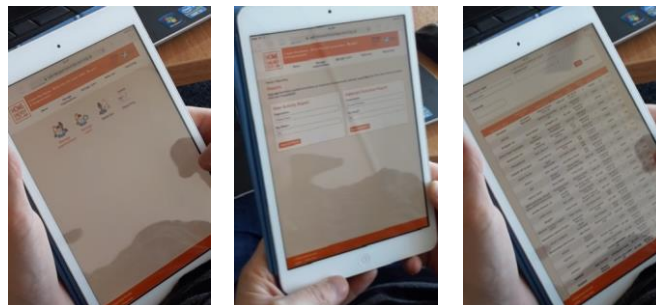


Home Energy Scotland Referral Portal

The Home Energy Scotland Portal is an easy way for partner organisations to refer households to Home Energy Scotland for energy saving advice. It is secure, online, and works in real time to put the householder's details directly into Home Energy Scotland's database to follow up.

Once advice has been given to the householder, and referrals made to any of our trusted schemes to help with energy saving or income maximisation, the Portal shows those outcomes in the **Referrals Outcome** report.

Partner organisations can monitor how much their Users are using the Portal, by viewing the **User Activity** report.



What are the benefits of the portal?

- Hosted on a website with its own URL: hespartnerships.est.org.uk
- Accessible using computer, tablet, and smartphone (if connected to internet)
- Partners can make referrals directly, at a time that suits
- Personal information is transferred securely
- The referral is entered directly into the Home Energy Scotland database for an advisor to contact the householder immediately, providing a fast service for the householder.
- Data Protection is covered when an organisation signs up to use the portal, and for each referral, without the need for extra consent forms.
- Partners can log on and view the referral outcomes for their clients/customers, for up to a year after the date of the referral, without the need to contact the advice centre.
- This provides a better service for the householder, and for the Partner, and reduces admin in the advice centre, releasing staff to support more householders