



Professional referral guidance

This document provides additional support and guidance for partners using the professional referral route to refer clients into Leicester Energy Action.

Fuel Poverty

Fuel poverty is hurting thousands of people across the city. Made worse by the cost-of-living crisis, people are finding themselves having to make dreadful decisions between spending on energy and spending on other living essentials. This is resulting in mounting energy debt, and a range of serious but avoidable health impacts.

The Fuel Poverty Programme is a partnership between Leicester City Council and National Energy Action, funded by the NHS. It aims to tackle fuel poverty in the city through four key workstreams: Advice, Training, Education and Outreach.

"Thanks to you now my gas bill is affordable. £100 per month instead of £70 per week"

Advice Service

The Advice Service provides meaningful, detailed energy advice for everyone - via professional referral, supporting people with fuel/water debt, safeguarding, and keeping their homes warm.

There are no criteria for receiving support from the service.

Please contact Rumaysa.Jassat@leicester.gov.uk for any further information, support, or to give feedback.

Right-click on the lightbulb to start a new referral to Leicester Energy Action



Resources

National Energy Action, our partners in this project, have been fighting against fuel poverty for over 40 years.

You can access a wealth of resources and articles on their website at www.nea.org.com including:

- Access to webinars
- Articles
- Guidance
- Home Energy Checklist
- How-to leaflets
- Damp and condensation advice

Top four points of guidance

Below is a set of four points of guidance to help you with making referrals.



Energy Advice - managing expectations

As well as supporting the client through their core issue, whether that be a cold home, damp and mould problems or managing fuel bills etc., the team will also give them general energy advice. Let your clients know this when you make the referral.



Attaching Documents

We want the referral form to be as quick and easy to complete as possible. Our avid testers report that a referral can be completed in under 3 minutes! However, you will notice that there are sections available for you to be able to upload documents.

If the client has any evidence, for example a supplier letter or bill with account their number showing that you're able to access and upload, this can be helpful in moving a case forward.

Please also get consent for data sharing of personal information and documents of evidence.



Let us know what's happening

In the free-type narrative box, please let us know broadly what type of advice the client has already received and if any other referrals have been made (i.e., for top vouchers, debt support, wellbeing support etc.)

Please feel free to add any information about the client that you think will be useful for the energy advisors.



Feel free to ask for updates

If you want an update on a case, feel free to get in touch. So long as the client has given permission for us to share info, we'll be happy to keep you informed.

The energy advisors may also contact you if they need more information on the referral or can't get in touch with the client.
