

**25 June 2022
Webinar**

Supporting Social Prescribing clients with fuel poverty in London

Part 2



SUPPORTED BY
MAYOR OF LONDON



Bromley by Bow Centre

**BbBC Social Prescribing Team &
Energy Advice projects working
together to support clients**

BbBC Energy Advice Projects

- **East End Energy Fit Project**

- A pan London project supporting people around their energy issues, for example, energy debt, incorrect billing, application for white goods and financial assistant schemes

- **Empower You Too**

- Community development project which aims to alleviate fuel poverty through training up community members to become Energy Champions

- Deliver workshops to community groups, service users of organisations in and around Tower Hamlets


- 1:1 support on energy related matters

BbBC Social Prescribing

- BBBC Social prescribing service
- Client presenting needs
- Energy landscape post Covid
- Integrated working on energy issues (PCN, BBBC teams, THCAN)
- Specialist SP roles in welfare
- BBBC Energy advisor/SP Link Worker case study

Financial capability and Energy Information Resources

Click with Confidence

 Request for Information	Fraudsters may try to gain your confidential or personal information through phone calls, text messages or emails to make it look real. Genuine companies will never email you for your username, password and banking information. Look at the email address to confirm your suspicions.
 Listen to your instincts	If something feels wrong then you are usually right, don't be afraid to question it. Question the email contact request.
 Updates	The price of energy can change. You can get updates on energy prices.

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Different Ways to Make Digital Payments

 Contactless payment	Contactless payment systems are credit cards, cards and debit cards, key fobs, smart cards, or other devices, including smartphones and other mobile devices through radio-frequency identification or near communication for making secure payments.
 PayPal	Check out faster, safer and more easily with PayPal, the service that lets you pay, send money, and accept payments without having to enter your financial details each time. More than 200 million people use PayPal to shop on millions of sites worldwide, in 202 countries and 21 different currencies.
 Transfer	A bank transfer is when money is sent from one bank account to another. Try to use money from your bank account if it's free and safer than withdrawing cash.
 Direct Debit	A Direct Debit or direct withdrawal is a financial transaction in which funds are automatically withdrawn from an account.

Bromley by Bow Centre **UP TO SPEED** **POWER UP**

Money Management

Making your money go further



Bromley by Bow Centre
Step by step, it's possible

My Money Handbook
A Financially Inclusive Tower Hamlets Initiative

What's App'ning!

Free Apps to help you save money

Here are some apps that you can download on to your devices.


All these apps help you save money. The great thing about them is, they are all free!

Bromley by Bow Centre **UP TO SPEED** **POWER UP** **QUICKER SOCIAL ACTION**

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YOU'VE GOT THE POWER

TO SAVE MONEY ON YOUR ENERGY BILLS



LOOK INSIDE FOR PUZZLES, YOUR BILLS BUSTED, TIPS TO KEEP YOUR HOME WARM AND DAMP-FREE, AND PLACES TO HELP!

THIS BOOKLET WAS CREATED BY BROMLEY BY BOW CENTRE ENERGY CHAMPIONS AND THEIR CHILDREN, NOW WITH NEW CONTENT ADDED BY CADENT.

Bromley by Bow Centre **empower** **Cadent**
Your Gas Network

Green Doctors Groundwork London

Carolina Castilla Penna
Senior Outreach Officer
[Green Doctors Team](#)



**GREEN
DOCTOR**

Green Doctors

Part of the community charity, Groundwork London, *Green Doctors* are a team of expert energy advisers. For 16 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, Social Prescribers Link Workers Teams and other organisations to deliver **free phone consultations/home visits** where we *give advice on utility bills and provide referrals to further services to improve health and well-being of residents.*



GREEN
DOCTOR

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

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

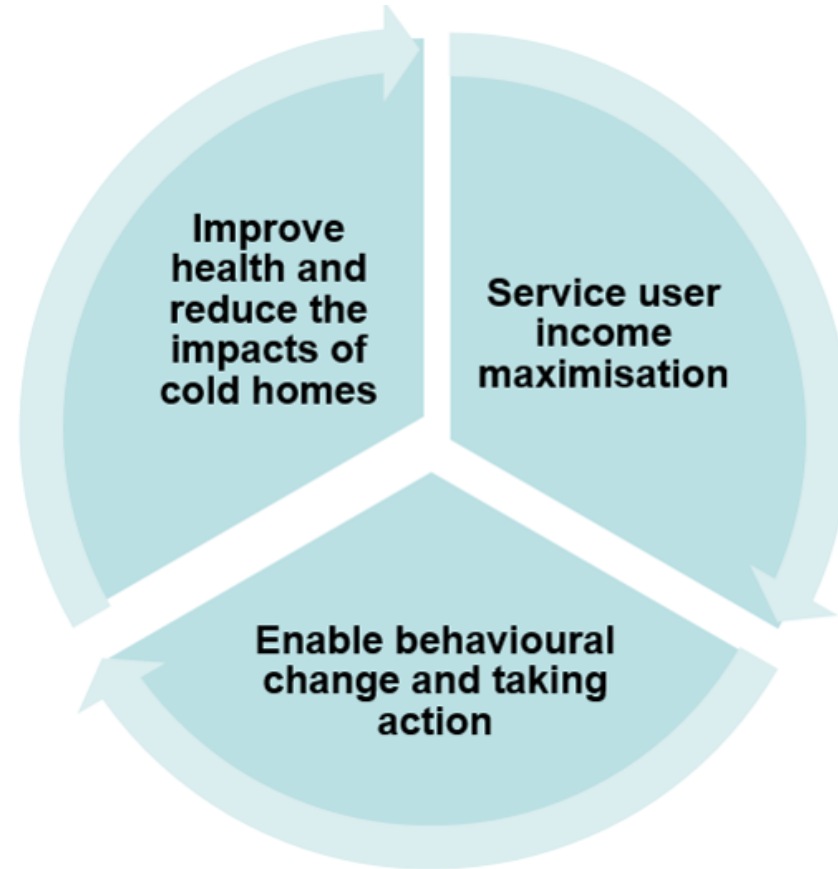
Camden: only council tenants.

*Updated June 2022



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Green Doctors: Our aims



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DOCTOR**

Health Implications of cold homes

- Increased risk of heart attack and stroke
- Higher blood pressure
- Increased risk of COPD, Asthma, and respiratory infections
- Worsening arthritis
- Falls and other accidents
- Excess winter deaths



Other impacts

- Households have to make tough decisions about where to spend their income, e.g. choosing between heating and eating
- 'Stress and anxiety about unaffordable fuel bills
- Social isolation - less willing to invite friends and family to home
- Children struggling to complete homework



**GREEN
DOCTOR**

Green Doctors

At the moment we are delivering a hybrid model of home visit or phone consultation .During energy consultation, the Green Doctor will help residents to:

- Personalised advice on energy bills- for example, help to understand confusing/incorrect 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 (£ 150 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
- Explain the benefits of **smart meters**, and how can help residents to keep a closer eye on their energy use.



**GREEN
DOCTOR**

Green Doctors

What advice is available?

- 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)
- Help to apply for white goods.
- Delivering/installing free energy-saving items such as draft proofing strips/LED light bulbs/radiators panels, etc
- Signposting to other services for additional support with local organisations



GREEN
DOCTOR

Green Doctors

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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DOCTOR**

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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DOCTOR**

The consultation in a nutshell:

- The calls/visits are booked in advance
- The call will last **between 45 – 60 minutes**, depending on the particular energy needs. The home visits will last **around 90 minutes**.
- The consultations are **absolutely free** to the resident.
- During the consultation, the Green Doctor will also ask some questions about the age of your boiler and if any repairs in the home are required
- After the consultation and depending on the residents needs, the Green Doctor will arrange a **drop off/install** of **small energy saving measures** that could save energy around the home.



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Fuel prices will inevitably increase, even with interventions, and we need to be prepared for this. Some points you can share with your clients to avoid fuel debt:

- Improve the energy efficiency of your home, check if you are eligible for any grant or discounts
- Check that you are claiming all of the benefits you are entitled to
- If you are unable to pay your bill, contact your supplier and let them know
- Provide your supplier with a monthly meter reading to ensure you receive an accurate bill



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We can attend your team meetings, or we can organise a bespoke session for your team/organisation.
We can offer as well face-to face or online sessions aimed at residents or join any of your current activities.

For more information get in touch:

Carolina Castilla Penna
Senior Outreach Officer
Green Doctors Team



Carolina.Castilla@groundwork.org.uk



07 843 861 298

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 धन्यवाद molte grazie
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 teşekkür edire
 mahalo



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A red speech bubble with a white outline and a tail pointing downwards and to the left.

Questions

A green speech bubble with a white outline and a tail pointing downwards and to the left.

**...to the
presenters!**

Bromley by Bow Centre

Unleashing Healthy Communities



**Bromley
by Bow
Insights**

Bromley by Bow Centre

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