



KEEPING WARM AND WELL IN THE UTTLESFORD DISTRICT

www.uttlesford.gov.uk

www.uttlesfordfrontline.org.uk



STAY WARM

AND WELL THIS WINTER

- Make sure **radiators** are not obstructed by furniture or curtains.
- Have regular **hot drinks** and at least one **hot meal** a day.
- Wear several **light layers** of warm clothes (rather than one chunky layer).
- Keep as **active** as possible. Try to move around every hour.
- **Make sure your boiler has been serviced** This will ensure it is in proper working order, is safe and is running as efficiently as possible thus saving fuel costs.
- Regularly check and bleed radiators when necessary.
- Keep your main living room at around **21°C (70F)** and the rest of the house at least **18°C (65F)**.
- If you can't heat all the rooms you use, **heat the living room** during the day and the **bedroom** just before you go to sleep.
- Eat lots of fruit, vegetables and whole grains to help your immune system.
- If you are worried about falling and would like to understand what services or activities are available locally to improve your strength and balance please call the local community health team on 01279 827524.
- Wear **shoes** with good grip outdoors to prevent slips and falls.
- Don't block up air vents, as fires and heaters need ventilation. Good ventilation also helps to prevent condensation.
- Use your **electric blanket** as instructed and get it tested every three years. Never use a hot water bottle with an electric blanket.
- Keep your bedroom window closed at night as breathing in cold air raises the risk of chest infections, heart attacks and strokes.
- **Test your carbon monoxide and smoke alarms every week**
To arrange a free home fire safety visit, call **0300 303 0088**.
- Protect yourself - make sure you've had your **flu jab**.
- Keep a mixture of salt and sand handy to put on steps or paths in icy weather.

Check your benefits

It's estimated that £21 billion pounds goes unclaimed in means tested benefits each year. Even if you have no knowledge of the benefits system there are easy online tools that you can use to make sure you are receiving all the support you are entitled to.

If you are already in receipt of some benefits you may also be eligible for a

winter fuel payment or a cold weather payment to help with your fuel bills over winter.

Try www.betteroffcalculator.co.uk or give Uttlesford Citizens Advice a call on 01799 618840 to speak to a trained volunteer who can check your benefit entitlements and help with money worries if you have them.



Sign up to Essex Energy Switch

Essex Energy Switch:

- **Very simple and free to register**
- **Average savings of £200**
- **No obligation to switch**

If you've never switched energy supplier or if it has been a number of years, the savings are likely to be significant. Even if you do switch regularly, it is still worth registering to ensure you are maintaining the best tariffs available.

The scheme is delivered by the Council and iChoosr, an independent specialist provider in collective energy switching. Auctions are held quarterly

with energy companies offering their best possible tariffs.

Winter 2019/2020

Register from **3rd December 2019 - 10th February 2020**

Auction on **11th February 2020**

Residents who do not have internet access can ask a relative, neighbour or friend to assist who can register using their own e-mail address or call the Energy Advice Team on 01376 552825.

If you require assistance, please contact the iChoosr helpline on **0800 048 8285** for support with signing up.

Apply online at:

www.uttlesford.gov.uk/essex-energy-switch

If you prefer to select your provider yourself, you can compare both price and customer service from different energy providers by visiting <https://energycompare.citizensadvice.org.uk/>, or call Uttlesford Citizens Advice for help on 01799 618840.



WARM HOME DISCOUNT SCHEME

Have you heard of the **Warm Home Discount Scheme**? You could get £140 discount on your electricity bill. It is given by energy suppliers, so contact your supplier for further details and qualifying criteria. If you are in receipt of Pension Credit and have not received a letter telling you how to get the discount, call **0800 731 0214**.

OIL CLUBS

If you heat your home using oil, there are a number of bulk-buying schemes.

The Rural Community Council Of Essex on **01376 574340**.

The Oil Club **www.oil-club.com**
Boiler Juice on **0800 151 3135**
www.boilerjuice.com

The Oil Lady on **0800 228 9140**
www.theoillady.co.uk

You may also wish to contact your local Parish Council.

MOULD AND CONDENSATION

Living in a cold and/or damp home can make existing health conditions worse, particularly for those with cardiovascular and respiratory conditions (including chronic obstructive pulmonary disease and childhood asthma), people with disabilities, the elderly, pregnant women and young children.

Condensation forms on cold surfaces e.g. walls and windows and places where there is little movement of air. Every day activities all cause condensation, so ventilate kitchens, bedrooms and bathrooms after use and maintain a low level of heat to help keep your home warmer and keep you/your family healthy.

Surfaces can be made warmer by improving the insulation. For more information on funding contact the Sustainability Team on **01376 552525** or email climatechange@uttlesford.gov.uk



Would you or someone you know benefit from the Keep Safe Scheme?



What is Keep Safe?

Shops, libraries and businesses in Saffron Walden and Great Dunmow will let you use a telephone or will make a call on your behalf if you get into distress.

This might be if:

- You lose your phone
- You lose your wallet
- You feel ill or unsafe

How does it work?

- You have your own key ring and card
- On the key ring and card you can put the name and number of someone who can be contacted should you need them.
- Remember to carry it with you at all times.

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- We tell you where the Keep Safe places are in your town.

Who can Join?

Anyone aged 60 or above can join the free scheme

Where can I use my Keep Safe card?

Keep Safe cards and key rings can be used in the following town centres or anywhere that promotes the 'Keep Safe' logo.:

- **Saffron Walden**
- **Great Dunmow**

When you join we will give you a list of all the places.

The keep safe venues have stickers in their windows to help identify that they are part of the scheme

Who do I contact to join?

Angela Greneski

E: [agreneski@](mailto:agreneski@uttlesford.gov.uk)

[uttlesford.gov.uk](mailto:agreneski@uttlesford.gov.uk)

T: 01799 510555



Join the Priority Services Register

Energy suppliers' Priority Services Register offers extra free services to people who are of pensionable age, are registered disabled, have a hearing or visual impairment, have long-term ill health or are vulnerable.

Services which might be available include:

- * bills and meter readings in **braille, large type or audio tape**
- * **moving your meter** for easier access free of charge
- * **controls or adaptors** provided to make your meter or appliances easier to use
- * free quarterly **meter readings**

- * an annual **safety check** of your gas appliances
- * **priority reconnection** if your supply is interrupted and advance notice if your supply is stopped
- * **alternative facilities** for cooking and heating if your energy supply is interrupted
- * additional protection from bogus callers with a **password protection** scheme
- * arranging for your bills to be **sent or copied to someone else**
- * **free advice and information** about the services available

For further information and to register for FREE, please contact your supplier(s)

PREPARING FOR WINTRY WEATHER

Check local weather forecasts and keep up to date with the latest warnings on the TV and radio:

- BBC Radio Essex, 103.5FM
- Heart FM, 102.6FM
- Check which roads will be gritted and find advice on safe winter travel by visiting www.essex.gov.uk/winter
- Stock up on **tinned or frozen foods**
- Make sure you have enough prescribed **medicines**, including over the counter remedies such as paracetamol and ibuprofen.
- Order prescriptions in plenty of time, ask your local pharmacy if it offers a prescription pick up and delivery service.

BE PREPARED FOR POWER CUTS

- Where possible make alternative arrangements to stay with friends or family
- Have a torch, with spare batteries handy
- Keep an old fashioned corded phone as cordless phones will not work during a power cut
- Always let UK Power Networks know you have a power cut as sometimes they are not aware of local cuts.

Find out more information at www.ukpowernetworks.co.uk or contact them on **105**

Grants for Home Improvements

The Energy Company Obligation (ECO) could help you get financial support from your energy supplier to make your home more energy efficient. Energy efficiency measures available through ECO include loft insulation, cavity wall insulation, solid wall insulation and boiler replacement or repair. They're all designed to help save people money on their energy bills, keep homes warmer and help to reduce carbon emissions.

To benefit from ECO, you must either own your home or have your landlord's permission. Your energy supplier should be able to advise you if you're eligible for a grant - this will depend on what improvements your home needs, where you live and whether you receive qualifying benefits. To check eligibility online go to <https://www.simpleenergyadvice.org.uk/grants> , speak to your energy supplier or call the Energy Advice Team on 01376 552525

ASSISTED BIN COLLECTION

If you have problems moving your bins and there is no-one else in the household physically capable of putting your bins out for collection (for example, if you are elderly or have a medical/physical condition), we may be able to provide you with an assisted collection whereby the crews will collect the bin from somewhere accessible outside your property, empty it and return it to you.

For further information contact the Customer Service Centre on 01799 510510 or email uconnect@uttlesford.gov.uk

UTTLESFORD COMMUNITY TRAVEL

Uttlesford Community Travel is an affordable service for elderly, vulnerable and isolated individuals and groups - enabling access to the local community and its services.

For further information please ring 01799 519008 / 01371 875787 or email info@uttlesfordcommunitytravel.org

FREE HANDY MAN SERVICE

For elderly, vulnerable or disabled residents on low incomes or in receipt of certain benefits, who are struggling to keep their homes warm or need additional equipment installed to reduce the risk of trips and falls. Contact CVS Uttlesford on 01371 878400, Citizens Advice on 01799 618840 or visit www.uttlesfordfrontline.org.uk for a referral to this service.

BE PREPARED FOR FLOODING

It is the responsibility of property owners to take appropriate action to protect their property from flooding. Register for Floodline Warning Direct, a FREE service by calling 0345 988 1188 or visit www.fws.environment-agency.gov.uk

Purpose made flood protection products can be purchased from DIY stores e.g. B&Q.

Prepare a 'Grab Bag' which includes a mobile phone and charger, torch and radio (batteries/windup), medication and insurance documents.

Think about the security of your home, move vehicles and possessions to higher ground if possible.

LIFELINE SERVICE

Do you want to remain independent in your own home?

Do you have friends or family who would benefit from round-the-clock emergency aid? If so, Lifeline could be the answer!

A lifeline is an alarm unit that sits next to your telephone. When the pendant is pressed, the control operator will speak to the user to find out what the problem is and provide the appropriate response.

Lifeline increases your independence knowing that help will always be on hand should you need it. For further information contact Uttlesford District Council on 01799 510510 or email fsimmonds@uttlesford.gov.uk



Are you struggling to keep your home warm and in good repair?

A range of grants, interest-free loans and practical assistance is available from Uttlesford District Council to help homeowners in receipt of benefits or on low incomes to carry out essential repairs, improve energy efficiency, and keep their homes safe and healthy.

Loans are interest free and only repayable when the property is sold.

For more information contact

Environmental Health at
Uttlesford District Council
Council Offices
London Road
Saffron Walden
Essex CB11 4ER
Telephone: 01799 510482

Email: environmentalhealth@uttlesford.gov.uk



USEFUL CONTACTS

Adult Social Care Team

Worried about someone vulnerable

Tel: 0845 603 7630

Affinity Water

Advice on special tariffs, water saving and problems paying your bill

Tel: 0800 697 982

Age UK Essex

Advice for later life

Tel: 01245 346106

Braintree and Uttlesford District Council Energy Advice Team

Tel: 01376 552 525

Cinnamon Trust

Support for pets and their owners

Tel: 01736 757900

Community Agents

Advice on independent living

Tel: 0800977 5858

Essential Living Fund

Means-tested emergency fund

Tel: 0300 7900124

Floodline

Flood advice

Tel: 0345 988 1188

Keep Safe

Tel: 01799 552525

Lifeline

Emergency alarm units

Tel: 01799 510510

NHS 111

Urgent but non-emergency health issues, when your GP surgery is closed

Tel: 111

RCCE oil club

Local advice on Oil Clubs

Tel: 01376 574340

Salvation Army

Local charitable support

Tel: 01799 510798

Samaritans

Emotional support if you are in despair or feeling suicidal

Tel: 116 123

Silver Line

Confidential Helpline

Friendship and advice for older people

Tel: 0800 4708090

The Lions Club

For the loan of medical equipment

Tel: 07761 602 678

The Red Cross

For the loan of medical equipment

Tel: 0344 412 2772

UK Power Networks

In the event of a power cut

Tel: 105

Uttlesford Citizens Advice

Free advice to help with problems including money and legal issues

Tel: 01799 618840

Uttlesford

Community Travel

Tel: 01371 875 787

Uttlesford District Council

Tel: 01799 510510

Uttlesford District Council Environmental Health

Tel: 01799 510483

Uttlesford District Council Sustainability Team

Tel: 01799 510511

Uttlesford Frontline

Search tool for local support
www.uttlesfordfrontline.org.uk

Warm Home

Discount Scheme

£140 discount on your electricity bill

Tel: 0800 731 0214

Winter Fuel Payments

Tax free benefit to help pay for energy bills during the winter

Tel: 0800 731 0160