**Warm Home Advisors Referral Form**

**What do the Warm Home Advisors do?**

Evidence shows a strong link between good health and wellbeing and a healthy home. If you are supporting a Plymouth resident that has energy issues, we can work alongside them, and you, to resolve it.

* We will always prioritise people who are in a ‘no heat’ situation or at risk of self-disconnection.
* We can provide mediation with suppliers, landlords and housing associations where needed.
* We can also apply for energy related grants, energy efficiency measures, schemes to tackle cold, damp homes and to maximize income.
* There ***must*** be an energy-related need to make a referral to the Warm Homes Team.

**Please send completed referral to:** [**livewell.warmhomereferrals@nhs.net**](mailto:livewell.warmhomereferrals@nhs.net)

|  |  |
| --- | --- |
| **Referrer Details** | |
| Name | Date of referral |
| Phone | Organisation |
| **Person’s Details** |  |
| Name | Date of Birth |
| Address | Phone Number:  Email: |
| Home owner/ private rental/housing association | Who else lives at the property? |
| Details of any health conditions or communication needs | |
| Current benefits  NONE | Do they have savings of over £5,000?  NO  Y/N |

|  |  |
| --- | --- |
| **What is the identified energy need of the person that the referral is for?** | |
| **What outcome does the resident want to achieve?** | |
| **Please specify any issues around hoarding and / or self-neglect** | |
| **Are other services in the city supporting? Which services?** | |
| **Safeguarding Information** | |
| **Are there any safeguarding concerns or advisories?** | **Is lone working advised against for your staff?** |
| **If you have replied ‘yes’, please give context below so we can support residents safely.** | |
| **Please confirm the following before submitting:**  I confirm that the person named has consented to this referral being made. Also, that they consent to their details and personal information being shared with Plymouth Energy Community and its Advisors so that support can be given. Data may be shared with partner organisations for the purpose of offering support, and with grant funders as part of funding requirements and evaluation. See PEC’s privacy notice.  **Resident has given Data Protection Consent:** | |
| I include a signed Plymouth Energy Community ***Form of Authority*** to enable contact with energy suppliers to be made, where needed. | |