

item 8



Take practical action on fuel poverty with Groundwork.

✉ greendoctor@groundwork.org.uk
🌐 www.green-doctor.org.uk



Who are the Green Doctors

- Energy advisors aimed at reducing energy costs and helping with energy and bill related issues.
- Raise awareness of how energy is used in the home.
 - Appliances
 - Habits
 - Heating
- Fit easy measures.
 - LED light bulbs
 - Radiator foils
 - Remote plugs
 - Draught proofing
 - Chimney balloons

- Help with bills and metering issues
 - How to read a bill
 - Incorrect bills
 - Energy debt and payment plans
 - Capped or wrongly assigned meters
- Refer on to other agencies and partners
 - Council
 - Age concern
 - Welfare support
 - LEAP
 - Any other agency

Council Projects

- Crisis and Resilience Fund
 - Support for vulnerable residents
 - Emphasis on young carers and their families
 - No strict eligibility criteria
 - Advice, easy measures and some appliances

National Projects



WHD Projects

- Warm Homes Discount industry initiative funded by energy companies
- LEAP works with a wide network of referral organisations who will refer anyone who is in (or at risk of falling into) fuel poverty.
 - £16m from 10 energy companies
 - Advice and easy measures
 - Small appliances
 - White goods
 - Boiler scheme
 - Income Max referral
- Eligibility criteria – Means tested benefit, health conditions, income based below £31,000

Digital Doctor Project

- Aimed at digital poverty and awareness
- Digital poverty means lacking the necessary skills, devices, or affordable internet to fully participate in the online world.
 - Incorporated to a Green Doctor visit
 - Social Tariffs
 - Databank Access – 25 GB O2 SIM or 40 GB Vodafone SIM
 - Online accounts help
 - Energy supplier app help
 - Banking app - help and guidance
 - NHS app – help and guidance
 - Budgeting forms and online budgeting tools

Home Visit

- Building and Insulation
 - Check and explain EPC
 - Check wall types and discuss insulation
 - Check and discuss loft insulation
 - Refer for retrofit visit if appropriate
- Heating
 - Give guidance on the heating system and controls
 - Discuss how to heat the home
 - Obstructions to radiators
 - Referrals if needed

Home Visit

- Billing and Finances
 - Discuss the Price Cap
 - Discuss WHD and winter fuel allowances
 - Explain bills and help with billing issues
 - Help set up payment plans
 - Discuss the Social Water Tariff and assist in applying if needed
 - Explain the energy tariffs and payment methods and how that affects the bill
 - Help switch suppliers, tariff or payment method
 - Meter issues
 - Discuss Smart meters and explain benefits and help with IHDs
 - Any other financial issues and possible referrals

Home Visit

- Vulnerability
 - Check for smoke alarms and make referrals
 - Check for carbon monoxide alarms, raise awareness and issue alarms
 - Discuss the PSR and apply if needed
 - Record any safeguarding issues
- Discuss behavior changes
 - Washing clothes
 - Drying clothes
 - Standby
 - Oven usage
 - Turn off lights
 - Washing up
 - Washing hands in cold water

Home Visit

- Easy Measures
- LEDs

- B22



- B15



- E27



- E14



Home Visit

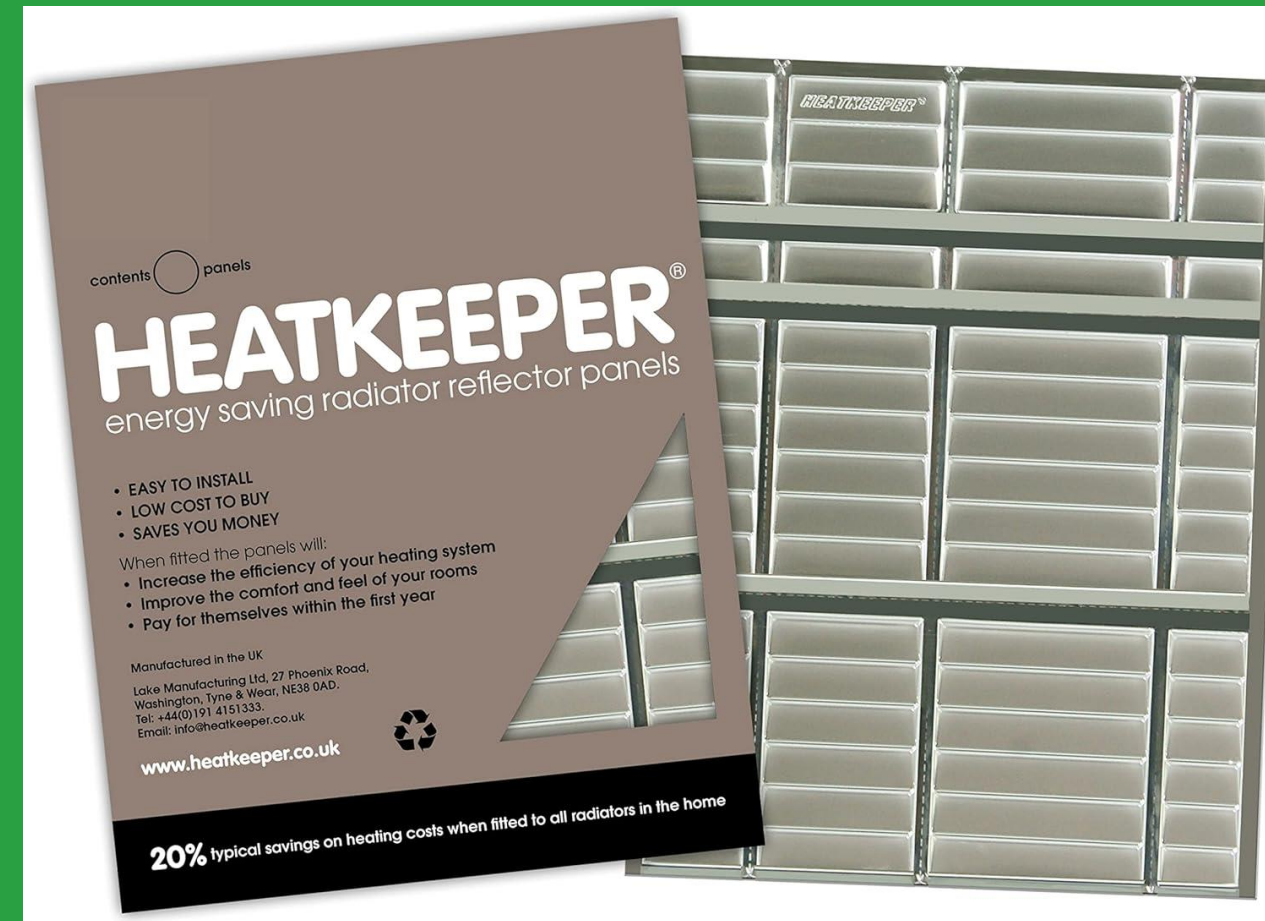
- GU10



- G9



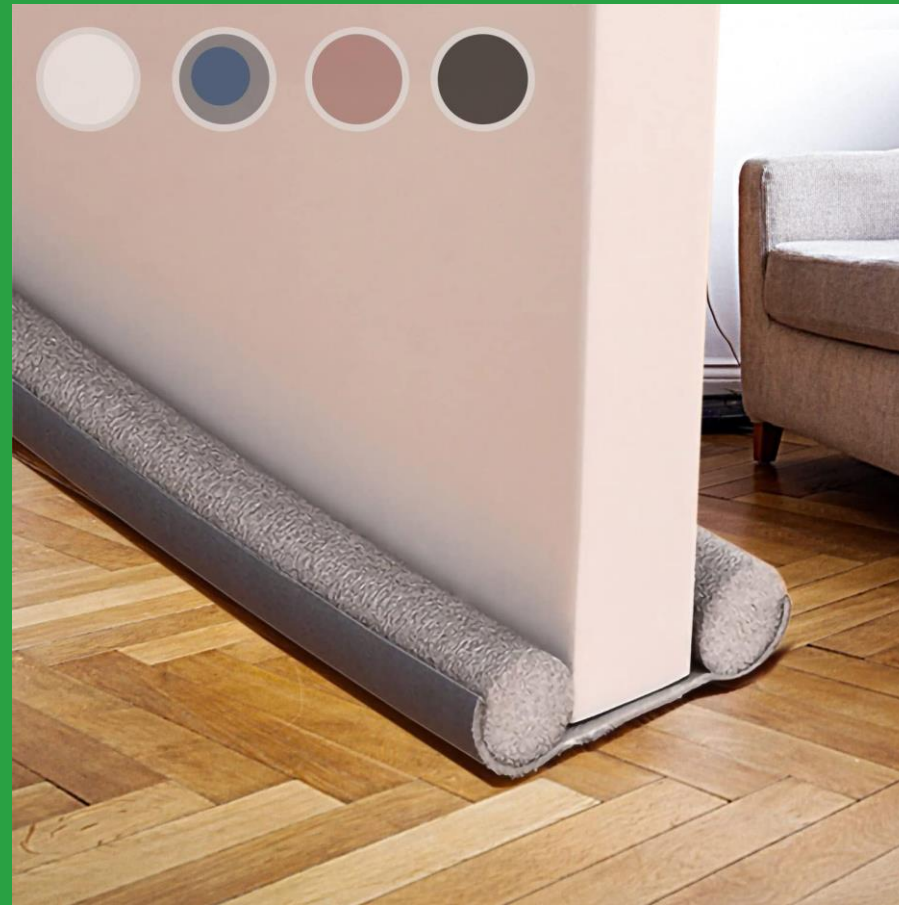
- Radiator foils



- Remote plugs



- Draught proofing
 - Strips
 - Under door draught excluders



• Appliances – Crisis and Resilience Fund

- Air fryers – reduce cooking bills and energy use
- Heated airers – reduce tumble dryer use
- Dehumidifiers – for damp and mould situations and can also aid drying
- Slow cookers – to reduce cooking bills and energy use
- Electric blankets - heating the bed for those not able to heat the home
- Electric throws – heating the person when they are not heating the home
- White goods – fridge freezers
 - From the LEAP scheme – eligibility criteria

WHEN TO CALL A GREEN DOCTOR



Are you:

Struggling to pay energy bills



Finding it hard to manage fuel debt

Worrying about keeping warm or choosing between eating and heating

Feeling that your home is cold, damp or draughty

Suffering from respiratory problems e.g. asthma or a persistent cough

WE CAN HELP

Get in touch with us via the details in the caption



**GREEN
DOCTOR**





**GREEN
DOCTOR**

Frequent questions

**Can I make a referral
for someone else?**

Absolutely!

**There will be an option on the
referral form to state that you
are referring someone else.**

**Please just ensure that you have
the correct contact details of the
person so we can get in touch
with them.**



ARE YOU FINDING IT HARD TO KEEP YOUR HOME WARM BECAUSE OF THE COST OF ENERGY BILLS?



Scan the QR code for more info:



Groundwork South and North Tyneside Charity reg number 1007918

We understand the challenges of living in a cost-of-living crisis and have already visited thousands of people.

Our Green Doctors are trained energy-efficiency experts that help North and South Tyneside residents stay warm, healthy, and save money on household bills.

We offer free, impartial advice to help you take control of bills, reduce energy waste in your home, and give you further support. This could be signposting or onward referral for emergency fuel or food, mental health support, debt advice, applying for benefits, grant funding, and more.

The advice we give to you is always bespoke to your situation. It is completely FREE as we are fully funded. It is available to people of any age and background, whether you own your home, rent, or are a council or social housing tenant.

On average, a household can save £325 a year by following the advice given by the Green Doctor!

To find out more and refer yourself
or someone else scan the QR code



You can also call our Green Doctors:

Phil – 07587 136525 David – 07808 321958

Robert – 07929 673122

or email them at: greendoctorstyneside@groundwork.org.uk



Are you eligible?

You may be **eligible** for the LEAP service if one of the below apply:



You have a **low income**



You receive **universal credit**



You receive **housing benefit**



You receive an **income or disability related benefit**

0800 060 7567*
Freephone to book your appointment, or apply online:
applyforleap.org.uk

*Freephone available between 08:45 - 17:30 Monday to Friday



The Energy and Money Saving Service

Free
for local
residents

LEAP (Local Energy Advice Partnership) is a completely **FREE OF CHARGE** service, to help reduce your energy usage and keep you warm and cosy.

How it works

If you are eligible, one of our friendly, qualified advisers can:



Check your energy bills to ensure you are not paying too much for your energy.



Give you **hints and tips** to **reduce the amount of energy you use** and ensure your heating system is set up to keep you warm and save money.



Refer you for further **funded improvements to keep your home warm** e.g. insulation and heating systems.



Provide **FREE**, simple energy saving measures, which can save the average household **£30** on their energy bills a year.



Arrange a **FREE** appointment to help with benefits, debt and other money problems.





FREE INDEPENDENT ENERGY ADVICE SERVICE

Groundwork's Green Doctors help UK residents **stay warm, stay well, and save money** on household bills.

www.groundwork.org.uk/greendocor

*Subject to eligibility