

Green Doctors

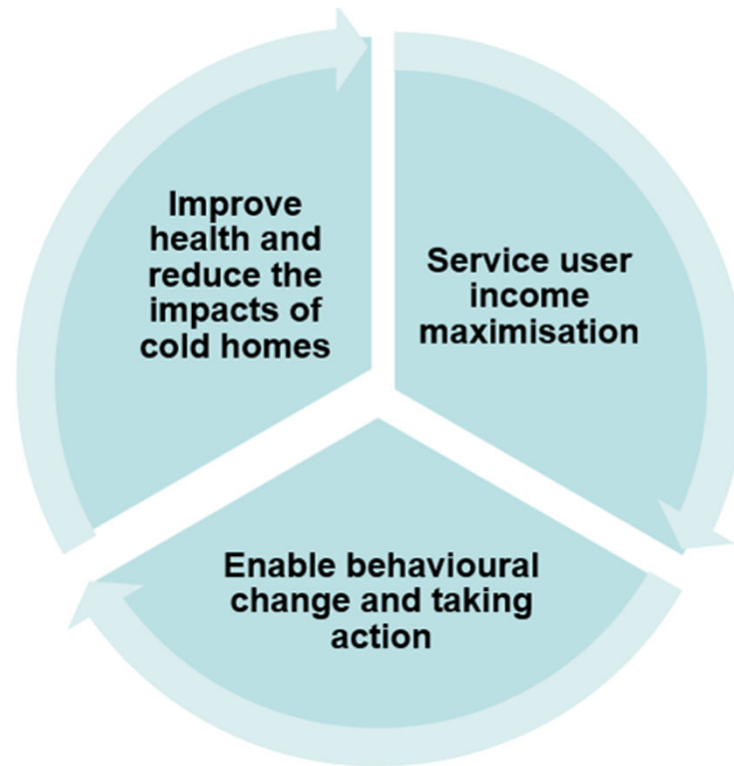
Part of the community charity, Groundwork London, *Green Doctors* are a team of expert energy advisers. For 15 years the *Green Doctors* have been helping households in London save money, stay warm and improve energy efficiency at home.

We work in partnership with London Boroughs, Housing Associations and other organisations to deliver **free phone consultations/home visits** where we *give advice on bills and provide referrals to further services to improve health and well-being of residents.*



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Green Doctors: Our aims



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Health impacts of living in a cold home

Body's reaction to cold living spaces

- The body burns excessive levels of calories to keep itself warm – more hunger
- Healthy people more likely to develop health conditions and worsen existing conditions
- Reduced immunity to viruses – immune system compromised
- Cardiovascular illness, e.g. coronary heart disease, stroke, hypertension
- Respiratory illness, e.g. seasonal flu, COPD (chronic obstructive pulmonary disease), asthma attacks

Black mould spores caused by condensation

- Respiratory complications-persistent cough, allergic reactions
- Skin rashes
- Potential link to chronic fatigue syndrome

Other risks

- Poor mental health
- Impacts cognitive function
- Increased risk of falls

Other impacts of cold homes

- Households have to make tough decisions about where to spend their income, e.g. choosing between heating and eating
- ‘Spatial shrink’ - households turn heating off in some rooms, sometimes to one room only
- Stress and anxiety about unaffordable fuel bills
- Social isolation - less willing to invite friends and family to home
- Children struggling to complete homework

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What advice is available?

- Personalised advice on energy bills
- Energy saving tips, encouraging behavioral change

- Financial help:

Supporting residents applying to discounts or other benefits they may be entitled to:

- *Warm Home Discount (£ 140 on-off payment electricity bill)
- *Water Help (50 % discount on water bill)
- *Water Sure (to cap the water bill)

- **Priority Service Register** – a free utility support service to help people in vulnerable situations



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What advice is available?

- Explaining how **smart meter** could help to save energy and money
- Fuel debt management – Providing energy and water **debt advice** and supporting residents to **access grants**
- Help to apply to larger grants to improve home and heating efficiency (eg, boiler replacement, insulations, etc)
- Delivering/installing free energy-saving items such as draft proofing strips/LED light bulbs/showerheads, etc
- Signposting to other services for additional support with local organisations



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Eligibility Criteria

- Fuel poor, on a low income (under £ 15,900) or in receipt of any means tested benefits); and/or:
- With a long term health condition (such as respiratory/ circulatory disease or mental health condition)
- People with a disability
- Older people (65 and over)
- Households with children under 5



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How to make a referral to the Green Doctors:

- Complete this online form: <https://groundwork.secure.force.com/enquiry/>
- Phone: 0300 365 3005 (Freephone number)
- or email: greendoctorsldn@groundwork.org.uk
- For more information visit: <https://london.greendoctors.org.uk/>

We accept self-referrals



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We can provide appointments with sign language interpretation (via video call) and language interpretation as well for non-English speakers

Ma ku dhibtooneysaa biilashaada tamarta?



Waan ku caawin karnaa

Khabeerada tamarta ee deegaanka Hounslow - Dhakhaatiirta Cagaaran (Green Doctors)- waxay bixinayaan la-talin taleefanka ah si ay kaaga caawiyaan inaad lacag keysato oo aadan deyn galin.

La-tallintaan waxaa bixisey hay'ad samafal ah oo dilwaangashan waxaan loogu talagalay qofkasta oo dakhligiisu hooseeyo ama ka weyn 65 ama qaba xaalad caafimaad oo muddo dheer ama qabo naafonimo.

Dhakhtarkaaga Cagaaran (Green Doctor) ayaa kaa caawin doona

- Inaad lacag ka kaydso biilashaada tamarta
- Inaad iska bedesho bixiyeyaasha tamarta si ay kuugu badbaado lacag
- Inaad hesho Qiimo-dhimista Guryaha Diiran (Warm Homes Discounts)
- Inaad codsato deeqaha loogu talagalay deymaha tamarta ama biyaha
- Inaad hesho taageero dheeraad ah

Balkan ka qabsa la-tallinta taleefanka ah ama qof kale nagu soo hag!
0300 365 3005 london.greendoctors.org.uk

Ma jiraan wax khidmad ah oo lagaaga qaadayo adeeggan

Xitaa wicitaanka taleefanka waa bilaash!

Dhakhaatiirta Cagaaran (Green Doctors) ayaa qayb ka ah Groundwork London, oo ah hay'ad samafal oo dilwaangashan oo lambarkaadu yahay 1121105

أتواجه مصاعب متعلقة بفواتير الطاقة؟



نحن نستطيع مساعدتك

يقدم خبراء الطاقة المحليون في هوسلو - مؤسسة Green Doctors - استشارات هاتفية للمساعدة في توفير الماء وعدم الغرق في المديونيات.

سيساعدك خبراء Green Doctors في

- توفير المال في فواتير الطاقة الخاصة بك
- تغيير مزودي الطاقة لتوفير مال
- الوصول إلى برنامج تخفيض فواتير الطاقة "Warm Homes Discounts"
- التقدم بطلبات للحصول على منح من أجل مديونيات الطاقة أو المياه
- الحصول على دعم إضافي

يتم تقديم هذه الاستشارة من قبل مؤسسة خيرية مسجلة لأي شخص لديه دخل منخفض أو يزيد عمره عن 65 عامًا أو يعاني من حالة صحية طويلة المدى "مرض مزمن" أو إعاقة.

احجز استشارة هاتفية أو قم بإحالة شخص آخر إلينا!
0300 365 3005 london.greendoctors.org.uk

لا توجد رسوم تكلفة لهذه الخدمة حتى مكالمتك الهاتفية تكون مجانية

تتمتع Green Doctors مؤسسة Groundwork London وهي جمعية خيرية مسجلة رقم 1121105



GREEN DOCTOR

The Green Doctor Service is available in the following areas*:

Barnet, Brent, Camden, Ealing, Hammersmith & Fulham, Harrow,
Hillingdon, Hounslow, Southwark, **Kensington & Chelsea**,
Lambeth, Lewisham, and **Westminster**.

*Updated October 2021



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The Ask

- Be more aware of the issues people experience from living in cold homes
- Reassure residents there is help available by signposting them
- Refer and encourage vulnerable residents to have a consultation with a Green Doctor in order to help protect their health. Give them a leaflet.
- If you suspect someone is experiencing fuel poverty – ask them questions like:

Are you struggling to keep your home warm?

Are you concerned about utility bills?

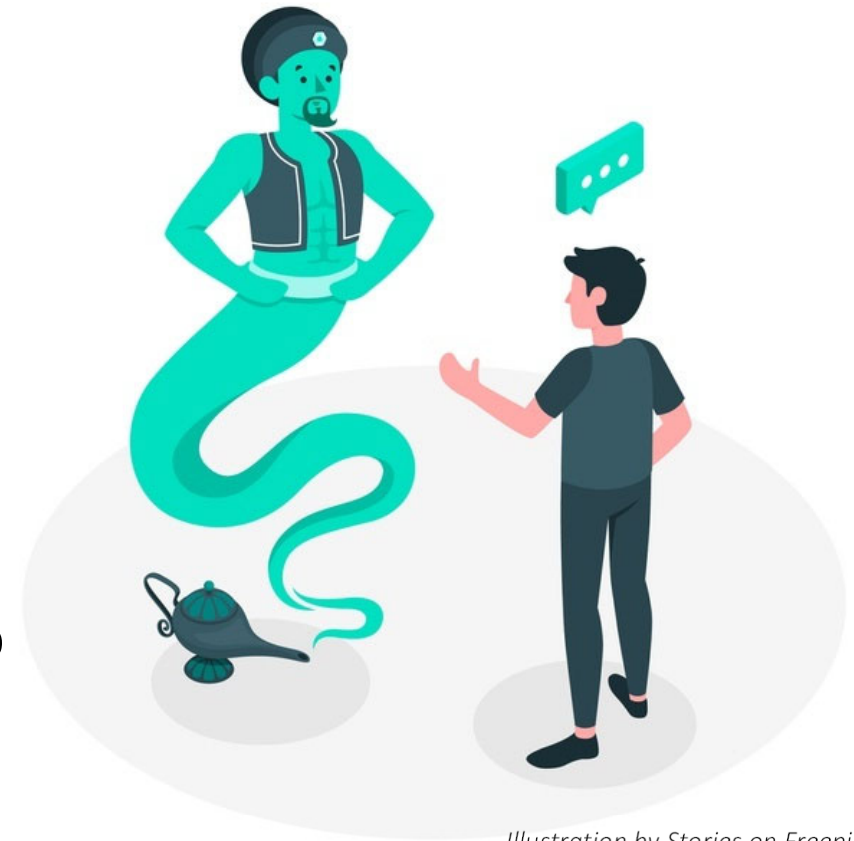


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Success stories

Case study 1

A resident, aged 73, who has long term health issues was rung at a point when he had run out of food in his flat. As well as doing a low income tariff application for his water bill we were able to get him an emergency food delivery from his local foodbank and sign him up for weekly deliveries and referred him to the local fire service to check his home for fire safety.

Case study 2

We called one resident, aged 54 years, unemployed and living alone. We were able to save her £290 by helping her switch energy provider, get her a 50% discount on her energy bill through a Water Sure Plus application and £418 from the Customer Assistant Fund.



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What the Green Doctor Outreach team can offer:

- Attend your team meeting to talk about the service or organise bespoke sessions for your team/organisation.
- Join your current activities with your clients/service users or organise a community energy talk , it could be **online** or **face to face**



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Phone: 0300 365 3005

Email: GreenDoctorsLDN@groundwork.org.uk

Carolina Castilla Penna

✉ Carolina.Castilla@groundwork.org.uk

☎ 07 843 861 298



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