

Energy Team Referral Form



PEC's *Energy Team* can provide FREE advice and support to people with energy issues in Plymouth.

How we help

Evidence shows a strong link between good health and wellbeing and a healthy home. If you are supporting a 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.

How help is given

- By phone on 01752 477117.
- By email to energyteam@plymouthenergycommunity.com
- In the home – we offer home visits if otherwise access to support from PEC is not possible. Please ask for an appointment with an Energy Team Advisor.
- In the community, at accessible events in the city – details are on our website and newsletter.

What we need from you as a referrer

Referrals should only be made for residents who have committed to work alongside an Energy Team Advisor to resolve their energy issues.

We aim to respond to your initial referral within 10 working days.

Referrer's Details

Referrer's name		Date of referral	
Job title		Phone	
Organisation		Email	

Person's Details

Person's name		Residential Status (select one)	Homeowner / Private tenant / HA tenant / Other
Address		Total no. of children under 5yrs	
Date of birth		Total no. of children between 5-19	
Phone		Total no. of adults under 65yrs	
Email		Total no. of adults age 65yrs or over	

Referral Details

Is the resident in a 'no heat' situation?	Yes/No
If no, what is the <i>main</i> energy-related need?	Cold / damp / incorrect bills / high bills / energy efficiency measures / fuel debt / meter issues / tariffs / other (please state)

PEC Trust trading as Plymouth Energy Community. Registered Company 11569012.
Registered Charity 1183711. Registered address Ballard House, Plymouth, Devon, PL1 3BJ.

Working alongside



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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?	
Further Context: Please put any further details here:	

Safeguarding information – this must be filled in before we can accept your referral

Are there any safeguarding concerns or advisories?	Yes/No
Is lone working advised against for your own staff?	Yes/No
Is the resident working with probation?	Yes/No
Is there a Multi-Agency Public Protection Agreement in place for client (MAPPA)?	Yes/No
Are there any concerns that may impact our ability to enter the home safely? (building works, disrepair, people staying in home, pets, smoking).	Yes/No
If you have replied 'yes', please give context below so we can support residents safely.	
Further Context: Please put any further details here:	

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 also with grant funders as part of funding requirements and evaluation. See PEC's privacy notice.	
Resident has given Data Protection Consent	Yes/No
I include a signed Plymouth Energy Community <i>Form of Authority</i> to enable contact with energy suppliers to be made, where needed.	Yes/No

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