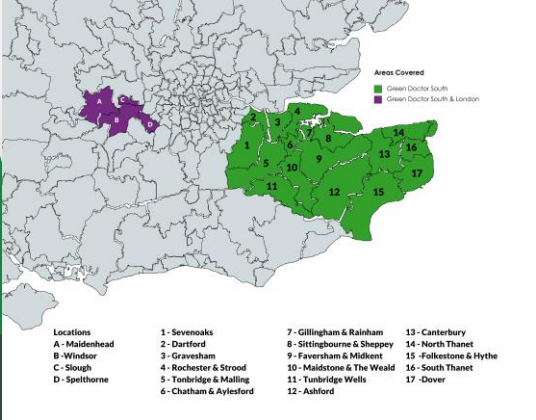


Front Line Worker Training

Green Doctor Project - Keeping warm & healthy at home

Background



Areas Covered

- Green Doctor South
- Green Doctor South & London

Locations

<ul style="list-style-type: none"> A - Maidenhead B - Windsor C - Slough D - Spelthorne 	<ul style="list-style-type: none"> 1 - Sevenoaks 2 - Dartford 3 - Gravesend 4 - Rochester & Strood 5 - Tonbridge & Malling 6 - Chatham & Aylesford 	<ul style="list-style-type: none"> 7 - Gillingham & Rainham 8 - Sittingbourne & Sheppey 9 - Faversham & MidKent 10 - Maidstone & The Weald 11 - Tunbridge Wells 12 - Ashford 	<ul style="list-style-type: none"> 13 - Canterbury 14 - North Thanet 15 - Faversham & Hythe 16 - South Thanet 17 - Dover
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Our Aim:

- To reduce the amount of households falling into fuel poverty.
- To support households apply practical energy saving tips to lower bills and energy waste.
- And to keep clients out of long term energy debt.

Groundwork's Green Doctors are energy efficiency experts who offer telephone and in-home consultations across the UK, helping vulnerable households to save money and stay warm and well. With 1 in 5 households in the UK experiencing fuel poverty, it's a crucial lifeline for many residents.

The map shows our remit for the Groundwork South Green Doctor Project. Kent, in green, is registered and helped by Kent Advisors.

We also engage and register clients from the Thames Valley area focusing on Slough, Maidenhead, Windsor, Spelthorne, and South Bucks. However, the consultations are completed with our Green Doctor London team, so the advice is more location accurate and changes for that area are updated representatively, as Kent local authorities have different ways of offering their services which we refer to.

New projects have commenced in the last year to service other areas of the UK including Essex, Leeds, Yorkshire, Cheshire, Lancashire, Merseyside, Stoke on Trent, Birmingham, Walsall, Coventry, Newcastle, Staffordshire Moorlands, and North & South Tyneside.

We don't turn away clients based on income or housing tenure, but we are most beneficial to those who have been affected by:

- Fuel poverty
- Cost of living crisis
- Aftermath of Covid 19
- Energy Crisis

Over 9 million adults lived in cold damp homes in December 2023 (Warm This Winter) which contributed to worsening public health and pressures on the NHS.

<https://www.groundwork.org.uk/projects/green-doctor/#:~:text=Groundwork's%20Green%20Doctors%20are%20energy,crucial%20lifeline%20for%20many%20residents.>



Funders

The Green Doctor project is funded by Energy Redress UK and the British Gas Energy Trust. Energy Redress is a scheme which distributes money to services like ours, and other registered charities, community societies and community interest companies through fines received to Ofgem by energy companies who have breached rules. These fines are redistributed to the public to help support energy inefficient homes and get them out of fuel poverty.

BGET, is an independent charity funded by donations of British Gas. The Trust contributes to supporting those in financial difficulty, with a focus on energy debt.

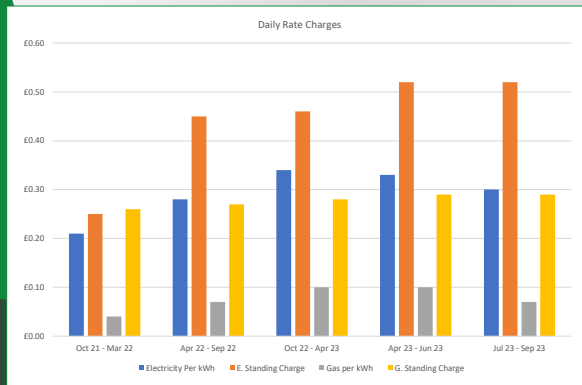
For the reason above, our funders are independent from energy supplier affiliation and offer impartial advice in support of the bill payer.

We also work with smaller pots such as Involve Kent, Auriga, SGN and BESN – these contracts are usually only part-year, and outcomes based.

<https://energyredress.org.uk/>

<https://britishgasenergytrust.org.uk/>

Energy Crisis & the state of the market



Standing charge = a fixed daily charge for each energy supply
Unit Rate = a charge for each kWh of electricity/gas you used

Averages:

Oct 2021 - £1,277 (£1,309 PPM)

Apr 2022 - £1,971 (£2,017 PPM)

Oct 2022 - £2,500 (incl. PPM)

Apr 2023 - £2,500 (3 month extension)

Jul 2023 - £2,074 (£2,046 PPM)

Currently the Price Cap change every three months and have been falling due to lower wholesale energy prices in recent months.

As of July 1st 2023 the average energy bill dropped by 17% (or 20% if on a PPM) due to lowered unit rates for both gas and electric. Standing charges remained the same.

These caps are based on a dual fuel customer; one who is with the same supplier for both gas and electricity and paying by direct debit.

The figures above are based on averages over a year for household use; consumers may end up paying more than that. The price cap sets a limit on the rates you pay for each unit of gas and electricity, so if you use more, you'll pay more.

Your standing charge keeps your home connected to the energy network, including maintaining your meter, maintaining the network, and ensuring energy can be transported to your home. Your standing charge also contributes towards the cost of government initiatives like reducing carbon emissions and supporting vulnerable customers.

How much you actually pay depends on how much energy you use. A typical house is considered a medium sized 2-3 bedroom home with 3-4 people living in it. Bills are expected to keep rising, and there is a lot of uncertainty.

Rates and standing charges are averages, which vary by region. Assumes payment by direct debit and includes VAT (at 5%). For those who pay each month after getting a bill, it's an average 7% higher.

The key columns to address are the blue (electricity units) and grey (gas units) which have started to drop from the previous average. If of interest to anyone you will notice that the electricity standing charge (in orange) is the one which shot up the most since the beginning of the crisis, doubling the daily rate. Electricity generation is 50% powered by gas in the UK. As a result, electricity prices have followed those of gas.

It is worth noting that the UK energy prices don't reduce until 6 months AFTER the wholesale prices reduce. This is because the UK suppliers are required by law to have enough stock available 6 months in advance for UK residents, so they charge us with relation to the costs they paid at the time.

Sources:

[https://www.gov.uk/government/publications/energy-bills-support/energy-bills-support-factsheet-8-september-](https://www.gov.uk/government/publications/energy-bills-support/energy-bills-support-factsheet-8-september-2022#:~:text=this%20under%20review.-,Energy%20Price%20Guarantee%20up%20until%2030%20June%202023,to%20the%20end%20of%20June.)


[2022#:~:text=this%20under%20review.-,Energy%20Price%20Guarantee%20up%20until%2030%20June%202023,to%20the%20end%20of%20June.](https://www.gov.uk/government/publications/energy-bills-support/energy-bills-support-factsheet-8-september-2022#:~:text=this%20under%20review.-,Energy%20Price%20Guarantee%20up%20until%2030%20June%202023,to%20the%20end%20of%20June.)

<https://www.moneysavingexpert.com/news/2023/05/martin-lewis--the-energy-price-cap-will-fall-in-july--reducing-t/>


Energy Crisis & the state of the market

Energy Price Cap VS Energy Price Guarantee

The energy price caps are the maximum a supplier can charge a customer for a unit rate & standing charge for gas/electric.



The energy price guarantee is the subsidy paid by the government to ensure the customers do not pay over £3000 despite CAPs or whether wholesale prices increase



Explanation of the Energy Price Cap and Energy Price Guarantee

The previous slide showed the effects of a mix of 2 different mechanisms which are designed to limit the amount that we pay on our energy bills.

1) The Energy Price Cap existed before the Energy Price Guarantee, and this is an amount set as a maximum or cap that all energy suppliers must abide by limiting the per unit charges and the daily standing charge. It is currently set every 3 months by Ofgem the energy regulator to limit the amount of profit that companies can make from their customers. It balances the costs of providing the energy with the needs of consumers. In the past very few companies actually charged this amount due to a competitive market and lower wholesale energy prices. With prices increasing so rapidly the government stepped in with

2) The Energy Price Guarantee is a promise from the government that they will subsidise the cost of our domestic energy and ensure that we do not pay more than the following (with minor regional differences)

Electricity £0.3p per unit and £0.52p per day Standing Charge
 Gas £0.7p per unit and £ 0.29p per day Standing Charge

Energy Price Guarantee from 1 July 2023 onward Households without a pre-payment meter in Great Britain

From 1 July 2023, households without a pre-payment meter will no longer receive an Energy Price Guarantee discount on their gas and electricity bills.

This is because the Ofgem price cap will be lower than the Energy Price Guarantee level, meaning households will pay the rate set by the price cap.

For the period of July to September 2023, the Ofgem price cap will be set at £2,074 for a typical household per year.

The Energy Price Guarantee will remain in place as a safety net until the end of March 2024 should energy prices increase above £3,000 per year.

Households with a pre-payment meter in Great Britain

As announced in the government's Spring Budget, from 1 July the average pre-payment meter (PPM) user will no longer pay more for their energy than those on direct debit, saving around £21 per year.

This will be delivered through the Energy Price Guarantee by providing a unit rate discount. The discount incorporates the differences between PPM and direct debit costs in both unit rates and standing charges.

From 1 July to 30 September 2023, the Energy Price Guarantee PPM discount will be applied to gas unit rates only, as the combined unit rate and standing charge for electricity PPMs will already be less than the equivalent for Direct Debit.

Sources:


<https://www.gov.uk/government/publications/energy-bills-support/energy-bills-support-factsheet-8-september-2022>


<https://www.moneysavingexpert.com/utilities/energy-price-guarantee-need-to-knows/>

Energy Crisis & the state of the market

Cost of Living payments 2023 to 2024

- 3 x payments will be given to millions in receipt of Universal Credit & other benefits which total £900.
- In the summer 2023 those on disability allowance will receive an additional £150
- Pension credit receivers will also have a further £300 in the winter 2023
- All benefits have increased by 10%
- The Cost of Living Payment will be issued automatically, meaning those eligible do not need to apply

 GREEN DOCTOR



Update on Cost-of-Living payments for UC/Benefits 2023 – 2024

- 3 x payments will be given to millions in receipt of UC and other benefits which total £900. First was given April 2023, the second is due autumn 2023 and final spring 2024. This will apply to people on means-tested benefits: Universal Credit, Pension Credit, income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA), Income Support, and tax credits: Child Tax Credit, and Working Tax Credit.
- In the summer those on disability allowance will receive an additional £150
- Pension credit receivers will also have a further £300 in the winter 2023.
- All benefits have increased by 10%, even though this still not going to cover the crisis for individuals, it is worth noting that most employed clients will not be in receipt of any salary uplift and even if they do it is unlikely to be any higher than 5%
- The Cost-of-Living Payment will be issued automatically, meaning those eligible do not need to apply.



Photo: PowerPoint stock images

Our advice - health

Adequate Warmth

*It is recommended **18-21°C** is an adequate level of warmth for healthy adults in living rooms.*

For advising we focus on the “living space” – the rooms where we spend most of our time & are least active.

The recommended indoor temperature during cold weather is 21°C (70°F) in main living areas and 18°C (64°F) in other rooms, including bedrooms. (BESN)

- ❖ If we’re walking up/down the stairs, we generate our own body heat.
- ❖ If we’re cooking in the kitchen, we benefit from the heat from the oven or hobs.
- ❖ If we’ve got a decent duvet, we can trap heat in our beds – therefore the temperature at night can go down to 15°C when sleeping.

Our advice - health


Temperature	Effects on health
Above 27 °C	Too high for most people increases risk of dehydration & heat cramps
18 - 21 °C	No risk to healthy people
Under 18°C	May increase blood pressure & risk of cardiovascular disease
Below 16°C	May diminish resistance to respiratory diseases (pneumonia, bronchitis, cold and flu) & decrease mobility
Below 12 °C	Blood thickens, high blood pressure, strokes and heart attacks increase
Below 9 °C	Deep body temperature falls
Below 8°C	Outdoor temperature threshold for risk of death
Below 5°C	High risk of hypothermia

There were 63,000 Excess Winter Death in England & Wales Winter 2021.

Increase in health problems throughout society following a cold spell:

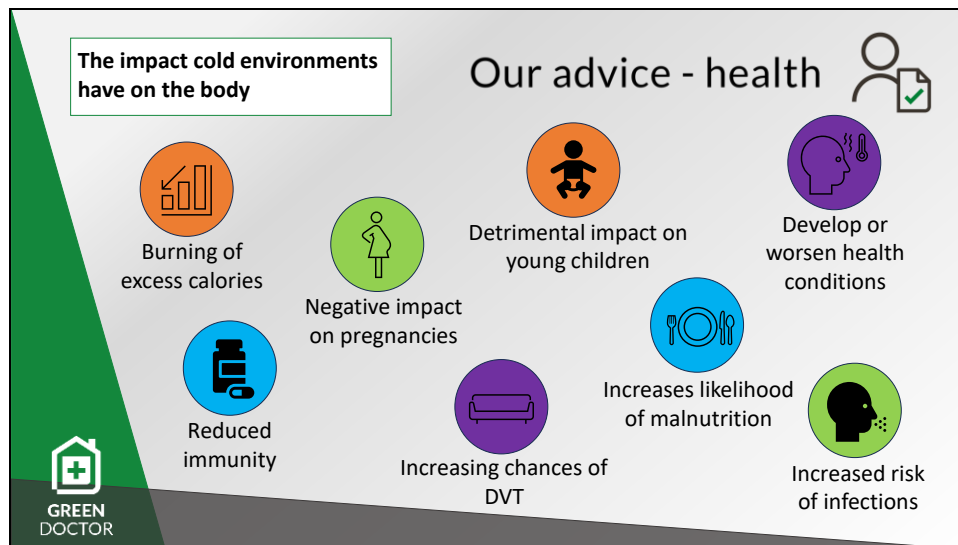
- 2 days later heart attacks increase
- 3 days later strokes increase
- 12 days later respiratory illnesses

It costs the NHS £27,000 every day to care for children with cold-related illnesses.



Excess winter deaths – the gap between the number of deaths in the winter compared to summer. There are roughly 25,000 EWD but this can double in extra cold winters or flu epidemics. As exemplified by 2021 an estimated 63,000 excess winter deaths occurred in England and Wales in winter 2020 to 2021, 6.1 times higher than winter 2019 to 2020. Around 40% are cardiovascular deaths and 30% respiratory related. WHO related EWD to cold and damp homes and say about 1/3 are caused by fuel poverty.

£27,000 – Cost to the NHS every day of children experiencing ill-health due to cold homes (National Children’s Bureau)



The impact cold environments have on the body:

- The body burns excessive calories to keep itself warm – more hunger.
- Healthy people more likely to develop health conditions & worsen existing conditions.
- Reduced immunity to viruses – immune system compromised.
- Detrimental impact on young developing children*
- Choosing between food or heating leads to malnutrition
- Sitting for long periods or limiting exercise can lead to deep vein thrombosis.
- Only heating one room increases the risk of infections.

*Detrimental impact on young developing children, and can lead into poor social skills, strained mental health inhibits learning and evidence shows a higher likelihood of addiction to cigarettes and alcohol in teenage years (NEA and Childhood Trust)

The impact on children's learning is due to the fact that homework is affected by having cold rooms to work in, or children move to a warmer room such as the kitchen or living room where there is more distractions and often other house members working or studying competing for space.

Plus, pregnant women having regular hot teas and coffees – too much caffeine can lead to miscarriages (NEA)

Damp and Black Mould

Our advice - health

- Respiratory complications – persistent coughs
- Allergic reactions
- Skin rashes
- Potential link to chronic fatigue syndrome
- Increased likelihood of bacteria and viruses

Warm Moist temperatures are also Breeding grounds for dust mites.

Reducing Moisture	Adequate Ventilation
Avoid using bottle gas heaters	Opening windows
Don't dry clothes on radiators	Using extractor fans
Put lids on pans	Using trickle vents

GREEN DOCTOR

Damp and mould are associated with a 30-50 per cent increase in respiratory problems (Ruse & Garlick, 2018)

Avoid bad habits - Drying clothes directly on radiators stops air circulating and makes the heating work harder costing more money. Use an airer if washing cannot be dried outside. Put the airer in a room where you can open the windows but close the door.

- Dust mites' optimal temperature is 18 to 27 C and a humidity at 70 to 80 %. Below 40% humidity they struggle to survive.
- Dust mite breed quickly and eat dead skin cells, producing excrement that some people are allergic to
- Dust mites are found in most homes but are not visible to the human eye.
- People who are allergic should be aware that they breed on mattresses, pillow, bedding, soft toys, Upholstered furniture, carpets, and curtains. Specific cleaning regimes can significantly reduce the number of dust mites, combined with moisture reduction in the home.

Dust mite sources

Dust Mite Allergen Fact Sheet Allergy insider – quotes used from the following reference. Portnoy J, Miller JD, Williams PB, Chew GL, Miller JD, Zaitoun F, Phipatanakul W, Kennedy K, Barnes C, Grimes C, Larenas-Linnemann D, Sublett J, Bernstein D, Blessing-Moore J, Khan D, Lang D, Nicklas R, Oppenheimer J, Randolph C, Schuller D, Spector S, Tilles SA, Wallace D; Joint Taskforce on Practice Parameters; Practice Parameter Workgroup. Environmental assessment and exposure control of dust mites: a practice parameter. *Ann Allergy Asthma Immunol.* 2013 Dec;111(6):465-507. doi: 10.1016/j.anai.2013.09.018. PMID: 24267359; PMCID: PMC5156485. Available from: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5156485>.
<https://www.cuh.nhs.uk/patient-information/dust-mites-in-your-home/Downloaded> 24.7.23
<https://www.ankitparakh.com/what-are-dust-mites/> downloaded 24th July 2023







Our advice - energy efficiency

As part of our consultations we will be equipping clients with tips on energy efficiency.


The most certain way to save on your energy bills during this Energy Crisis is to use less – more importantly, waste less!

One of the quickest wins is to install energy saving measures such as low energy lighting, powerdown units, draughtproofing equipment and radiator panels.*

Advice from the Energy Saving Trust How much could you save?

-  Draught-proofing your chimney could save £90+ a year.
-  Turning down the thermostat by 1°C – £145
-  Turning appliances off rather than leaving them on standby – £65
-  Ensuring lights are switched off when leaving the room – £25.
Switch to LED bulbs & save £65 a year.
-  Installing reflective radiator panels could save you around £35 each year.
-  Not overfilling the kettle when boiling water – £13

Nov 2022



*All of which we can provide as part of our consultation process to help clients understand how they work and what the benefits are.

New analysis by the International Energy Agency showed that doubling the rate of energy efficiency improvements seen in the last decade would, by 2030, slash global energy use by the same amount used in China every year, saving households £536bn.

** The lightbulbs savings is across the average house per year.

We talk clients through the different rooms of the house and how to save energy, reduce waste and what impacts this will have on their energy usage. There are a lot of myths and bad habits we want to correct so clients aren't using more than they should unnecessarily.

- 90% of energy saved using lids on pots and pans and reduces condensation.
- 50p per day per TV-like appliance left on standby. 85% of the energy used by these appliances is wasted from being idle. This includes games consoles, radios, and DVD/Blur Ray Players.
- The cost of heating the whole house is the equivalent price of heating one room with a standalone heater.

If you are on mains gas, then gas central heating is usually the best way to heat your home (modern boilers are around 90% efficient). On average it costs £696 - £1620 to use 3 standalone heaters a year for warmth. Whereas heating the home and hot water via central heating costs only £542 a year (both facts based on 12,000 kWh a year).

Source for facts: NEA

<https://www.eonenergy.com/boilers/heating-hub/central-heating/costs.html>

<https://www.cse.org.uk/advice/advice-and-support/room-heaters>

Picture source: Made in house using Energy Saving Trust data collected Nov 2022. EST Blog post was created April 2022, so the savings now are even bigger.

<https://energysavingtrust.org.uk/energy-saving-budget/>



Measures – additional measures

As part of our offer, we discuss energy saving measures with clients who can access them for free as part of our consultations. These are given to provide support to households who are suffering with energy inefficiency and to reduce situations where clients have had to choose between fuel or food. Everyone is given a tailored package of measures, and these can include:

- LED Bulbs – Screw fit and bayonet caps.
- Foil radiator panels
- Self-Adhesive draught proofing strips
- Powerdown Units (to switch off devices and not leave them on standby)
- PVC door and window draught seals
- Chimney Balloons
- Secondary Glazing Film
- Letterbox covers.
- Door brushes
- Carbon monoxide alarms

We also have funding for certain emergency measures such as slow cookers, dehumidifiers, emergency room heaters and other items – these are all subject to a stricter application process which we can make on the client's behalf.

QUICK QUIZ!

What temperature range do we recommend as most adequate for warmth and health, as well as energy efficiency?

A) 15-25 °C B) 21-24 °C C) 18-21 °C

How much can you save a year just by turning off lights in empty rooms?

A) £20 B) £18 C) £25

How much energy do you save by using lids on pots and pans?

A) 70% B) 80% C) 90%



The answers are C, A, C

Our advice - energy efficiency

Heat wasted from poorly insulated homes.



When a home is correctly insulated, the heat loss lowers to:

- ✓ 4% through the windows
- ✓ 9% through draughts



We also check an EPC which is an Energy Performance Certificates (EPC) measuring the energy efficiency standard of homes. We can check this for clients whilst on the phone and relay to them what the current conditions and recommendations are for their home. Homes rated F or G are considered dangerously cold and a risk to health.

Source for speech bubble: NEA

Picture Source: <https://powertoswitch.ie/energy-grants-home-insulation/>

Our advice - CO awareness

Carbon monoxide is odourless, tasteless and invisible; but it is extremely dangerous.

Often caused by gas leaks or faulty equipment – keep an eye on the signs.

Symptoms:

- Headaches or sleepiness
- Dizziness or confusion
- Breathlessness
- Collapsing and unconsciousness
- Milder symptoms may stop when moving to other areas of the house



Our advice - CO awareness

Signs to look out for:

Pilot lights blowing out or 'lazy'



Condensation



Black marks above appliances



<https://www.onthehouse.com/wp-content/uploads/2014/11/flame.jpg>

<https://www.earth.com/earthpedia-articles/condensation/>

https://mb.cision.com/Public/286/9900151/addba7ee622a68f6_org.jpg

Our advice - CO awareness

Ensure you have a working Carbon Monoxide Alarm!

What to do if you suspect carbon monoxide is in your home:

1. Ventilate the property
2. Turn off the gas meter or extinguish/disconnect your fuel supply (if safe to do so)
3. Move everyone into the fresh air
4. Calling the gas emergency number **0800 111 999**
or via textphone on **0800 371 787**

During our consultations we can order free carbon monoxide alarms to be sent straight to the client's home if they don't have one!



QUICK QUIZ!


What signs can you look out for if you suspect a carbon monoxide gas leak?



Answers:


- Pilot lights blowing out or 'lazy'
- Condensation
- Black marks above appliances

How we can help



Warm Home Discount

- £150 off of electricity bills over winter
- Those on Guarantee Credit element of Pension Credit are in the 'Core 1' group & receive this automatically
- Core 2 and will help those who have low income AND high energy costs.
- Overall around 800,000 more households receive the rebate – paid automatically to their electricity account latest by the March following the winter they were eligible for.
- Some bill payers who used to be eligible for the Broader Group will miss out. Suppliers will be able to use discretionary funding under the scheme to support households that are most affected. Our advisors can help with these appeals.



Warm Home Discount changes from 2022/23

In England and Wales, the current Broader Group application process based on income and vulnerability criteria will no longer be used. The current Core Group (targeting pensioners on pension credit guarantee credit) is unchanged.

Core Group 2 targeting people on low income and high energy costs. Most households will get the rebate automatically. From 22/23 suppliers with 50,000+ customers will participate in the scheme, falling to 1,000+ customers in 23/24.

BEIS (**Department for Business, Energy, and Industrial Strategy**) will use property data to determine households with high costs. DWP will match these addresses to low-income households (UC, Income related ESA and JSA, Income Support, Housing Benefit, Child/Working Tax Credits (below income threshold), and Pension Credit Savings Credit.

The data matching process runs July to October, and rebates must be paid out by suppliers by the following March. A small proportion of households will be contacted to provide information to confirm eligibility. They may require an Energy Performance Certificate (EPC) to confirm the property age, type, and floor area. 50-60% of properties have an EPC, but those that don't will need to pay for one - the average cost is £60.

People meeting the low-income criteria but not the high costs criteria won't be contacted but there will be a process to challenge this outcome. Challenges are likely only to be successful in limited circumstances, where the characteristics of the property are wrongly recorded or have changed. This challenge process will also require an EPC.


Overall, around 800,000 more households will receive rebates under Core Group 2 than under the Broader Group, but some people who used to be eligible for the Broader Group will miss out. Suppliers will be able to use discretionary funding under the scheme (known as Industry Initiatives) to support households that are most affected.

Reiterate the process:

- BEIS uses data on every properties age, type, and floor area to calculate a modelled energy cost. If any data is missing, it will try to use data on nearby properties to infer it. Those above a set 'high cost' threshold are eligible.
- DWP matches these with 'high cost' addresses with people who meet the benefits eligibility ('low income')
- Low income-high-cost addresses are matched with energy supplier data. Matched households get a letter to say they'll receive the rebate automatically.

Source: <https://www.ofgem.gov.uk/environmental-and-social-schemes/warm-home-discount-whd>

Picture reference: <https://www.confused.com/gas-electricity/guides/what-is-the-warm-home-discount>




How we can help

The PSR is a free support service for people in vulnerable situations.

Priority services available include:

- Password protection scheme
- Bill nominee scheme
- Meter reading
- Meter moves
- Advance notice of interruptions
- Priority reconnection
- Priority support in an emergency
- Gas safety checks
- Accessible information



The Priority Services Register is a free support service for people in vulnerable situations, as it is important for suppliers to know more about their customers' needs.

Some examples of those who will benefit from joining their supplier's PSR are customer who; have reached State Pension age, are disabled or chronically sick, have a long-term medical condition, have a hearing/ visual impairment, are in a vulnerable situation, and living with children under five years old.

In some cases, people who have been bereaved or divorced can go on the register for the following year.

Priority services available include:

- **Password protection scheme** - An agreed password to be used by any person acting on behalf of the consumer.
- **Bill nominee scheme** - Actual or duplicate bills sent to someone who can help with reading and checking bills.
- **Meter reading** - Quarterly instead of every 2 years (the statutory minimum) if the consumer tells the supplier there's no one available to read the meter.
- **Meter moves** - Checking it's practical and safe for the consumer to top up or read a meter. If it isn't, the meter can be moved.
- **Advance notice of interruptions** - Notice ahead of planned power cuts and during unplanned ones. Consumers informed of help available and when supply should resume.
- **Priority reconnection** - If there's a disruption to their gas or electricity supply
- **Priority support in an emergency** - This could involve the local network operator providing alternative heating and cooking facilities in the event of a supply interruption.

- **Gas safety checks** - Gas appliances checked annually for eligible homeowners. (Landlords make gas safety checks in rented properties)
- **Accessible information** - For consumers with visual or hearing impairments, for example, account and bill information in larger print or braille

Services for consumers with visual or hearing impairments

- Information in an accessible format about any bill or account statement
- Facilities the consumer can use to ask or complain about any bill or account statement - if consumers have the appropriate equipment (for example, a minicom to use textphone facilities)

People in vulnerable situations are at even greater risk during the Energy Crisis. Check to make sure that you are on your new supplier's Register if your supplier changes. Sign up with your energy suppliers, water supplier and network operators if not already. We can help clients do this to ensure they are not missing out on help which is available to them.

Photos: PowerPoint stock images

Source: BESN website and 'Helping consumers with key energy issues' course

Fuel Voucher Schemes



Voucher schemes – prepayment meter only

This is part of our service which we do not overly advertise as it gives the wrong impression to clients about what we do. Our aims are to reduce long term energy debt and struggles, and fuel vouchers are often seen as quick fixes discouraging bill payers from making real changes in the home. The vouchers are not available year-round and are only available to select clients so we do not want to mislead clients into thinking there is an offer available when that might not be the case for them.

We are able to apply for fuel vouchers when schemes by other services open up, this is sometimes local council, energy charities or support services. Each fuel voucher provider has their own set of criteria, voucher values and application windows so we are at the mercy of whatever is open at the time of consultation. The main thing to note is that with fuel vouchers specifically we have found the majority are to support those on Pre-payment meters – these clients are recognised as some of the households with highest levels of fuel poverty and fuel debt resulting in self-disconnection.

QUICK QUIZ!

What is the monetary support of the Warms Home Discount?

- A) £110 B) £140 C) £150

How do households receive Warms Home Discount from 2022/23?

- A) They apply online B) It's automatically applied C) They fill out a postal form

What are some of the ways being on the PSR can help?

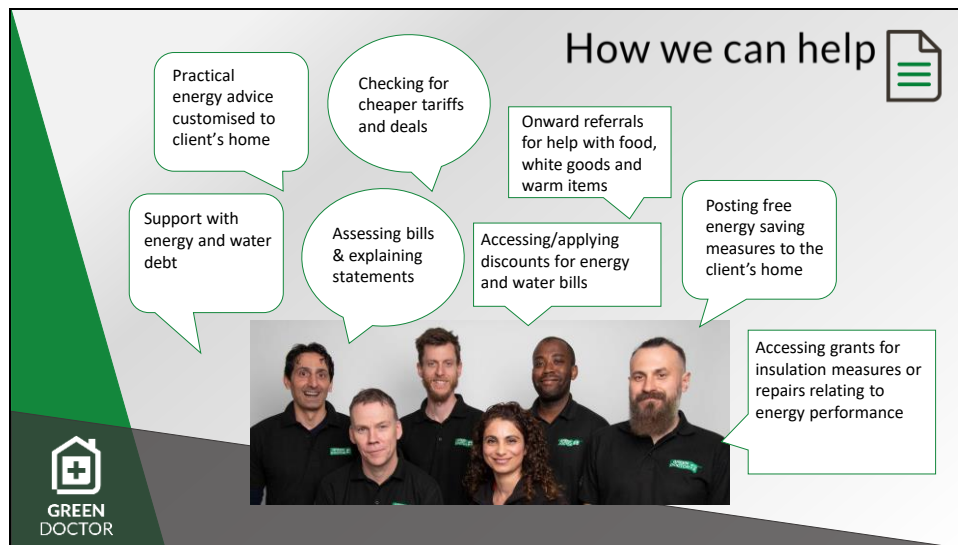
Please write answers in the chat



The answers are C, B, then info below

Priority services available include:

- Password protection scheme
- Bill nominee scheme
- Meter reading
- Meter moves
- Advance notice of interruptions
- Priority reconnection
- Priority support in an emergency
- Gas safety checks
- Accessible information



What we cover

- Helping clients to understand heating systems and how to use them effectively.
- Explaining statements, energy caps and changes in the domestic energy world which affect the household.
- Check to see if the client is on the most appropriate tariff with your suppliers.
- Access practical tips for how to use household appliances efficiently.
- Advise on your energy habits to reduce bills.
- Discussing heat and food sources which use solid fuels/gasses which may increase risk of carbon monoxide production – we can supply clients with CO alarms when necessary.
- Checks with the gov and your suppliers for energy support schemes.

Experience for the client:



1. Refer themselves or be referred in
2. Call back from a team member to book a date and time for their consultation
3. Choose a home visit or telephone consultation
4. Spend up to 1.5 hours with the advisor to cover energy advice
5. Advice session notes and measures sent
6. Follow up calls - if needed

Experience for the user

The client will either refer themselves or be referred into our service through our enquiry form. Clients are welcome to call or email the service, but we will take them through the form to ensure we have enough details to assign them to an advisor. If not face to face with a client, one of the team calls the clients or preferred contact to arrange a time and date which suits them, and whether they prefer the consultation in person at their home or over the phone – this is usually about a weeks' time from the booking in call.

We ask them to prepare any statements or paperwork they wish to discuss with the advisor if they have a concern, otherwise the advisor will lead the conversation and in depth about the current energy usage, appliances and heating controls, members of the household (only with relevance to energy itself), and soft budgeting. We allocate an hour and a half for a client, but the consultation takes as long or little as the client needs.

If the client opted for a home visit, then they receive their energy saving measures there and then and can install them with guidance from the advisor. And if a telephone consultation, they will receive the measures in the post within 4 weeks (our packing days are the last week of every month).

The advisor will send an email or letter to the client with the typed-up notes, links to support pages if they need help with contacting suppliers, and the advisor begins processes or any necessary onward referrals or fuel vouchers. They usually email or text the client to keep them in the loop.

If a client needs additional support, we can offer a follow up call 6 – 12 weeks after the first one.

How we can help

Clients can receive a **free** consultation with our Green Doctors who are **independent expert** energy advisors!

Kent
groundwork.secure.force.com/gwsgreendoctors
south.greendoctors.org.uk
 0800 233 5255

London Boroughs & Thames Valley
groundwork.secure.force.com/enquiry/
london.greendoctors.org.uk
 0300 365 3005



A client can be referred by you or themselves. It's all completely free and they don't have to be in crisis for a referral to be made.



Referring in details & ReferKent

Our project for Green Doctor South has helped over 2500+ since the start of January 2021. Many of these clients turning to us following the drastic changes of the energy crisis and prices, we are busier than ever helping as many customers as we can.

Your referrals to our service are essential, and for some of our users sometimes a lifeline. We can help put a stop in having to choose between food or fuel, we can save money, we make realistic plans about how to sustain warmth in the home, and we have ordered countless measures to homes to help with draughts, poor heat retention, replace expensive bulbs. Please note we are not limited by a client's property tenure.

You may use any of the referral details above, these are the same for both clients and referrers.

We are also part of the ReferKent network which many other services now feed into and utilise to link clients to one another, if you are part of the network, you can find us in the agency directory and add the client's details as per the requirements. We check our Referkent referrals daily and aim to be reach out to the client with 3 days to provide them with the enquiry form details.



Stalls, printed materials

We do attend events, carers days, light touch drop ins, family days and any other times which require a stall, so please get in touch if that interests you. We attend with information packs on specific issues for clients to take away, we can sign them up to the service and we can explain our support if anyone has questions.

If you'd like any flyers drop an email to us with your address and preferred quantity and we can post them to you.



How we can help

Follow this QR Code straight to our 2-3 minutes feedback form.



Our organisation is **Groundwork South** which you need to select from the drop down.

Please can we spend the last 2-3 minutes filling out the feedback forms for our funders.

If anyone needs to URL to the feedback it is:

https://docs.google.com/forms/d/e/1FAIpQLSfUPuD_I8Lsa0EemvH6RQS_6C5Z5wBGHtjcAluWwChlrYZnug/viewform

Thank you for your assistance in obtaining feedback – these are essential for our service, so we greatly appreciate you taking the time.