

Case study

National Partnership – Working with Macmillan Cancer Support

Background to the project

Home Energy Scotland (HES) approached Macmillan to enquire about opportunities to work together in partnership so that their clients could benefit from HES' advice and support.

HES was already working closely with Macmillan in some parts of Scotland, and wanted to establish a national referral mechanism so that as many people living with cancer could be supported as possible.

Macmillan is a large client facing organisation with many different advice services.

HES and Macmillan have agreed to work in partnership so that their Benefits Advice Centres can refer people onto Home Energy Scotland for energy advice and support. The Macmillan Benefits Advice Centres are a network of local partnerships and are positioned within Citizens Advice Bureaux and Local Authorities.

Macmillan Benefits Advice Services

Living with cancer may have an effect on the finances of that person and their household, family and/or friends.

Macmillan helps people living with cancer maximise their income by ensuring that people are aware of all the financial help which is available to them.

Macmillan does this through their network of Macmillan Benefit Advice Centres.

People with cancer may need to have their heating on for longer and/or at a higher temperature and they may also need to spend more money on electricity to use medical equipment within their home. It is therefore really important that patients know of the support which is available to them through HES.

The Macmillan Benefits Advice services offer help through home visits and telephone advice and cover all levels of information, from form filling to advocacy and tribunal representation.

Advice is offered on other issues such as debt, housing, employment, transport etc. as well as welfare benefits.



How to Macmillan staff refer their clients to Home Energy Scotland?

Macmillan refers clients to Home Energy Scotland who indicate that they may be:

- struggling to heat their home
- worrying about their fuel bills
- interested in whether there may be any help or grants available to them through the Home Energy Efficiency Programmes for Scotland (HEEPS)
- interested to receive advice to manage their heating costs

Successes and on-going partnership work

So far, 8 Macmillan Benefits Advice Centres are set up on the Home Energy Scotland referral portal, and HES are in the process of setting up all of their advice centres on the portal.

Using the portal will allow Macmillan to see the outcomes for clients whom they have referred to HES.

For more information on the project please contact:

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