

Green Doctor Northern England



April 2023

We have supported over 1200 households across the north of England since March 2022, from Tyne and Wear to Cumbria, Teesside to Northumberland.

Offering energy saving measures as well as behavioural changing advice to help reduce energy wastage and helping save money. We have also supported households link up with home improvement grants and support they were eligible for. These grants have totalled tens of thousands of pounds worth of improvements households they would have otherwise been unaware of. These included heating system upgrades, insulation improvements and hardship funds. We have also been acting as advocate for households in billing and metering disputes with their suppliers. We have been able to help save households thousands of pounds from incorrect billing issues.

David's Story

David reached out to the Green Doctor service after he continued to get threatening letters from his supplier about unpaid bills. He could not understand why he was receiving debt letters when he was on a pre pay meter. Eventually the Green Doctor discovered that 2 accounts had been opened up for David. One a pre pay account the other a credit account which were these bills had been coming from. The Green Doctor took the complaint to the ombudsman and got the second account closed down and got all debt related to this account removed. David said "I could never have resolved this issue without help from the Groundwork Green Doctor. It felt like no one else really had my interests at heart. We were being passed from pillar to post without anyone truly wanting to resolve the problem. With the billing situation unresolved I was terrified to use further gas and this impacted on my ability to keep warm last winter."

Young People's Energy

Young people are proportionally more likely to be fuel vulnerable than any other age group - **25% of fuel poor households are aged 25 years or under!**

This is a shocking figure and Green Doctor are keen to help. Not only do we offer home visits but we also offer workshops, presentations and sessions for under 25s. Aimed at upskilling them and giving real world skills. Sessions look at Budgeting, Energy Awareness, Green Jobs and Managing Energy Accounts. **Do you have a group of young people who could benefit?**

Congratulations



Our John's Story short film picked up 3rd place in the National Charity Film Award 2023! Watch the video [HERE!](#)

TOP TIPS



Now the weather is warming up - we can start using the washing lines again. If you do not have any outdoor space, using a clothes horse by a sunny window with the windows open is a good alternative.



Make a referral today by clicking on the image of the green doctor.

For more information please contact
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www.Groundwork.org.uk/GreenDoctor

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