

# **AWARM, Health Practitioners and Social Care Partnerships That Work**

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North West Domestic Energy Alliance

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# Aims of Workshop

- To know and understand how AWARM operates
- To gain an understanding of the problems associated with a referral mechanism
- To gain an insight into cross sector partnerships and how stakeholder's expectations differ



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# The AWARM Process



AWARM co-ordinator trains health and community workers



Worker makes home visit and identifies need for AWARM services



AWARM co-ordinator refers client by fax, post or e-mail



AWARM co-ordinator receives referral and assesses circumstances



Co-ordinator contacts client with their referral to appropriate partner agency



Energy grant



Benefits advice



Fire Service



Debt advice



Warm Front



Energy advice



Co-ordinator keeps regular contact with client to check on progress of referral



Fuel Poverty alleviated in household

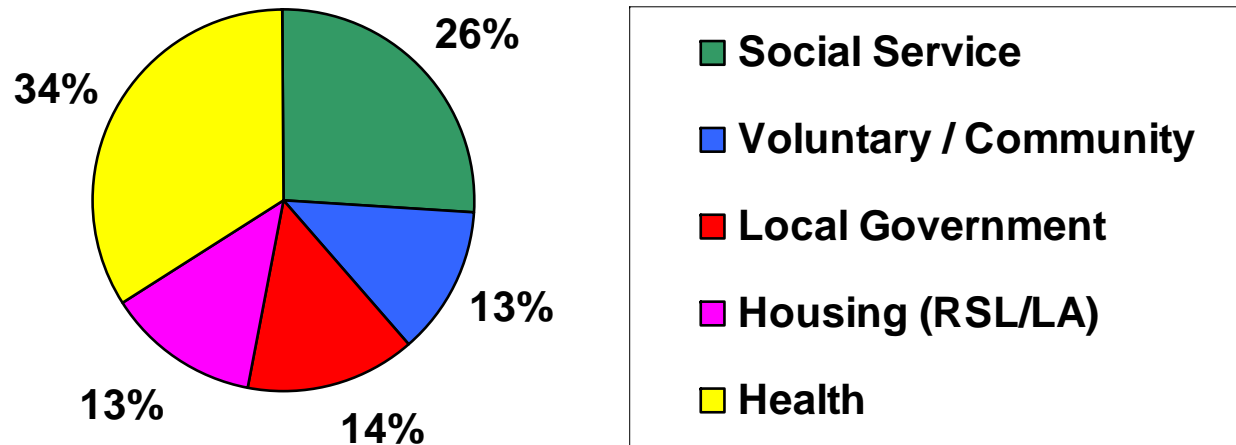


Co-ordinator lets referrer and local authority co-ordinator know how client has benefitted from AWARM referral



## Cross Sector Working

- AWARM train frontline staff across all sectors



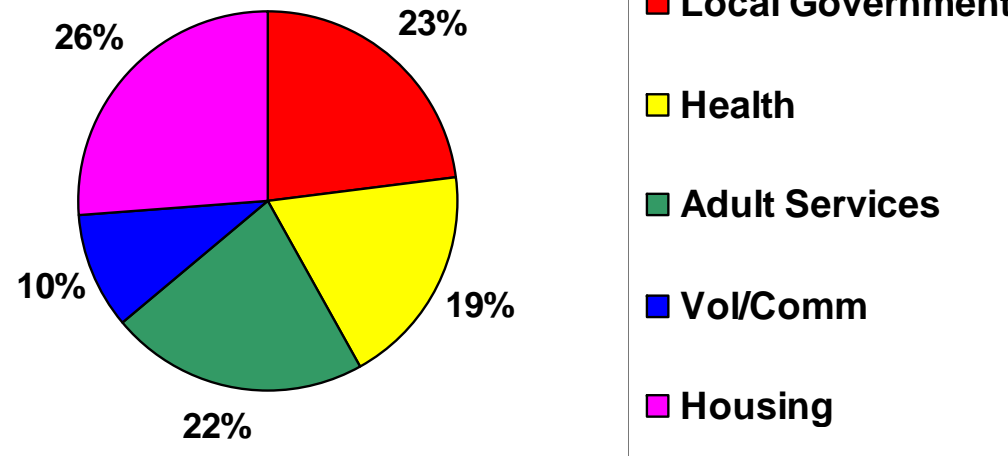
- AWARM representative at each Affordable Warmth /Fuel Poverty Steering Group
- Wide range of attendees at Steering Group meetings



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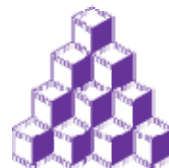


# Who's Referring to AWARM?



Working in close partnership with all sectors ensures the vulnerable person in fuel poverty is able to gain access to services they are entitled to; piecing together the jigsaw of services that are available

**AWARM**



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# Case Study

- In pairs – read the case study in your packs together
- Next, discuss what would you do help this person? Who would you contact to start the referral?

----- 5 MINUTES -----



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## Case Study

- Central Heating repairs/replacements from Warm Front
- Home insulation grants through CERT
- Benefits check from Welfare Rights or CAB
- Debt advice from CAB or Age Concern
- Home repairs from local agencies
- Fire Service/Age Concern for Home Fire Risk Assessments
- Energy supplier and charity trust funds available
- Energy Efficiency Advice from the local ESTac



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# Issues involved with providing a referral mechanism

Discuss problems that may arise under the following sub headings

- **Set-up – referral processes**
- **Partnership working – relationship building**
- **Training and Referrals – booking in training**
- **Referrals – self referrals**
- **Management – feedback**



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# Issues involved with providing a referral mechanism

## Set-up

- Different referral processes
- Data protection issues
- Stakeholder buy-in
- Service Level Agreements
- Formulating pathway lists



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# Issues involved with providing a referral mechanism

## Partnership working

- Relationship building
- ICT systems and management
- Stakeholder expectations



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# Issues involved with providing a referral mechanism

## Training and Referrals

- Contacting the appropriate frontline staff/teams
- Booking in training sessions
- Converting training to referrals
- Differentiating training sessions to different agencies
- Refresher training
- Distinguishing vulnerable clients v. able clients
- Self referrals and inappropriate referrals



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# Issues involved with providing a referral mechanism

## Management

- Reporting
- Targets
- Regular feedback to referrers



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# **How does AWARM work with Health & Social Care?**

**Leesa Kahraman, Health Development  
Specialist, Bolton PCT**

**Nicola Shore, Neighbourhood Care  
Network Coordinator, Adult Services,  
Oldham MBC**



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# Thank You... Any Questions?

## Further Information or Enquiries?

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advice centre 0800 512 012



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