

24/03/2020

Tel 020 8825 5000**Healthy Homes Ealing and Warmer Homes Advice Service (WHAS) Response to Covid-19 Advice**

Considering the current government advice in response to the Coronavirus epidemic we will be amending our Healthy Homes Ealing and Green Doctor services from **this week** to telephone-based consultation.

The practicalities of how we will offer this service until such point that home visits can resume are detailed below.

NEW ENQUIRIES TO THE GREEN DOCTOR SERVICES

The Green Doctor helplines remain open and we actively welcome referrals from residents at this stressful time.

Please therefore continue to refer residents via

Healthy Homes Ealing (within LB Ealing):

HealthyHomesEaling@ealing.gov.uk, the online referral form at <https://www.ealing.gov.uk/healthyhomesealing>, or Tel: 0800 0830 2265.

Warmer Homes Advice Service (includes Brent, Westminster, Kensington & Chelsea, Hammersmith and Fulham, and Camden):

GreenDoctorsLDN@groundwork.org.uk, the online referral form at <http://greendoctors-london.org>, or Tel: 0300 365 30005.

Our telephone consultation is an outbound service, so when a resident contacts us in the first instance, they will speak to our booking administrator who will assess their interest and suitability for a telephone consultation. The workflow for this process is as follows:

1. In the first instance, we will explain to the resident that all home visits have been temporarily suspended but that we are offering telephone consultations in place of a home visit, with the opportunity to have a home visit at a later date. The FAQs below explains are current process, and you are welcome to share this both internally and externally.

2. If the resident is happy to receive a telephone consultation, our booking administrators will schedule them in for a call with one of our experienced Green Doctors. The call will last around 45 minutes to an hour, during which time the Green Doctor will ask them a series of questions to give them tailored advice. Please see the section below for a more detailed outline of what the call entails.
3. If the resident would not like to receive a telephone consultation but is happy to receive a home visit once the service resumes, we will mark this on our system as 'Interested, but does not want a telephone consultation'. This will prompt us to follow-up with the resident to book them in for a visit once our home visit service resumes.
4. If during this initial call to the HHE helpline we identify that a telephone consultation would not be suitable for a resident, we will mark this on our system as 'Interested, but telephone consultation not suitable'. This will prompt us to follow-up with the resident to book them in for a visit once our home visit service resumes.
5. If during this initial call to the HHE helpline the resident explains that they would like some urgent advice on their energy bills / heating / etc., we will continue to support residents as normal by asking one of our experienced Green Doctors to call them back.

EXISTING GREEN DOCTOR BOOKINGS

Unless otherwise agreed with partners, our Green Doctors will be calling those residents that have already been booked in for a home visit and following the process below:

1. The Green Doctor will explain to the resident in a calm and friendly manner that given the current situation with coronavirus, home visits have been temporarily suspended. The Green Doctor will offer the resident the opportunity to have a phone consultation instead.
2. If the resident is happy to have a telephone consultation, this will go ahead. Please see the section on Telephone Consultation for a more detailed outline of what the call entails.
3. If the resident would not like to receive a telephone consultation but is happy to receive a home visit once the service resumes, the Green Doctor logs this on our system as 'Interested, but does not want a telephone consultation'. This will prompt us to follow-up with the resident to book them in for a visit once our home visit service resumes.
4. If the Green Doctor identifies that a telephone consultation would not be suitable for a resident, we will mark this on our system as 'Interested, but telephone consultation not suitable'. This will prompt us to follow-up with the resident to book them in for a visit once our home visit service resumes.
5. If the Green Doctor is unable to reach the resident via phone call, this will be marked as 'Resident did not pick up for telephone consultation'

TELEPHONE CONSULTATION

The telephone consultation will last between 45 minutes to 1 hour. In summary, the call will:

- Include an initial discussion on energy saving advice
- Ask the resident certain information about their property on a room by room basis, much like with the home visit
- Advise the client on switching energy supplier, and where possible, loop their energy provider into the call to negotiate a cheaper deal

- Advise the client on the Priority Services Register, and where possible, loop their energy provider into the call to get them registered for this service
- Advise the client on the Warmer Homes Discount, and where applicable, loop their energy provider into the call to get them registered for this service
- Discuss with the client if they have any outstanding debt on their energy or water bills, and where possible, loop their energy provider into the call to discuss payment plans. Where possible, the Green Doctor can also complete a Watersure or Watersure Plus application on behalf of the resident. This will be emailed to the resident for them to complete and sign
- Discuss additional support organisations which may be suitable for residents and capture their consent to make onward referrals on their behalf
- Discuss what small measures the resident would like, in order to install these at a later date
- Discuss any repairs or need for larger measures and capture the resident's consent to make onward referrals to the local authority and/or an approved ECO supplier.
- Where possible, we will ask the resident to email photos of their boiler, any issues with damp or repairs, and heating controls to give the most suitable advice.

As this is a new temporary service, we will be reviewing this process daily to assess how we can ensure the telephone consultations continue to be of benefit to residents at this time.

We will also review how best to complete these visits in person once the normal home visit service resumes.

TELEPHONE CONSULTATION FAQ's

What support can the Green Doctor offer on the phone?

The Green Doctor will be able to offer you advice on how to save energy around your home. Much like with a home visit, the Green Doctor will offer advice on a room by room basis and will identify where you might be able to save money and energy.

How long will the call last?

The call will last between 45 – 60 minutes, depending on your particular energy needs.

What is the difference between a home visit and a telephone consultation?

The Green Doctor won't be able to install small measures in your home, however we will note down what you would like to receive and will do our best to provide these to you at a later date.

How should I prepare for the telephone consultation?

To help us give you the best advice, please have your energy bills to hand. During the consultation, we will also ask you some questions about the age of your boiler and if any repairs in the home are required. Don't worry if you don't have all the information to hand, as you can always share this information with us at a later date where possible.

Can a Green Doctor still help me switch tariff?

The Green Doctor will be able to give you advice on your bills and what tariff might be best for you. Please have your utility bills to hand when you receive your call so that the Green Doctor can ask questions about what you are being charged.

Can I still get advice on my gas, electricity or water arrears?

Yes, the Green Doctor will be able to advise you on support available for any energy or water debt that you may have. Where possible, the Green Doctor will be able to fill out a form and, with your consent, apply directly on your behalf for a grant.

Can I still get a home visit?

We have postponed home visits for the time being as a precautionary measure for the safety of residents and Green Doctors amidst the current Coronavirus outbreak. Where possible, we will contact you once the situation improves to schedule a home visit or a follow-up visit following your telephone consultation.

Will I be charged for this service?

No, both the home visits and telephone consultations are absolutely free to the resident. We receive funding from local authorities and housing associations to support this service, so it won't cost you a penny.

If I do have a home visit at a later date, who will be coming to my house?

Our friendly team of Green Doctors are trained Energy advisors who provide advice on energy saving, energy bills, and heating systems. There will be one or two Green Doctors who carry out the visit and they will ring you beforehand to let you know they are on their way, and to check if the time is still convenient. All Green Doctors carry an ID badge which they will happily show you on arrival.

I think the Green Doctor service would be useful to my friend / relative. How can I refer them?

You can refer someone by passing us their contact details (please let them know we will ring!), completing the online referral forms at <https://www.ealing.gov.uk/healthyhomesealing> or <http://greendoctors-london.org> or they can contact us. Please bear in mind our eligibility criteria when you refer people.