**Utility Top-Up Request**

**Information**

* Vouchers can only be used for people on pre-payment meters / keys
* If vouchers are required to cover both gas and electric the combined value cannot not exceed £98 for families £70 for couples / other households, and £40 for single person households. If Electric only is required a voucher for the total amount can be issued.
* Vouchers will be issued showing name and address and **ID will be required when the voucher is presented at a shop offering PayPoint facilities.** If your client doesn’t have ID showing their current address, please advise us in the covering e-mail.
* **British Gas customers** are unable to use PayPoint so will receive a Post Office voucher.
* We prefer to issue vouchers by e-mail. If your client doesn’t have an email account we can post, but it can take up to 4 days for these to be received.

**Referrer Details**

|  |  |
| --- | --- |
| Organisation (and team) |  |
|  |  |
| Contact name |  |
|  |  |
| Phone no. |  |
|  |  |
| Email |  |

**Client Details (please complete ethnicity details on next page)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| First Name |  | | Last Name |  | |
| Phone number |  | | Date of Birth |  | |
| E-mail address  (for voucher issue) |  | | | | To be posted |
| **Address including post code** |  | | | | |
| Household Type | Family | Couple | | Single Person | |
| Number of adults |  | Number of Children | |  | |
| DOES ANYONE IN THE HOUSEHOLD HAVE A DISABILITY? \* YES  NO | | | | | |
| Supplier for Elec |  | Supplier for Gas | |  | |
| Elec amount\* | £ | Gas amount\* | | £ | |

*\*see limits in notes above*

**Vulnerability (tick all that apply)**

Financial hardship (e.g. delayed benefit claims or appeals)

Age (elderly or frail)

Family circumstances (e.g. dependent children under 5 or pregnancy)

Mental illness/disability

Physical health/disability

Other short-term crisis for which they are receiving support

**Reason for Referral**

**Please give details of the support you are giving to the client**

Please ensure the form is fully completed. You must ensure the details are all correct before submitting the form (spellings, addresses and energy supplier) as we are charged for every voucher issued regardless of whether it’s cancelled or redeemed.

We will endeavour to process requests received by 1.30pm on the same working day, but this does depend on demand. All requests will be dealt with in order of receipt.

Please e-mail completed forms to [welfare@scratchcharity.co.uk](mailto:welfare@scratchcharity.co.uk)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Asian or Asian British - Bangladeshi | |  | Asian or Asian British - Indian | | | |
|  | Asian or Asian British - Pakistani | |  | Asian or Asian British - AnOther Asian Background | | | |
|  | Black or Black British - African | |  | Black or Black British - Caribbean | | | |
|  | Black or Black British - Other Black Background | |  | Chinese |  |  |  |
|  | Mixed - White and Asian |  |  | Mixed - White and Black African | | | |
|  | Mixed - White and Black Caribbean | |  | Mixed - Any Other Mixed Background | | | |
|  | White - British |  |  | White - Irish |  |  |  |
|  | White - Any Other White Background | |  | Any Other |  |  |  |
|  | Not Known/Not Provided | |  |  |  |  |  |

\*The definition of disability and disabled people aligns with the definition in the Equality Act 2010. Therefore, a disabled person is someone who has a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on their ability to do normal daily activities.

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