

SEPTEMBER 2024

Newsletter

HEAT X OCTOPUS contract

Welcome!

September 2024

Hello everyone, we are delighted to have relaunched our fantastic relational mentoring service for HEAT! Sarah and Kate are excited to have been joined by Heather and Ann on the Partnership Team and the four of them have been working hard, in both engaging new partners and reengaging with existing partners. They have also been conducting lots of Teams Meetings and have started attending events across England and Wales.

We hosted our Relaunch Webinar last week. This was a great opportunity for existing partners to hear about how we are getting on with the project. It also gave us a great chance for potential new partners to hear about this wonderful service. Following on from this, we are delighted to share the following details for our next 3 webinars. Please sign up if you haven't already had the chance to attend! Looking forward to seeing you there:

Oct 8 2 pm - 3 pm: [October Webinar](#)

Nov 5 11 am -12 pm: [November Webinar](#)

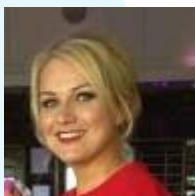
Nov 27 2 pm- 3 pm: [Winter Webinar](#)

Referrals are beginning to come in more steadily and we have engaged with several new partners over the last couple of weeks. Please keep them coming, our aim is to support 5000 households by the end of January 2025.

Referral Link: [Octopus Referral Form \(office.com\)](#)

Thank you for the continued support!

HEAT Partnership Team



Julie-Anne Dillon

Ops Manager

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Kate Merrick

Team Lead

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Sarah Kelly

Partnership Exec

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Heather Coulthard

Partnership Exec

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Ann Nye

Partnership Exec

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Referrers SO FAR



CUSTOMER FEEDBACK

'This has made me confident in my energy usage but in also advocating for myself'

'Since I have spoke to you, people have been coming up to me saying I am noticeably more happier. Thank you so much for your help!'

CASE STUDY-THIS IS WHAT RELATIONAL MENTORING



LOOKS LIKE

- Lee's customer had been diagnosed with cancer.
- Her finances had overwhelmed her, and she owed £1200 to her fuel provider
- The Wise Group approached her supplier, and it was discovered she had a faulty meter.
- Her meter was reset to £0 and a manageable direct debit plan set up.
- Her dignity, security and hope were restored.

Wise Group Mentor- Lee

GALLERY



Sarah and Megan – Langworthy Cornerstone



Sarah, Ann and Marc - Relaunch Webinar