; helping to make new or renewal applications; grant applications for clients on low incomes
* Housing – help with reporting disrepair and similar issues; advice on housing rights and options
* Social care – advice on options; understanding and challenging financial assessments
* Utility bills – comparing and switching energy supplier or tariff; advice on staying warm in winter

Please do not refer for other matters unless you have discussed this with the I&A service in advance.

Please note we cannot take on benefit appeals or reconsiderations, unless we already helped a client to apply for the benefit in question.

**Further guidance on criteria**

The latest updates on this service are available on our website, linked to below. You can also contact the service manager by email for further guidance – [david.colbran@ageuklands.org.uk](mailto:david.colbran@ageuklands.org.uk).

<https://www.ageuk.org.uk/lewishamandsouthwark/services/information-advice/>