**AUKLS – Lewisham**

**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 / communication needs: |  |
| Ethnicity: |  | Gender: |  |

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| **Summary of Information & Advice issues(s)** |
| What is the client looking for advice about?  |  |
| Are there any deadlines or urgent issues involved? |  |
| Does the client have access or communication needs? (we usually cannot provide interpreters) |  |

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| **Client Authorisation** |
| By signing and / or ticking this form, you accept that the information provided will be stored electronically on our database. This information enables us to check your eligibility for our service and to support you more effectively. It also allows us to monitor which groups of people we help in Lewisham and whether there are gaps in our 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**

**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 Lewisham.

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 options
* Social care – advice on options; understanding and challenging financial assessments

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.

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