



Referral Form to National Energy Action (NEA)

Consent statement (to be read to service user before making a referral to NEA):

We need your consent to be able to make a referral for energy advice to National Energy Action (NEA). NEA is a national energy efficiency charity and the energy advice provider. NEA will use your details to contact you to provide tailored energy advice, signpost nationally available services and/or make referrals to other organisations to help meet your needs. Your contact and personal details will be held confidentially and securely by NEA.

Please be advised that NEA is required to collect anonymised data for project reporting purposes to evaluate the effectiveness of the services provided. NEA will not share your personal details or data with any other service providers unless you give express consent for us to act on your behalf and/or make a referral for assistance. NEA is a data controller registered with the Information Commissioners Office Reg. No Z847023X in 2017/18. We operate a vulnerable person's policy and reserve the right to inform necessary agencies should we believe that someone is at risk.

Client consent:

"I acknowledge that a referral is being made to NEA for energy advice/ bill management support and I consent to my personal details being used for NEA to contact me directly"

Client name (BLOCK CAPITALS): _____

Client signature: _____ **Date:** _____

(Note: NEA will make 3 separate attempts at a call back – if no response the referral will be returned to the referral partner.)

Organisation Name: (e.g. RBL or SSAFA)	
Referee Name:	
Email/Phone:	
Client Contact Details:	Address:
	Postcode:
	Contact Telephone(s) and/or email address:
Details of referral: <i>(Note reason for referral and needs where known. If NEA needs to contact someone acting on behalf of the service user (such as a carer note their contact details here)</i>	
<p>If you've only spoken to the service user by phone please sign to confirm that the above consent statement was read to the client and verbal consent obtained:</p> <p>Referral Partner Signature: _____</p> <p>Name (Block Capitals): _____ Date: _____</p>	

Please forward this consent form to forcesforwarmth@nea.org.uk