



CASE STUDY

MR T



By using the making every contact count approach we were able to significantly improve Mr T's living situation

The Green Doctors visited Mr T who lives alone in social housing and has a very low income.

Mr T was originally referred to the Green Doctors to help save on his energy bills, however the Green Doctors turned out to benefit him in many more ways through effective use of our partners. Mr T lives alone in social housing has a very low income, this come from only a state pension and ongoing debt repayment. During the visit it was clear to see Mr T was vulnerable, along with living alone at an old age he were timid, shy and not very positive. During the visit we performed an energy switch saving Mr T around £160 off their energy bills and then installed some small measures like radiator panels, lightbulbs and a bottom brush for his door.

Speaking to Mr T during the visit we discussed his financial situation as he's struggling to make ongoing payments, this is because of a low state pension but mainly a high debt repayment which Mr T is committed to fulfilling as it's upsetting him that he's in debt. Because of this we referred MR T through to our partner LEAP to use their IncomeMAX service. The IncomeMAX service will look at improving his income through different sources of money, hopefully this will improve his incoming payments in the future.

In the meanwhile Mr T doesn't have a cooker or washing machine in his property, the social property he moved into didn't have any white goods present and they won't provide any. As his income is so little at the minute he can't save up to buy these white goods. Innchurches are another partner of ours in Bradford, a service they provide is allocating ACTS 435 grants which give small cash amounts to applications made. We applied for an Acts 435 grant of £120 for an electric cooker which was successful. A cooker was bought, delivered and installed at Mr T's house within a week of being granted the Acts 435 grant application which was fantastic as it was all at no cost to Mr T.

The importance in this case of having strong supportive partners and resources of the Green Doctors make the service so much more effective and holistic. By using the making every contact count approach we were able to significantly improve Mr T's living situation which can have numerous positive benefits, for example he's more comfortable spending time in his home which in the long run will have important health benefits. It is of high priority that the Green Doctors maintain their strong partnerships with other organisations to continually improve the service we offer.