# Groundwork London's Green Doctors

Kensington and Chelsea Social Council – 21st Feb 2019



### Introduction

- Homes4Health
- What the Green Doctors can offer
- How to refer people into the service



### Homes4Health - Partners

- Kensington & Chelsea, Hammersmith & Fulham, Camden, Hounslow, Octavia Housing
- Provides vulnerable individuals with free home energy visits and other services
- Decreases health problems caused by cold homes, reducing pressure on the NHS



### Homes4Health – Eligibility Criteria

- Mental health issues
- Physical disability
- Physical health risk
- Pregnant and on a low income
- One or more children under 5 and on a low income
- Older person (over 65)
- Young person (16-25)
- Low income (under £15,900)



### Identifying Fuel Poverty

- Varying definitions but... common sense "affordable warmth"
- High energy billsLow incomePoor energy efficiency
- Common clues: Fear of switching on heating (may be due to lack of understanding), Ignoring bills - fuel debt



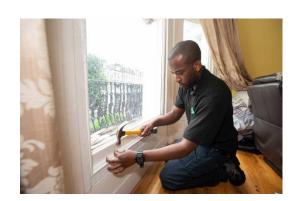
### **Green Doctor services**

- Free measures
- Energy saving advice
- Bill and debt advice (tariff switching)
- Smart Meters
- Warm Home Discount, Priority Services Register
- Advice and support applying for grants and other local services





## Energy saving measures









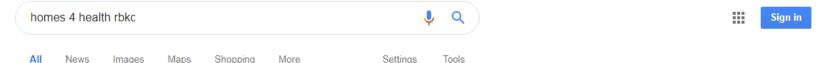












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#### Affordable warmth and energy efficiency in the home | Royal Borough ...

https://www.rbkc.gov.uk/housing/...healthy-homes/affordable-warmth-and-energy-eff... ▼
The Healthy Homes Hotline - 0808 202 6204 helps people who are having ... in a home where conditions may pose a serious risk to their health and safety, for ...

#### Living in healthy homes - Royal Borough of Kensington and Chelsea

https://www.rbkc.gov.uk/housing/living-healthy-homes 🔻

The Council's Environmental Health service is responsible for the enforcement of health and safety matters in a range of properties, including homes.

#### Free home energy service in RBKC - Healthier Homes Green Doctors ...

https://www.rbkc.gov.uk/greenerborough/heat-loss...home/free-home-energy-service Information about the free home energy programme for vulnerable residents in ... Living in a cold home can make a range of health issues worse, including ...

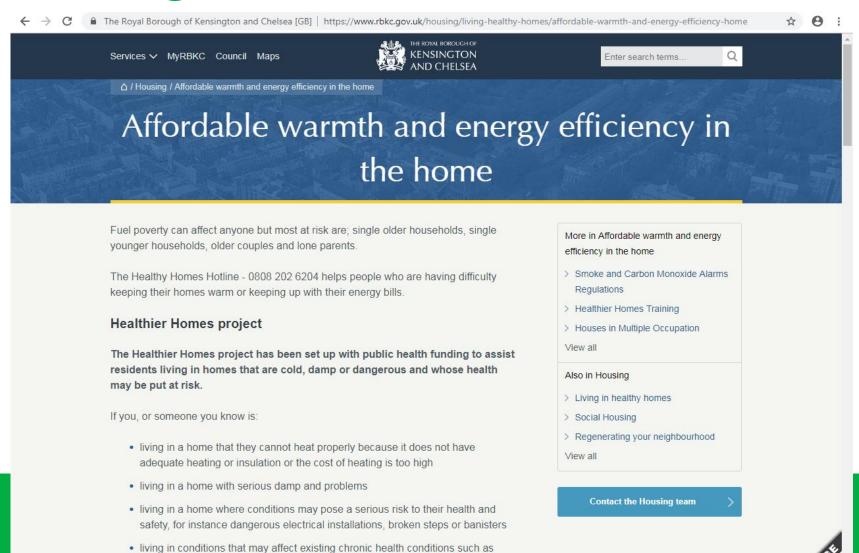
#### Health assessments - Royal Borough of Kensington and Chelsea

https://www.rbkc.gov.uk/housing/social-housing/social-housing.../health-assessments **v**Health assessments. The Council's Housing Register is a register of all the people eligible for social housing in the borough. People on the register are awarded ...

#### Accessible housing | Royal Borough of Kensington and Chelsea

 $https://www.rbkc.gov.uk/housing/useful...information/moving-home/accessible-housi... \ \ \, \blacksquare$ 





Healthier Homes may be able to assist

asthma

The Royal Borough of Kensington and Chelsea [GB] https://www.rbkc.gov.uk/housing/living-healthy-homes/affordable-warmth-and-energy-efficiency-home





high risk of cold-related illnesses

 Kensington and Chelsea Healthier Homes Schemes Referral (where possible residents will be referred for home improvements such as insulation and boiler upgrades)

#### Who is eligible for this service?

Any vulnerable Kensington and Chelsea resident, in particular you can benefit if you have/are:

- young persons on a low income (aged 16 to 25)
- young parents aged under 35 on low income
- · young families on a low income with children aged under 14, or pregnant
- · elderly people aged over 65
- suffer from respiratory diseases and/or cardiovascular disease
- severe mental illness or dementia
- multiple health issues

#### How is a referral made?

Referrals are made directly to Groundwork London, which is delivering the home energy visits on behalf of the Council. If you would like a free visit or would like to refer someone else, you can complete Groundwork's Home Energy Visit Form or call 0300 365 5003.

#### How to save energy

- · turn off every unused appliance in your home, instead of leaving them on standby, and save £80 a year
- turning your heating down by just 1°C can save £85-90 a year the recommended temperature for living rooms is 21°C
- · each time you boil the kettle only put in the amount of water you need, this will save £20 over a year





H4H RBKC - Enquiry Form





Thank you for your interest in Homes4Health.

Please complete the below form if you would like to apply or refer someone to the programme.

#### Your personal information

Someone else

By ticking the below box you agree and understand that the information you provide will be shared with The Royal Borough of Kensington and Chelsea and Groundwork London who will use the information you provide to confirm eligibility for a home visit and contact the household to arrange an appointment. In addition your data will be shared with Affordable Warm Solutions (the National Grid) who have funded this service. Your information will not be shared with any other organisation without first gaining your consent, used for any other purpose, held securely by the partner bodies and in accordance with the respective organisations records retention schedules.

Please note, if you are referring someone to the service you must have their consent to do so. By ticking below box you confirm that the person you are referring has consented to their details being shared.

One of our Green Doctors will then be in touch with you within 10 working days.

If you have any questions regarding the use of your personal information or questions as to your general Data Protection rights – please email: dataprotection@rbkc.gov.uk

Confirm and agree to the statement above.
Are you applying to Homes4Health for yourself or referring someone else? *
Myself

### **Householder Details**

Title
-Select- ▼
First name
Last name
Postcode
Please tick here to confirm the postcode is correct
Please select your address
-Select- ▼
-Select- ▼ Address
Address
Address  Contact Number

Property tenure		
-Select-	· ·	
Please can you conf	firm how the householder is eligible for Homes4Health*	
-Select-		
What help, advice o information	or support is required from Homes4Health and any additional	
Is there someone ele example a family me	se we should contact to arrange the appointment? For ember or carer.	
○ Yes		
○ No		
Where did you hear	about this service?	
-Select-		
	Submit Reset	



# What Groundwork London can offer you

- In-depth, adaptable training on e.g. tariff switching, referring people for discounts and benefits, signposting to other services, etc
- Workshops with people vulnerable to fuel poverty, with an explanation of the service and example measures, where we can take referrals
- Contact Anca





