

PARTNERING WITH HOME ENERGY SCOTLAND

HOME
ENERGY
SCOTLAND

Home Energy Scotland is a free energy advice service funded by the Scottish Government and managed by Energy Saving Trust. We deliver impartial telephone and face-to-face energy advice directly to households across Scotland.

We also work closely with partners, who refer clients to us. We partner with more than 1,000 organisations; from local energy advice services to the NHS and Scottish Fire and Rescue.

Our aim is to remove householders from fuel poverty, which negatively affects physical and mental health. Lack of mobility or other health issues can mean that people need to heat their home for longer and to a higher temperature than normal. For many, this can be too costly, resulting in debt and further ill health or choosing between heating and other essentials.

By referring people you work with to us, you're helping them towards:

- lower energy bills
- a more comfortable and healthy home
- a lower carbon footprint.

energy[®]
saving
trust

 **Greener
Scotland**
Scottish
Government

WHY PARTNER WITH US?

We help people to:

Save money

We make householders aware of how they can reduce their energy costs, and check what other help they could get. Thousands of people in Scotland have already saved money by making simple changes to reduce their energy use, switching supplier or tariff or taking advantage of discounts and benefits.

Make their home warmer and more comfortable

Depending on circumstances, some households receive free or subsidised insulation, draught-proofing or even a new heating system.

Reduce their carbon footprint

Saving energy, using renewable energy and sustainable transport all helps to reduce CO2 emissions.



WE'RE HERE TO HELP YOU

Based at each of our five advice centres, our community liaison teams can:

- help you and the people you support with over-the-phone and face-to-face advice and, where required, home visits
- deliver advice surgeries and presentations within your organisation
- supply resources and training for your events
- work with community groups to develop energy efficiency projects
- support you to make referrals through the Home Energy Scotland Referral Portal.

The Home Energy Scotland Referral Portal: a simple and secure referral system

Designed to make the process of referrals quick and easy for our partners, our online portal lets you make a referral at any time, with any device.

As soon as you input the request, a notification is sent to our advice centre who can contact the householder.

The portal adheres to all data protection requirements and securely transfers all information. It also lets you track the progress and outcomes of each referral you make.

Give us a call to find out more.



HOMEENERGYSCOTLAND.ORG
0808 808 2282
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FUEL BILLS GIVING YOU THE SHIVERS?

Let us show you ways to make your home warmer and more energy efficient. Speak to us here today or call **0808 808 2282**.

WHAT HAPPENS WHEN WE GIVE ADVICE?

Our trained advisors talk people through how to make their homes warmer and reduce their energy costs. We can also help people save money and potentially increase their income through:

- access to funding
- checking they are receiving the right benefits.

We want to make sure that our customers get the best possible advice based on their own situation. To do this, we'll ask for information about them and their home so we can detail all of the options available to them so they can make an informed choice. This means the length of the discussion can vary, depending on different people's situations.

Our advisors will clearly set out how we can help. We'll also detail what information we'll need and discuss how we keep this information secure.

We'll ask customers a series of tailored questions so we can:

- give advice that's relevant to them, and which helps people decide on any actions to take
- discuss the options and support available, so people can make the right choice
- link householders to other services, like benefits checks, tariff support or possible funding.

After we've given the advice, our customers will have very clear information on what's available for them and the next steps they can take.



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WHAT WE DO – IN MORE DETAIL

Free, impartial energy saving advice

We are a network of advice centres covering all of Scotland. Our expert advisors offer free, impartial advice on energy saving, renewable energy, sustainable transport, waste prevention and more.

Funding for home energy improvements

We manage local and national energy efficiency programmes that provide free or subsidised energy saving home improvements for those who qualify. Our advisors work out what support is available to each household by using information about the home and the people who live there. They can arrange referrals to trusted schemes.

Home visits

If you refer someone to us who is unable to speak to an advisor by telephone, or who needs to have a family member or carer present to help them, we can offer home visits.

Income maximisation

We can refer clients for a benefit and tax credit check, as well as for a check that they're on the cheapest tariff for them. We can also check if they are eligible for any fuel bill discounts.

Renewables and solid wall insulation advice for homeowners and landlords

We offer specialist advice for homeowners thinking about renewable energy, or wondering how to improve homes with solid walls. We also help private landlords identify how best to improve the homes they let.

Green Homes Network: discover one near you

The Green Homes Network shares stories from homeowners who have made sustainable, energy-efficiency improvements to their homes. More than 1,000 properties across Scotland make up the network and homeowners thinking of making similar improvements can arrange to visit or speak to the members.

Sustainable transport

We offer sustainable transport advice to individuals and organisations on driving more efficiently, choosing more efficient cars with lower carbon emissions, and using the car less. We also provide impartial advice about electric cars and can explain what funding is available to support drivers considering switching to electric.

Event support

We can host advice surgeries and deliver presentations on a variety of topics. We can also provide information stands and speak at your events.

Community groups

We work with community groups to advise individuals, take part in energy information events, help subsidise fuel-efficient driver training and co-ordinate our services with local projects. We also work alongside Local Energy Scotland who help community groups develop renewable energy generation projects.

Community buildings, businesses and other organisations

We work with Resource Efficient Scotland to advise businesses and other organisations on energy use, renewables, water efficiency and waste management.

WORK WITH US

We're keen to partner with health professionals, advice providers, community organisations, employers and other groups on projects that aim to tackle fuel poverty and reduce carbon dioxide emissions.

GET IN TOUCH

To discuss opportunities to work with Home Energy Scotland contact your community liaison team free on **0808 808 2282** or email **HES_Partnerships@est.org.uk**



HAPPY TO TRANSLATE

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0808 808 2282
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Home Energy Scotland advisors are available Monday – Friday 8am to 8pm, and on Saturday from 9am to 5pm. This information is available in translation, in audio and in large print or braille on request. Call us on 0808 808 2282.