

UCL INTEGRATED LEGAL ADVICE CLINIC

Dementia Advice Service Pilot Scheme

ENQUIRY FORM

If you wish to seek assistance from UCL Integrated Legal Advice Clinic (iLAC), please complete this form to the best of your ability and email it to accesstojustice@ucl.ac.uk

Please read the privacy disclaimer below for information on how we will deal with the information you provide in this form.

Privacy Disclaimer

In order to take your enquiry, UCL iLAC will need to collect some personal information from you, including your name, address, date of birth, phone number, employment status, and details about the matter you would like help with and the names of the other people involved. We need to collect this information in order to be able to determine whether we are able to assist you, and whether there are any conflicts of interest.

We will collect, process, and use your personal information in compliance with data protection laws, including the GDPR, and we will only collect your personal information if you consent to it. However, if you do not give us at least some personal information, we may not be able to take on your case as we won't be able to carry out essential checks to make sure there are no conflicts of interest which may prevent us from advising you. For more information on how UCL iLAC will deal with your personal information, please refer to our Privacy Notice, which can be found on the UCL iLAC website: www.ucl.ac.uk/access-to-justice/privacy

Please confirm your consent to the following so that we may process your enquiry:

- I understand that UCL iLAC is part of University College London, where Clinic members, including advisers, solicitors and UCL students, work on my case.
- I understand that the solicitors and barristers employed in UCL iLAC are regulated individually by their respective professional bodies, but that neither UCL iLAC nor the University are bodies that are regulated by the same.
- I understand and agree that information held about my case will be treated as confidential by the advisers, students and other members of UCL iLAC and will not be disclosed to any other person who is not a member of UCL iLAC without my permission, except as required by law, and as set out in the rules of the SRA and BRB. Such circumstances include situations where we have reason to believe someone to be at immediate risk of a serious injury.
- For data protection, GDPR and freedom of information purposes the University, a public body, holds the data contained in UCL iLAC files for this project electronically in a secure system that is accessible by UCL iLAC staff and the students who assist with this project. I understand that the UCL iLAC will retain information about me for at least 6 years after the case is closed or if my case involves a child, 6 years after the child turns 18, and that it will not keep it for longer than necessary.
- On the strict understanding that my name and any means of identifying me are not disclosed to individuals not directly involved in the work of UCL iLAC, I consent to UCL iLAC using information held about my case for service evaluation, educational and research purposes as

UCL Integrated Legal Advice Clinic (UCL iLAC)

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well as for fundraising and promotional materials for the UCL iLAC. I understand that this **pseudonymised** information may also be used in published reports, conferences, or published in journals.

- I give my consent for UCL iLAC to contact me again to discuss possible involvement in a research study; a collaboration between UCL iLAC and the UCL Dementia Research Centre, led by Professor Sebastian Crutch.

Client Name _____

Client Signature _____

Date _____

Client name (name of person who requires help):			
Is the client a person with a diagnosis, or a carer?			
Names of other people involved:		<i>Eg children, partner, school, local council, DWP</i>	
Name of person completing form (if not client) and relationship to client:			
Client Contact details	Tel:		
	Email:		
	Skype ID:		
	Postal address:		
Client Date of birth:			
Client gender:			
Year of diagnosis:			
How did you hear about us? Please tick a box.		<input type="checkbox"/> PCA Support Group	<input type="checkbox"/> PPA Support Group
		<input type="checkbox"/> Other (please specify):	
Are you or any immediate family member a student, alumni or employee of UCL?		<i>If yes, please clarify if staff or student</i>	

Brief outline of what you are seeking help with:	<i>Try to keep this information concise if possible. If you have any specific questions, please ask them here. If there are any documents you think we should see, please send them with your enquiry.</i>
What outcome are you hoping to achieve from our advice session?	<i>What is the key thing you are hoping we will be able to do for you during our advice session?</i>
Have you received any letters in relation to this issue?	<i>Who is the letter from? When is it dated? What does it say?</i>
Are there any important deadlines coming up?	<i>Eg Eviction date/appeal deadline</i>
Do you have a form you need help completing?	<i>Which form? Do you already have it?</i>
Is there anything else we should know at this stage?	<i>(E.g. Do you need an interpreter?)</i>

Please send this form to accesstojustice@ucl.ac.uk with the subject heading 'New Enquiry: Dementia Advice Service Pilot Scheme Referral'

What happens next?

Our team will review your enquiry and where possible, we will arrange an advice session with you, either via skype or in person at our office in Stratford. Advice sessions are scheduled for one hour and appointments are available every second Monday. After this session, we will write to you with a summary of our advice for you to action. Please note that at this stage, we are only able to offer advice and do not usually undertake further casework after sending you an advice letter.