

E-NEWS

Winter Warmer Extra November 2017



Keep warm this winter

Keeping warm both inside and outside your home can help reduce your risk of serious health problems that are more common in the colder months, such as chest infections, heart attacks and strokes. Follow this information guide for support throughout the colder months

Keep Peacehaven warm this winter. Stay in touch



WINTER WARMER EXTRA + WINTER WARMER EXTRA + WINTER WARMER

Get your heating system serviced by a qualified Gas Safe-registered engineer every year to ensure it is running safely and efficiently. Never block air vents and if you have wood-burning, coal or gas heaters, make sure there is adequate ventilation.

Make sure you know where your main stopcock is and check that it is easy to turn. If it is jammed, you may need to replace it. If water pipes freeze, they can burst, so you need to be able to turn off the water at the main stopcock.

Make sure your smoke alarm is working. You can ask your fire service to check your home for fire safety. It is free and you may be eligible to get free smoke alarms fitted. If you are a private tenant, your landlord must install the smoke alarms for you.

Keep a mixture of salt and sand handy to put on steps or paths in icy weather. The council will provide access to grit or sand in set locations around the town.

If the area you live in is liable to floods, **sign up for free flood warnings** from Floodline.

Consider fitting a grab rail if you have steps at your front or back door. Ask your local council or landlord for more information.

Keep simple cold, flu and sore throat remedies in the house. Your pharmacist can make suggestions and advise you how to manage minor illnesses.

Make sure you have a yearly flu jab. It is free if you are over 65 or if you are a carer or have certain long-term conditions.

Keep basic food items in the cupboard or freezer in case it is too cold to go shopping. You could also do your food shopping online and get it delivered to your door.

Keep a torch handy in case you lose power and keep your radio, mobile phone, laptop or tablet fully charged, so you can use the battery power if there is no electricity.

If you are worried about walking your dog in cold and icy weather, contact local charities or speak with your vet. They may be able to match you with a dog-walking volunteer in your area.

Make sure you claim all the financial support you can to help with heating bills. Your local council, housing advice, Citizens Advice and benefit claim services can advise you.

Get a personal alarm. Personal alarms allow you to call for help if you are unwell or have a fall and cannot reach a telephone. You press a button on a pendant you wear around your neck or as a wrist band. This will connect you to a 24-hour call centre where you can talk to someone who will contact a designated person to help you – usually a neighbour, friend, relative or the emergency services. You can search based on your postcode by visiting www.gov.uk/apply-for-communityalarm Age UK also provides personal alarms. Call 0800 707 6369.

Take care when driving. If you absolutely have to drive in bad weather, make sure you allow extra time for your journey. Tell someone your destination and when you expect to arrive.

Always fully charge your mobile phone before you set off and make sure you have warm clothes, boots, food, water, a torch and a spade in case you need them.

Keep your spirits up. It is not unusual to feel a bit down in winter, particularly when the days are short and it can get dark by 3.30pm. Try to keep to your usual routine and if you cannot visit friends or family, make sure you phone or Skype them regularly for a chat. If you are feeling lonely, contact your local council and they will put you in touch with local charities and community groups which offer friendship services.

If there are no local services and you are interested in a weekly telephone friendship call, contact the national Call in Time Service at Age UK on 0844 225 0320.

It helps to do something you enjoy every day. If possible, go for a short walk in the middle of the day, if it is not too cold, or at least go outside while there is daylight. There may be local classes or social groups you can attend. Check your local council noticeboards, community centre or library to find out what opportunities there are in your area.

If you feel down for several weeks and it is stopping you going out, making you feel listless and lacking in energy, it is important to share these feelings with someone, perhaps a friend or your GP.

Most of us spend a lot of time indoors in winter, so it is important you are comfortable and safe there. It is essential that you keep your home warm. Low temperatures increase the risk of flu and other respiratory problems and can raise blood pressure.

Blood pressure takes longer to return to normal in older people once they are cold, increasing the risk of heart attacks and strokes. The colder your home, the higher the risk to your health. Keep your main living room around 70°F/21°C, and the rest of your home heated (**Continued on Page 3**)



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(Continued from Page 2) to at least 64°F/18°C. Living room ideal temperature 70°F/21°C. Bedroom ideal temperature 64°F/18°C. If you feel cold, turn the heat up regardless of what the thermometer reads.

Contact your local council for signposting for a benefits check and advice on any other financial support you may be eligible for. If you are having difficulty paying your heating bills, contact the council to find you the right kind of support.

Contact the Winter Fuel Payment helpline if you receive Pension Credit, or certain other benefits, because you are automatically paid a Cold Weather Payment when the temperature is at 0°C (32°F) or below for seven days in a row.

You may be entitled to a Warm Home Discount on your electricity bill if you are on a low income. It is a one-off discount on your energy bill, usually made between October and March. Check with your energy supplier or ask an advice agency. Find out more at www.gov.uk/the-warm-home-discount-scheme

Online benefits calculator: www.turn2us.org.uk

Make sure you are not missing out on any benefits or discounts you are entitled to that will help you keep your home warm.

Helpful telephone numbers

Print out this page and write down these numbers

Gas supplier.....

Electricity supplier.....

Water supplier.....

Plumber.....

My local pharmacy.....

My GP practice.....

My local Age UK.....

Useful organisations

Age UK Advice: 0800 67 81 174. Lines are open seven days a week from 8am to 7pm.

Charis Grants directs people to grants to clear utility debts owed to certain energy providers. Tel: 01733 421 021. www.charisgrants.com

Cinnamon Trust Charity for older people and their pets. It has volunteers who may be able to walk your dog for you in icy conditions. Tel: 01736 757 900. www.cinnamon.org.uk

Citizens Advice Consumer Service A consumer advice and complaints service. Tel: 0345 404 0506. www.citizensadvice.org.uk

Energy Saving Trust provides free advice on saving energy. Tel: 0300 123 1234. www.energysavingtrust.org.uk

Floodline Free 24-hour service that provides flood warnings by phone, text or email. Tel: 0345 988 1188.

Gas Safe Register You can check if an engineer is on the register by visiting the website. Tel: 0800 408 5500.

If you suspect a gas leak, call 0800 111 999.

National Flood Forum offers support and representation to communities and individuals at risk of flooding. Tel: 01299 403055. www.nationalfloodforum.org.uk

NHS 111 Free NHS 24-hour helpline for advice on urgent but non-life-threatening symptoms www.nhs24.com

NHS Choices provides web-based information about NHS services, healthy living and health conditions.

Fuel Payment helpline Tel: 03459 15 15 15. www.gov.uk/winter-fuel-payment

Other.....

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Peacehaven Town Council pledges to support the community throughout all seasons but in particular during winter when residents may be more vulnerable or become isolated. Our work includes providing information and advice about the steps you can take to beat the cold weather or the financial help that is available to help you meet the costs of staying warm. With your help we can do so much more to reduce loneliness, vulnerability, sickness and loss in our town.

Keep Peacehaven warm this winter. Stay in touch



Can you help our community?

Please print and complete this form and return to Council Offices, Community House, Meridian Centre, Peacehaven BN10 8BB. Alternatively, you can phone 01273 585493 or visit www.peacehaventowncouncil.gov.uk Thank you.

Wanting more information on community groups? Y / N

Are you able to support in the event of an emergency?..... Y / N

Add to E-News for monthly distribution?... Y / N

Email address.....
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Vulnerable person. Do you feel you require more support in your home?... Y / N

Contact Details

Name.....

Address.....
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Email.....
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Phone.....

Comments.....
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