DERBYSHIRE County Council



# Healthy, Warm and Well in Derbyshire

Your guide to council, health, voluntary and community services in Derbyshire 2020/2021

**Get your Flu jab this winter!**

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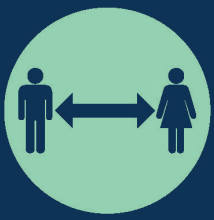
# We must keep on protecting each other.



HANDS



FACE



SPACE

**STAY ALERT › CONTROL THE VIRUS › SAVE LIVES**

# Key information

## Flu vaccination and pneumococcal immunisation



**It is more important than ever this year to get your flu vaccination if you are in a high risk group. This will help to protect you and your family by reducing the risk of getting flu. Although for many people flu is unpleasant, but not serious, for others it can cause serious complications such as bronchitis and pneumonia.**

This year the Department of Health and Social Care has widened its offer of free flu vaccinations to more people:

- Adults 65 and over (aged 65 or over on 31 March 2021)
- People with certain medical conditions (including children in at-risk groups from 6 months of age)
- Pregnant women (any stage)
- children aged 2 and 3 on 31 August 2020
- Children in primary school
- Children in year 7 (secondary school)
- Frontline health or social care workers
- Living in a long-stay residential care home or another long-stay care facility
- Receive a carer's allowance, or you're the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- Live with someone who's at high risk of coronavirus (on the NHS shielded patient list) or you expect to be with them on most days over winter
- You can also have the flu vaccine if you provide health or social care through Direct Payments (personal budgets) or Personal Health Budgets (such as Personal Assistants) or both.

Later in the year, the flu vaccine may be given to people aged 50 to 64. More information will be available later in the autumn.

The medical conditions that put you at more of a higher risk of complications if you get flu are:

- Chronic (long-term) respiratory diseases, such as asthma (that requires an inhaled or tablet steroid treatment, or has led to hospital admission in the past), chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
- Chronic heart disease, such as heart failure
- Chronic kidney disease
- Chronic liver disease, such as hepatitis
- Chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy
- A learning disability
- Diabetes
- A weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy
- Being seriously overweight (a BMI of 40 or above)

If you are concerned you have an illness that increases your risk of complications if you get flu, discuss it with your GP.

**Children**

Children aged between 6 months and 2 years who are eligible for the flu vaccine will receive an injected flu vaccine.

Children eligible for the flu vaccine aged between 2 and 17 will usually have the nasal spray flu vaccine.

**Where can you get your flu jab**

Flu jabs are available from your:

- GP
- Pharmacy (over 18 year olds)
- Antenatal clinics (pregnant women).

**Pneumococcal Vaccination**

All adults over 65 and people at high risk of pneumococcal infection should receive the one off pneumococcal polysaccharide vaccine. These include:

- Babies
- Adults aged 65 or over
- Children and adults with certain long-term health conditions, such as a serious heart or kidney condition.

# Planning for cold weather



**What's on the way? – The Met Office provides the weather forecasts for broadcasts on radio and TV, so listen in to these bulletins regularly to keep up to date with the weather.**

**Severe weather warnings are also issued on the Met Office website at: www.metoffice.gov.uk and on the TV and radio.**

Staying Warm, Staying Well - To keep warm and well during periods of cold weather:

- Keep curtains drawn and doors closed to block out draughts
- Have regular hot drinks and at least one hot meal a day if possible -eating regularly helps keep energy levels up during winter
- Wear several light layers of warm clothes (rather than one chunky layer)
- Keep as active as possible
- Wrap up warm if you need to go outside on cold days.

If winter weather is expected make sure you are have enough basic food supplies to last 3 days.

It's also advisable to make sure you have **sufficient supplies of any medications** you are taking. It's a good idea to keep a copy of your original prescription either with your medication or somewhere it can easily be found. This is so ambulance or emergency services staff can easily find out what medications you take if they ever need to take you to hospital or treat you in your home.

The Message in a Bottle scheme encourages people to keep medical information in a recognisable bottle placed in the fridge.
Emergency responders know to look for a bottle if they see the message in a bottle sticker in your home. You can get a bottle and sticker from many GP surgeries, health centres or pharmacies.

For more information visit:
**www.lionsclubs.co/public**
Email: **mdhq@lionsclubs.co.uk**
Tel: **0121 441 4544** – Monday to Friday from **9am** to **5pm**

If you use oil or solid fuel heating make sure you do not allow your stocks of oil or solid fuel to run low – remember to stock up before winter. Contact Rural Action Derbyshire for advice about buying oil or LPG on **01629 592970**.

Icy conditions – icy pavements and roads can be very slippery. Take extra care if you go out and wear boots or shoes with good grip on the soles.

The Met Office advises putting grit or cat litter on paths and driveways to lessen the risk of slipping. It adds that you should wait until the roads have been gritted if you are travelling by car.

Bear in mind that black ice on pavements or roads might not be clearly visible, and that compacted snow may turn to ice and become slippery.

Keep your main living room at around 18–21°C (64–70°F), and the rest of the house at least at 16°C (61°F). 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.

# Advice for homeowners - maintaining your property

**It is almost inevitable that your home will need repairs and maintenance at some point. However, there are some things that you can do to reduce the need for expensive repairs.**

Homeowners need to plan for how they will pay for repairs. If you're worried about finding a reliable contractor, see Derbyshire County Council's Trusted Trader Scheme on page **38**.

- Look for blocked downpipes. This is best done during heavy rain to see water coming down from any leaky joints
- In dry weather look for stained brick work
- Check ground level gullies and drains to make sure they are clear of debris such as leaves, twigs etc
- Every autumn, clear gutters, hopper heads, flat roofs and drainage channels. It's a good idea to do this in spring to deal with anything that might have found its way into the wrong place
- Overflowing gutter water may penetrate and cause internal damage
- Remove damaging vegetation from behind downpipes
- Fit bird/leaf guards to tops of soil pipes and rainwater outlets to prevent blockages
- Have gutters re-fixed if they are sloping the wrong way or discharging water onto brickwork
- Do not undertake routine maintenance at high level unless you are accompanied and have suitable equipment, or seek help from a professional
- Internally, try and prevent condensation which in turn my lead to mould growth and deterioration of furnishings etc
- If you have timber windows, ensure that they are painted and resealed on a regular basis to prevent the timber from becoming exposed to damp.

Contact your local council or home improvement agency for advice. See page **39**.

# Advice for homeowners - home insulation

**Insulating your home can save you money on your fuel bills and make your home a warmer more comfortable place to live. It also helps to keep you cooler during the summer.**

**Cavity wall insulation** – around a third of all heat lost in an un-insulated home is lost through the walls. Having cavity wall insulation is a good way to reduce the amount of energy you need to heat your home and could save you around **£145** a year on your fuel bills.

**Loft insulation** – without proper loft insulation a lot of the energy used to heat your home will be lost through the roof. The recommended depth for loft insulation is 270mm and if you don't already have it this could save you around **£130** per year on your energy bills.

**Solid wall insulation** – if your home was built before or around 1920 its external walls are likely to be solid rather than having cavity walls. If you have solid walls you can insulate them with external or internal insulation saving you around **£245** a year on your energy bills.

**Floor insulation** – Insulating beneath floorboards will reduce heating bills and improve the comfort of your home. You could save between**£40–£55** a year by insulating your floors. Gaps and cracks around floors and skirting boards are easy to fill yourself using sealant.

**Draught proofing** – using strips and excluders around draughty door and window frames can save between around **£25** a year on heating bills.

**Tank and pipe insulation** – tank and pipe insulation keeps your water hotter for longer by reducing the amount of heat that escapes.

For more information contact your local council. See page **58.**
Calls are charged at a local rate.

Visit: **www.energysavingstrust.org.uk/home insulation**

# Damp, mould and condensation

**Dampness can cause mould on walls and furniture and rot timber window frames, floors and skirting boards. It also encourages the growth of house dust mites and can increase the risk of respiratory illness in some people.**

**What is condensation?**
Condensation is caused when moisture held in warm air meets a cold surface like a window or wall and condenses into water droplets. If it happens regularly mould growth may start to grow.

Look for it in corners, on or near windows, in or behind wardrobes and cupboards. It often forms on north facing walls.

**When does condensation occur?**
All houses are affected by condensation at some times. It usually occurs when a lot of moisture and steam is produced, for example:
when cooking

- Having a bath or shower
- Washing clothes
- Drying clothes inside
- During cold nights when bedroom windows mist up.

**How to avoid condensation**
Some ordinary daily activities produce a lot of moisture quickly, to avoid these:

- Cover pans and do not leave kettles boiling
- Dry washing outdoors on a line or put in the bathroom with the door closed and the window open
- Vent tumble dryers using proper vent kits
- Make sure your home is insulated
- Heat the whole house rather than one or two rooms.

**Why is condensation a problem?**
Condensation can damage both your home and your health. It can provide ideal conditions for mould to grow, which causes black patches on walls and fabric. Severe mould growth has negative impact on asthma and other respiratory illness, due to inhalation of mould spores.

**Condensation can lead to mould growth. Mould is a fungus that will grow wherever there are damp surfaces in houses.**

**Ventilation to remove moisture**
You can ventilate your home without causing draughts:

- Keep a small window ajar or a trickle ventilator open when using the room
- When cooking, the kitchen should be ventilated. Use the extractor fan or open the window
- Keep the kitchen door to the rest of the house closed. This will help to prevent moist air circulating through the house
- When bathing or washing keep the bathroom door closed. Use the extractor fan or open the window. After you have finished keep the fan on or window open to allow the water vapour to disperse. Leave the door closed.

**If you have damp, check for the following problems:**

- Rubbish or soil piled up against the house above the level of the damp proof course
- Missing or slipped roof tiles
- Damaged flat roof coverings
- Damage to brick work or external rendering
- Rotten or leaking window sills and/or frames
- Broken and blocked guttering or rainwater in down pipes
- Blocked or missing air bricks
- Crumbling brickwork or rendering to chimney stacks.

**How can you remove mould?**

- A solution of water and vinegar will remove light mould staining on hard surfaces
- To kill and remove mould, wipe down the walls and window frames with fungicidal wash
- Dry clean mildewed clothes and shampoo carpets – vacuum cleaning will disturb mould spores
- After treatment, redecorate using good quality fungicidal paint to help prevent mould recurring.



**The only lasting way of avoiding severe mould growth is to eliminate the source of damp.**

## Installing water meters

If you think your water bill is high it might be worth installing a water meter. As a rough rule of thumb, if there are more or the same number of bedrooms in your house than people, check out getting a meter: e.g. if you are a couple living in a house with 2 or more bedrooms a water meter may save you money. Some households use more water than others and this can also be a factor.

Existing unmetered water bills are based on the 'rateable value' of your property. Before 1990, councils assessed homes to produce rateable values, and they were based on what rent homes could raise in the private market. Criteria for rateable values included the size of the property. Since 1990 all new homes have been fitted with water meters.

If you do get a water meter installed and subsequently decide it would have been cheaper to pay the rateable value of your previous bill, Severn Trent offer a two-year cooling off period after the meter is installed during which you can change your mind and return to the previous billing system based on rateable value.

You can find out more about water meters on the Severn Trent website: **www.stwater.co.uk/my-account/my-water-meter** Alternatively call the Seven Trent helpline (charged at a local rate) which can tell you more about water meters over the phone: **0345 7500 500**.

## The effects of cold on health

Cold winter temperatures and living in a cold or under heated house can cause physical effects such as thicker blood, increase in blood pressure and tightening of the airways; making people who already have chronic health conditions even more vulnerable.

There is also a link between the onset of cold weather and deaths from both heart attacks and respiratory illnesses.

Older people are particularly at risk as they do not feel the cold until their body temperature falls.

There is also evidence linking reduced immune function with cold chills and hypothermia. It is important therefore to keep up to date with flu jabs and regular check-ups before and during cold weather.

**The three main areas of physical illness affected by cold**

It is possible to split the large number of possible health conditions affected by cold into three main categories:

**respiratory**, **cardiovascular** and **conditions which affect your mobility** by restricting the movement of your muscles.

The following checklists highlight the main symptoms and conditions which may appear or worsen during cold weather.

**Respiratory symptoms**: Increased mucus secretion, shortness of breath. Specific respiratory conditions worsened by cold weather include COPD and asthma.

**Cardiovascular symptoms**: chest pain, irregular heartbeat, shortness of breath. Specific cardiovascular conditions worsened by cold weather:

- Coronary heart disease, angina, hypertension/blood pressure, atrial fibrillation, peripheral arterial disease (PAD), heart failure, TIA/mini stroke.
- Diabetes is considered a 'gateway' condition into cardiovascular illness. Over the winter months patients of all diabetes types tend to have higher levels of HbA1c (glycated haemoglobin). Sugar levels tend to creep up when the temperature drops.

**Mobility symptoms**: stiffness, swelling, restricted movement, pins and needles, and muscle weakness. Specific mobility conditions worsened by cold include Rheumatoid arthritis, osteoporosis, and an increased number of injuries caused by falls.

**Mental health and the cold**
Damp, cold housing is associated with an increase in mental health problems such as depression, stress and anxiety.

Some people may become socially isolated if they live in a cold home as they may be reluctant to invite friends or family to visit, while others might seek refuge elsewhere as an alternative to staying in their own home which can cause instability.

Sudden temperature changes can affect health adversely. Even if your home is kept in the 'safe zone' (between 18–21°C) suddenly stepping outside or moving to a much colder part of the house can place a strain on your body. To a fit and healthy person this may not be a problem. However; for the elderly and people with health conditions sudden changes of temperature from hot to cold (or vice versa) can be dangerous or even life threatening.

**The effect of a cold home on children**
Living in a cold home doesn't just affect old or ill people. Poorly heated homes can have a significant impact on children's health, affecting infant's weight gain and development and increasing the frequency of asthmatic symptoms.

Growing up in a cold home may also have a negative impact on the development and emotional wellbeing of babies, children and teenagers. This may impact on educational achievement and worsen chance later on in life.

**The safe zone**
People with health conditions affected by cold are advised to keep the heating on for long enough to keep illness under control. By keeping your house in the safe zone between 18°C and 21°C you will decrease the chances of your health condition worsening while inside the home. Because sudden changes from hot to cold can also be dangerous, it is important to keep the most used rooms of your house heated to prevent sudden temperature changes. In reality, this means heating your living room, bathroom and kitchen when you are in the home if possible, try to make sure your bedroom is warm when you get up and before you go to bed. Finally, make sure you dress warmly and put on outdoor footwear before stepping outside into much colder air.

## Heat waves

**Extreme heat can be dangerous for anyone and it's best for your health to avoid getting too hot in the first place. Remember to think of those who may be more at risk from the effects of heat.**

Those at higher risk include those over 75 years old, those living on their own or in care homes, those with ill health including heart conditions, diabetes respiratory or renal illness, homeless people, and other long term conditions. Others affected are those who are unable to adapt behavior to keep cool e.g. people with dementia, those who are bed bound, the disabled, babies and the very young, and those consuming too much alcohol. Below are some tips to keep you and others cool and what to do if someone feels unwell:

**Stay out of the heat:**
- Keep out of the sun between 11am and 3pm
- Wear light, loose-fitting cotton clothes. If you have to go out in the heat, walk in the shade, apply sunscreen and wear a hat and light scarf and sunglasses.
- Avoid extreme physical exertion. If you can't avoid strenuous outdoor activity (sport, DIY, gardening) keep it for the early morning/evening.

**Cool yourself down:**
- Have plenty of cold drinks, and avoid excess alcohol, caffeine and hot drinks. Eat cold foods, particularly salads and fruit with high water content
- Take a cool shower, bath or body wash. Sprinkle water over the skin or clothing, or keep a damp cloth on the back of your neck.

**Keep your environment cool:**
- Keeping your living space cool is especially important for infants, the elderly or those with chronic health conditions or those who cannot look after themselves
- Keep windows that are exposed to the sun closed during the day and open windows at night when the temperature has dropped

- Close curtains that receive morning or afternoon sun. However, care should be taken with metal blinds and dark curtains, as these can absorb heat, consider replacing or putting reflective material in-between them and the window space
- Place a thermometer in your main living room and bedroom to keep a check on the temperature
- Turn off non-essential lights and electrical equipment - they generate heat
- Keep indoor plants and bowls of water in the house as evaporation helps cool the air
- If possible, move into a cooler room, especially for sleeping
- Electric fans may provide some relief, if temperatures are below 35°C (95°C). At temperatures above 35°C fans may not prevent heat related illness and may cause dehydration. The advice is not to aim the fan directly on the body and to have regular drinks. This is especially important in the case of sick people confined to bed
- If you find your home to be uncomfortably hot and have concerns about it affecting yours or someone else's health, seek medical advice and advice from the environmental health dept within your local authority
- Use pale, reflective external paints
- Have your loft and cavity walls insulated, heat is kept in when it is cold and out when it is hot
- Grow trees and leafy plants near windows to act as natural air- conditioners.

**Look out for others:**

- Keep an eye on isolated, elderly, ill or very young people and make sure they are able to keep cool
- Ensure that babies, children and elderly people are not left alone in stationary cars
- Check on elderly and sick neighbours, family and friends
- Be alert and call a doctor or social care if someone is unwell or further help is needed.

**If you have a health problem:**

- Keep medicines below 25°C or in the refrigerator (read the storage instructions on the packaging) - it's also advisable to keep a copy of your prescription either with your medication or somewhere it can easily be found. This is so ambulance or emergency services staff can easily find out what medications you take if they ever need to take you to hospital or treat you in your home
- Seek medical advice if you are suffering from a chronic medical condition or taking multiple medications.

**If you or others feel unwell:**

- Get help if you feel dizzy, weak, anxious or have intense thirst and headache; move to a cool place as soon as possible and measure your body temperature, drink some water or fruit juice to rehydrate.
- Rest immediately in a cool place if you have painful muscular cramps (particularly in the legs, arms or abdomen, in many cases after sustained exercise during very hot weather), and drink oral rehydration

solutions containing electrolytes.
- Medical attention is needed if heat cramps last over an hour
- Consult your doctor if you feel unusual symptoms or if symptoms persist.

**Seek Advice if you have any concerns:**
- Contact your doctor, a pharmacists or telephone NHS **111** if you are worried about your health during a heat wave, especially if you are taking medication, if you feel unwell or have any unusual symptoms
- Watch for cramps in your arms, legs or stomach, feelings of mild confusion, weakness or sleeping problems
- If you have these symptoms, rest for several hours, keep cool and drink water or fruit juice. Seek medical advice if they get worse or do not go away.

**If you suspect someone has heatstroke**
Remember, heatstroke can kill. It can develop very suddenly, and rapidly leading to unconsciousness. If you suspect someone has heatstroke, call 999 immediately. While waiting for the ambulance:
- If possible, move the person somewhere cooler
- Increase ventilation by opening windows or using a fan
- Cool them down as quickly as possibly by loosening their clothes, sprinkling them with cold water or wrapping them in a damp sheet
- If they are conscious, give them water or fruit juice to drink
- Do not give them aspirin or paracetamol.

For information on the weather forecast, how to protect your health during a heatwave, how to minimise ultraviolet ray induced skin and eye damage and advice on air pollution, view the following web pages:

**www.metoffice.gov.uk**
**www.nhs.uk/summerhealth**
**www.uk-air.defra.gov.uk**

Alternatively ring Defra for information on air pollution: Tel: **0800 55 66 77**

# Carbon monoxide

**What is carbon monoxide?** Carbon monoxide (CO) is a colourless, odourless, tasteless, poisonous gas produced by incomplete burning of carbon-based fuels, including gas, oil, wood and coal. It is only when the fuel does not burn properly that excess CO is produced, which is poisonous.

**What preventative measures can I take against carbon monoxide exposure?** Ensure all work carried out to gas appliances is undertaken by a Gas Safe Registered engineer. It is advised that gas appliances and/or flues are serviced every year for safety. If you live in tenanted accommodation, your landlord has a legal duty to carry out an annual gas safety check and maintain a gas safety check certificate.

Always make sure there is enough fresh air in the room containing your gas appliance. If you have a chimney or a flue ensure it is not blocked up and also ensure that vents are not covered. Get your chimney swept from top to bottom at least once a year by a qualified sweep. If you have appliances that use other fossil fuels, make sure they are serviced and maintained by a competent person.

Carbon monoxide alarms are a useful back up precaution but they must not be regarded as a substitute for proper installation and maintenance of gas appliances. Before purchasing a CO alarm, always ensure it complies with British Standard EN 50291 and carries a British or European approval mark, such as a kite mark. CO alarms should be installed, checked and serviced in line with manufacturer's instructions.

**How do I know if I am at risk of carbon monoxide?** (signs of incomplete combustion include):

- Yellow or orange rather than blue flames (apart from fuel effect fires or flue less appliances which display this colour flame)
- Soot or yellow/brown staining around or on appliances
- Pilot lights that frequently blow out
- Increased condensation inside windows.

**What are the symptoms of carbon monoxide poisoning?**
Early symptoms of CO poisoning can mimic many common ailments and may easily be confused with food poisoning and viral infections. Symptoms to look out for include:

- Headaches
- Nausea
- Collapse
- Tiredness
- Vomiting
- Stomach pains
- Visual problems
- Breathlessness
- Dizziness
- Loss of consciousness
- Drowsiness
- Pains in the chest
- Erratic behaviour.

If you or your family experience any of the above symptoms and you believe CO may be involved, seek urgent medical advice from your GP or an Accident and Emergency Dept. Ask for a blood or breath test to confirm the presence of CO. Be aware that CO quickly leaves the blood and tests may be inaccurate if taken more than four hours after exposure has ceased.

For more information telephone NHS Direct on **111**.

**What should I do if I think my appliance is spilling carbon monoxide?**

- Switch off the appliance and do not reuse until remedial action has been taken
- Open all doors and windows to ventilate - DO NOT SLEEP IN IT
- Visit your GP urgently and tell him/ her that your symptoms may be related to carbon monoxide poisoning and request either a blood and/or breath sample test
- Make arrangements for a Gas Safety Registered engineer to make repairs. Contact: **0800 408 5500** email: **enquiries@gassaferegister.co.uk** or visit their website: **www.gassaferegister.co.uk**

# Saving money

## Energy and money saving tips



**Using energy efficiently is important for a number of reasons – to save money, to keep you warm, to reduce your carbon footprint and to help you to stay healthy.**

For home insulation information see page **10**.

**Energy and money saving tips:**

- Lag all cold water pipes in the loft but do not lag under the cold water tank
- Close curtains and blinds at dusk and tuck curtains behind radiators
- Do not waste water and gas/ electric costs by overfilling a bath
- Take a shower it uses 40% less hot water than a bath
- Check the immersion heater, 60°C/140°F is ideal
- Turn off lights when you leave a room
- Do not leave appliances on standby
- Use the washing machine on economy setting and wait until you have a full load
- Use the kettle to boil water for your saucepans and always use a saucepan lid
- Only boil enough water for what you need
- Descale your kettle regularly
- Add heating controls to your central heating system, this will put you in control
- Fit radiator panels behind your radiators to reflect the heat back into the room
- Do not block radiators with large pieces of furniture as air needs to circulate freely for the radiator to work efficiently
- Always put the plug in the sink or use a washing up bowl. Never wash up under a running tap
- Replace standard light bulbs with energy efficient ones
- Do not leave appliances on charge

unnecessarily
- Only use a tumble drier when you cannot dry laundry outside
- Fix dripping taps. Over one week a dripping tap will waste enough water to half fill a bath
- Do not leave the door open on fridges and freezers
- Defrost your freezer regularly.

## Warm home discount scheme

**You could get £140 off your electricity bill for winter 2020 to 2021 under the Warm Home Discount Scheme.**

**The 2020 to 2021 scheme will open on 12 October 2020.**

The money is not paid to you – it is a one-off discount on your electricity bill, usually between September and March. There are 2 ways to qualify for the Warm Home Discount Scheme:

- you get the Guarantee Credit element of Pension Credit -known as the 'core group'
- you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'

**Park home residents**
If you live in a park home you need to apply for the discount through an organisation called Charis who administer the scheme for park home residents.

You can fill the Warm Home Discount application form in online at **www.parkhomeswhd.com** or you can call Charis on **0330 555 9424** and complete the application over the phone.

**Pre-pay or pay-as-you-go meters**
You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter. Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.

**How to claim**
If you are in the 'core group' and automatically qualify for the discount, you will get a letter this autumn or winter telling you how to get the discount if you qualify.

**If you do not get a letter try the following:**
Warm Home Discount helpline
Telephone: **0800 731 0214**
Monday to Friday, 8:30am to 4:30pm.

Contact the Warm Home Discount Team in writing at the address below, or contact your electricity supplier directly if you do not get a letter but believe you qualify.

**Warm Home Discount Scheme**
**Peel Park**
**Brunel Way**
**Blackpool**
**FY4 5ES**

Visit: **www.gov.uk/the-warm-home-discount-scheme**

If you do not qualify for the discount you may be able to apply directly to your electricity supplier for help if you do not get the Guarantee Credit element of Pension Credit but:

- You are on a low income
- You get certain means-tested benefits including certain disability related payments
- Your energy supplier is part of the scheme.

**How to apply**

Check with your supplier to see if you are eligible and how to apply. Check with your supplier as early as possible. The number of discounts suppliers can give are limited.

Your electricity supplier will apply the discount to your bill by 31 March 21

Electricity suppliers

The following suppliers are part of the scheme:

- Affect Energy
- Angelic Energy
- Atlantic
- Avro Energy
- Boost
- Beam Energy
- Bristol Energy
- British Gas
- Bulb Energy
- Citizen Energy
- Co-operative energy
- Ebico
- Ecotricity
- EDF Energy
- E.ON
- Fosse Energy
- Great North Energy
- Green Energy
- Green Network Energy
- Green Star Energy
- iSupply Energy
- London Power
- Lumo
- M&S Energy
- Npower
- Octopus Energy
- OVO
- Powershop
- Pure Planet
- Qwest Energy
- Ram Energy
- Roar Power
- Sainsbury's Energy
- Scottish Hydro
- ScottishPower
- Shell Energy
- So Energy
- Southern Energy
- Southern Electric
- Spark Energy
- SSE
- Symbio Energy
- The LECCY
- Tonik Energy
- Utilita
- Utility Point
- Utility Warehouse
- White Rose Energy
- Your Energy Sussex.

If your supplier is not on the above list it may still be worth contacting them directly to see if they are taking part in the Warm Home Discount Scheme.

# Derbyshire Community Oil Buying Scheme

**Who runs it?**
The scheme is run by charity Rural Action Derbyshire with the aim of helping people in homes, community buildings and businesses in rural Derbyshire save money on their oil, particularly those in fuel poverty.

There are thousands of properties throughout Derbyshire off the National Gas Grid. A large number of these rely on heating oil (kerosene 28) and are at the mercy of a very volatile market price.

Households on oil have no choice but to buy their oil in minimum order quantities of 500 litres, sometimes making it hard to find a large sum of money in one go. Some oil companies offer payment schemes, but you are then at their mercy - paying whatever price they decide to charge for the oil.

The Oil Buying Scheme wants to help make oil more affordable. Buying oil through the scheme means the oil price will always be low with peace of mind that prices will not be inflated for profit.

The more people that use the scheme and the more oil that is ordered, the better the price that can be achieved from the suppliers. So using the scheme is not only saving money, but it is also helping others.

**Will I save money?**
The Derbyshire Community Oil Buying Scheme has ordered 684,206 litres of oil in and saved members collectively around £45,000 in the 12 months from April 2017 to March 2018. There were 393 members if the oil buying scheme in that period.

**How does it work?**
Members, once registered on the website, can log in and order oil at any time. Rural Action Derbyshire place an order every fortnight made up of members' orders in that period.

Members also pay for their oil via the website. Payment is collected 24 hours after the oil price has been agreed and members have been informed of the price and total cost of their oil order. This way, the Oil Buying Scheme gives one payment direct to the supplier in advance for all the oil. This means they do not have to collect payments from everyone and they can start getting the oil delivered straightaway.

The system is internet based, in keeping with so many daily household and business functions these days.
However not everyone has access to the internet so members can still place orders over the phone if they need to.

Visit:
**www.ruralactionderbyshire.org.uk/oil**

Tel: **01629 592970** or email
**oil@ruralactionderbyshire.org.uk**

# Derbyshire Fuel Bank

Many people in rural Derbyshire have homes in remote or isolated areas that are not connected to the mains gas network. Many of these rely on heating oil (kerosene) for their heating, hot water and/or cooking.

The heating oil price is very volatile and can vary widely from month to month. The minimum order quantity of 500 litres could cost £150 one month and £300 the next. Electricity can also cost more as households 'off gas' can't take advantage of the 'Dual Fuel' discount.

Sometimes it may mean making the difficult decision between putting food on the table or putting the heating on. This is of particular concern for the most vulnerable including the very young, the very old and those in poor health.

Applications to the Fuel Bank will be by referral from the following:

- Derbyshire Rural Chaplaincy team
- Food Banks
- Citizens Advice
- Age UK Derby & Derbyshire
- Derbyshire Discretionary Fund.

**Criteria for Support** - Individuals need to show they are:

- In severe financial hardship (unable to pay for energy bills) and
- Unable to access other support such as local government schemes or are waiting for payment from such schemes and live in Derbyshire.

The Fuel Bank can pay for a delivery of 500 litres of oil and/or other fuel cost.

Each application will be assessed on a case by case basis. People will also be able to access information on other support available to them relative to their specific needs.

For more information:
**energy@ruralactionderbyshire.org.uk**
**01629 592970** or **07540 736118**
**www.ruralactionderbyshire.org.uk**

# Fuel switching

**Changing energy suppliers, or 'fuel switching' can be one of the easiest ways to save money on your gas and electricity bills**

With so many different deals out there it can be difficult to know which is the best for you. You may be able to get a better energy tariff from your current supplier so it's worth contacting them to discuss if you are on the best tariff they offer.

However, you may save more money by switching to a completely new supplier. You can find out about other energy deals by using an internet comparison site such as 'energylinx', 'the energy helpline' or 'Uswitch'. They are able to carry out the switch if that is what you decide to do.

**Contacts:**
**www.energylinx.co.uk**
Tel: **0800 410 1143**
**www.energyhelpline.com**
Tel: **0800 074 0745**
**www.uswitch.com**
Tel: **0800 6888 557**

Citizens Advice consumer service can also help with advice on tariff switching, contact: **08454 223 113**
(Mon–Fri 9am–5pm).

In order to switch, you will need to know:

- The name of your current tariff
- How much you are paying each month/year for your gas and electricity or your annual energy
- Consumption in Kwh (which can be found on your bill)
- Who your current supplier is before you contact a comparison helpline.

This information is required so that accurate advice can be given. Please note: if you are in receipt of the Warm Home Discount you may need to reapply for this offer if you switch to a new supplier. If you do not inform your new supplier you are in receipt of the Warm Home Discount you may lose the payment.

There may be occasions when you are approached by energy supplier's sales person on your doorstep or a public place such as your local shopping centre. Make sure there is a 'cooling off' period where you are able to cancel any deal you may have signed up to.

# The Healthy Home Programme

The programme will provide free support for specific householders across Derbyshire that suffer from a health condition made worse by living in a cold or damp home.

Vulnerable householders are likely to be older people, young children and those with an existing respiratory or circulatory health problem.

People with existing conditions are likely to need further medical attention if they are unable to keep their homes warm during the winter.

Cold homes have also been linked to an increased risk of developing a wide range of health conditions including, asthma, arthritis, pneumonia, accidental injury and depression.

Derbyshire Public Health recognises the need to direct limited resources to vulnerable households that really need support.

The Healthy Home project has developed a working relationship with a range of NHS and public sector partners within Derbyshire to carefully identify which households would benefit from taking part in the project.

If you would like to be referred to the programme by a partner, you will receive a home visit and be given an opportunity to talk about:

- Problems with your heating system
- Loft or cavity wall insulation
- Improving home energy efficiency
- Managing finances
- Benefit entitlement
- Loans and grants
- Help with managing health issues.

The Healthy Home programme is delivered by a dedicated team working on behalf of Derbyshire County Council and District Councils.
For more information tel: **01629 536919** or email: **healthyhome@derbyshire.gov.uk**.

# The ‘PeoplesPower’ Buying Scheme

**The PeoplesPower is a Derbyshire based not-for-profit organisation set up to help people get together to save money on their electricity (ordinary or green) and gas bills. How does the PeoplesPower work?**

The concept is simple Energy bills are really expensive for everyone, but as individual households we have no power to negotiate. The PeoplesPower believes that by negotiating together, we have the power to get a cheaper, fairer deal.
There are four simple steps:

- It’s free to sign up
- Share with friends and family
- The PeoplesPower negotiates with large and small energy companies for their best deal
- Switch and Save: they’ll send you the best offer with information on how it compares to your current deal - you will be under no obligation to accept the offer.

You can also sign up to negotiate for green energy – you don’t need to choose between cheap energy and green energy. For the latest news from the energy-saving, renewable and community energy worlds keep an eye on PeoplesPower’s blog: **thepeoplespower.co.uk/blog**.

Twitter feed **www.twitter.com/thepeoplespower** and Facebook page **www.facebook.com/thePeoplesPower**

PeoplesPower runs as a social enterprise and is registered as a Community Interest Company (CIC):

- It is reliant on ‘people power’ spreading the word and does not advertise to minimise the costs passed on to the customer.
- It is committed to working for community benefits. It spends any surpluses it might generate on not-for-profit energy saving or renewable energy schemes.
- As a social enterprise it involves anyone who takes one of its offers in helping to decide how the surplus should be spent.
- It is completely transparent and impartial.

Contact:
**www.thepeoplespower.co.uk**
email: **team@thepeoplespower.co.uk**

# Getting financial help

## Financial Action and Advice Derbyshire



**Worried about money?**
In Derbyshire we want everyone to have access to appropriate financial services and products so they can manage their money effectively.

In this section you can find out about banking, where to get help if you have debts or are struggling to make ends meet.

**Where to get help**
In Derbyshire there are many organisations that can help people who are struggling. It's important not to face your problems alone and seek advice as soon as possible. Waiting until the bailiffs are knocking on your door limits your options, so get some advice before things get to that stage.

**Contact Financial Action and Advice Derbyshire:**
visit: **www.ruralactionderbyshire.org.uk**
email:
**financial@ruralactionderbyshire.org.uk**

**Facing Eviction, Repossession or Homelessness?**
You must act quickly.
Contact **Citizens Advice** for help.
Visit: **www.derbyshirecab.org.uk**

**Derbyshire Law Centre** (**01246 550674**) and **Direct Help and Advice** (**01332 287850**) can also provide free legal advice and representation on a range of matters including housing and employment issues.

**Debt and Borrowing Money**
There are lots of organisations offering help and advice on debt. You do not have to pay for advice.

For free, impartial advice contact your nearest Citizens Advice Bureau: **www.derbyshirecab.org.uk** or call National Debt Line on tel: **0808 808 4000** or Step Change debt charity on tel: **0800 138 1111**.

More information on debt and managing your money is available on the Derbyshire County Council website **www.derbyshire.gov.uk/welfarerights**

**Food Banks**
If you find yourself without money for food or daily essentials, there are emergency support arrangements in place in Derbyshire. Food Banks provide food parcels to last your family for 3 days and signpost you to other relevant help. Referrals are made by GPs and other agencies. For more information visit **www.derbyshire.gov.uk/foodbanks**

**Say no to payday loans**
Unless you are really good with money, payday loans have a habit of spiralling out of control.

What you may not expect when you take out your first loan is that the payday loan company will keep offering you more money. They will make it sound so simple and so tempting and it can be hard to say no and they will automatically take their money straight out of your bank account – whether you can afford it or not. It's easy to see how you can end up in trouble.

There are alternatives:

- If you are borrowing money to pay a bill or your rent get in touch with the people you owe money to – or seek advice on dealing with your debts
- Join a community bank (formerly known as credit unions) – they can help and save and lend you money at reasonable rate when you need it **www.derbyshire.gov.uk/communitybanks**

**Banking** – Choosing the right bank account for you is important. There are Current Accounts, Basic Bank Accounts and Packaged Accounts. It's important to look at what will best fit your needs and compare the features and any charges before deciding which account to choose. For more help ring the Money Advice Service on tel: **0300 500 5000** or visit: **www.moneyadviceservice.org.uk/en**

Do you know about **Basic Bank Accounts**? They are aimed at giving everyone access to bank accounts. They are basic, no frills accounts, that have no overdraft, but you can still set up standing orders and direct debits. If you are not able to get a standard current account, or you would prefer an account with no overdraft look into basic bank accounts. They are available from most high street banks. For information contact your local bank or the money advice service website: **www.moneyadviceservice.org.uk/en**

Problems with loan sharks – A **loan shark** lends money illegally. Loan sharks often:

- Offer you a cash loan but do not give you any paperwork
- Don't tell you when you will finish paying
- Increase the amount you owe even if you are making regular payments
- Take your bank card as security on the loan
- Threaten or use violence to get money from you.

If you've borrowed money from a loan shark you haven't broken the law, you can report them in confidence:
Tel: **0300 555 2222**
Text: '**loan shark**' & details to:
**07860 022116**
email: **reportaloanshark@stoploansharks.gov.uk**
Visit: **www.stoploansharks.co.uk**

**Savings and affordable loans**

- Do you need/want a safe and easy place to save?
- Do you need a low cost loan?
- Would you prefer to deal with a local trusted provider?

1. **Community banks** are financial cooperatives owned and controlled by the members. They are not for private profit, and are like a community bank. They operate to help promote savings, provide credit at reasonable rates, and other financial services for its members.
2. **Mutual and ethical savings community banks** offer a range of savings accounts. You save as little or as much as you can afford. They operate on values and principles of a cooperative.
3. **Affordable loans** - community banks offer loan products suited to your individual needs at affordable rates at a maximum of 42.6% APR. Loans where the person saves first may be lower. The interest is charged only on the reducing balance. There are no set up fees and no charges for early repayments.
4. **Run by you, for you** - As a community bank member you are in control of your own finances and have a say in how your community bank is run. Community banks all operate within a 'common bond' which might either be the common bond of an area, or of an employer or an association.
5. **Putting you first** - community banks serve you 'the member' by listening to your needs and developing the products and services that you want.
6. **Safety** - community banks are regulated and authorised by the Financial Conduct Authority and the Prudential Regulation Authority and are part of the Financial Services Compensation Scheme just like banks and building societies, so your money is protected.

Your local community banks - formerly known as credit unions:

**Chesterfield and North East Derbyshire**
Credit Union (cover the whole county) -
Monday to Friday from 9am to 5pm
4 - 6 Soresby Street
Chesterfield
Derbyshire
S40 1JN
Tel: **01246 278833**
Visit: **www.cnedcu.co.uk**

**2 Shires Credit Union** (cover Bolsover) - Monday to Friday from 9am to 3pm and Saturday from 9:30am to 12noon

**Queen's Buildings (Annex)**
**Potter Street,**
**Worksop,**
**S80 2AE**

Tel: **01909 500575**
Email: **info@2shires.org.uk**
Visit: **www.2shires.org.uk**

**Derbyshire Community Bank** (cover the whole county) - Monday to Friday from 9:30am to 3:30pm

**38 Corn Market**
**Derby,**
**DE1 2DG**

Tel: **01332 348144**
Text: **07860 025 023**
Email: **info@dcbank.org.uk**
Visit: **www.dcbank.org.uk**

For more information about managing your money and debt visit **www.derbyshire.gov.uk/communitybanks**

APR includes both the interest rate and any charges such as arrangement fees. APR varies from lender to lender. Generally the lower the APR, the better it is for you. So always check it and compare.

Learning more about dealing with money – If you are interested in learning more about money issues there is lots of free help available. There are short courses and sessions run by various different services, including Derbyshire Adult and Community Education Service.

There is a lot of help on websites including the Money Advice Service: **www.moneyadviceservice.org.uk/en**
Tel: **0800 138 7777** - Monday to Friday from 8am to 6pm

There is more information at Financial Action and Advice Derbyshire

Visit: **www.ruralactionderbyshire.org.uk/financial-action-and-advice**

Or email: **financial@ruralactionderbyshire.org.uk**

## Your local Citizens Advice

The Citizens Advice has offices across Derbyshire. They provide free, expert help and assistance across a broad range of issues, including benefits, debt, fuel, housing and employment issues.

**How to contact**
Most GP practices in the county have a weekly CA advice session. Contact reception at your practice to make an appointment. Otherwise, you can get advice from your local CA by phoning the following numbers:

Chesterfield:
**01246 209164**
High Peak, Derbyshire Dales, Amber Valley and Erewash:
Tel: **0300 4568390**

North East Derbyshire and Bolsover:
Tel: **0300 4568437**
South Derbyshire:
Tel: **0300 330 9002**

Or visit: **www.derbyshirecab.org.uk** for each Bureau individual website.

## Derbyshire Welfare Rights Service

**Thousands of people in Derbyshire are missing out on benefits they are entitled to.**

The Welfare Rights Service can help with general advice and may be able to take on any representation you need. They can give advice over the phone about which welfare benefits to claim and how to claim them. They'll also send out claim forms and give advice on how to challenge decisions by the benefits authorities. Please note that you usually have one month in which to challenge the decision.

They can assist with benefits appeals and represent Derbyshire claimants at tribunal hearings.

Contact:
**welfarebenefits@derbyshire.gov.uk**
call **01629 531535** or contact your local **Citizens Advice Bureau (CAB)**.

# Winter Fuel Payments

**The Winter Fuel Payment is a yearly tax free payment to help people pay for their heating. This will not affect any other benefits you may get and is different to Cold Weather Payments which you may get for each week of very cold weather if you are claiming certain benefits.**

**Are you eligible?**
If you have reached the qualifying age you may get a Winter Fuel Payment. For Winter 2020/21 you need to:

- If you were born on or before 5 October 1954
- Live in the UK throughout the week of 21-27 September 2020
  (You may still be able to get the payment if you live in another European Economic Area (EEA) country or Switzerland but you must have a genuine link with the UK to claim from abroad).

**You won't qualify if you:**

- Were in prison for the whole week between 21-27 Sep 2020
- Are in hospital getting free treatment for more than a year
- Need permission to enter the UK and didn't qualify for help from the Dept. for Work and Pensions.
- lived in a care home for the whole time between 29 June and 27 September 2020, and got Pension Credit, Income Support, income based Jobseeker's Allowance or income-related Employment and Support Allowance.

**Change of circumstance**
Report any change of circumstance as these can affect how much you get, e.g. if the qualifying person stops getting a benefit, moves out, dies or goes into care. Contact the office paying your benefits – their details are on any letters they sent you. For winter 2020/21 the payment can be between £100 and £300 depending on your situation.

**How to claim**
You usually do not need to claim Winter Fuel Payment - you'll get it automatically if you're eligible. You will need to claim it if you've not had it before and any of the following apply:

- You do not get benefits or a State Pension
- You only get Universal Credit, Housing Benefit, Council Tax Reduction or Child Benefit
- You get benefits or a State Pension but live in Switzerland or an EEA country

You also need to claim Winter Fuel Payment if you've deferred your State Pension, even if you had it before. You only need to do this once.

**Call the Winter Fuel Payment Centre to claim by phone.**

Winter Fuel Payment Centre
Telephone: **0800 731 0160**
Textphone: **0800 731 0176**
Relay UK (if you cannot hear or speak on the phone): **18001** then **0800 731 0160**

Video relay service for British Sign Language (BSL) users - check you can use this service.

**You will need to know:**

- Your National Insurance number
- Your bank or building society details
- The date you were married or entered into a civil partnership (if appropriate).

Payments cannot be made into a National Savings and Investments (NS&I) account unless you already get other benefits paid into the account.

Claim for the first time by post
The claim form you need depends on where you live and is available online at:
**www.gov.uk/government/publications/winter-fuel-payment-claim-form**

Send your claim to the following address if you're in the UK.

**Winter Fuel Payment Centre**
**Mail Handling Site A**
**Wolverhampton**
**WV98 1LR**

More Information:
**www.gov.uk/winter-fuel-payment/how-to-claim**

# Derbyshire Discretionary Fund

**If you need urgent help following a crisis or disaster the Derbyshire Discretionary Fund could support you.**

The fund is there to help people during an emergency or crisis situation and to support people to continue to live independently or cope with exceptional pressure when they have no money to help their situation.

The Derbyshire Discretionary Fund can support people to resolve their immediate difficulties and also puts them in touch with other support and services, so it's less likely to happen again.

**What are the payments?**

- There are two types of payment: Exceptional Pressure Grant
- Emergency Cash Payment.

**Exceptional Pressure Grant**

An Exceptional Pressure Grant can help people who are on one of the following:

- Income support
- Employment and Support Allowance
- Jobseeker's Allowance
- Pension Credit.

**Emergency Cash Payment**

An Emergency Cash Payment can help people when they cannot pay for food, heating or emergency travel which could lead to an immediate and serious risk to the health and safety of the person or their family. This could be because of a disaster or crisis.

**How are applications made?**

All applications are made via the phone to the Derbyshire Discretionary Fund team. Contact: Tel: **01629 533399** from 10am to 3pm

The team will take some personal information during the call and then a financial assessor will phone back to discuss the application in more detail.

# Royal British Legion

**The Legion, is a British charity providing financial, social and emotional support to members and veterans of the British Armed Forces, their families and dependants.**

Advice line: **0808 802 80 80** available from 8am to 8pm.

# Fuel debt advice

**If you are struggling to pay your energy bills or top up your pre- payment meter, you must contact your energy supplier as soon as possible. Energy suppliers can arrange debt payment plans which can be spread over a 2 year period to ease the cost. Fuel debts often appear due to inaccurate meter readings so, if possible, submit regular readings to your supplier or ask them to come and take regular readings if you do not know how to or are unable read your meter.**

**Q. I'm worried that my health condition will get worse if I get my fuel cut off in the winter, what can I do?**

A. Suppliers have agreed not to knowingly disconnect anyone who is considered vulnerable or:

- is a pensioner
- has a long time illness
- is disabled
- has severe financial problems
- has young children living in their home.

Put yourself on the Priority Service Register by calling Western Power Distribution on: **0800 096 3080**
Email: **wpdpriorityservmids@westernpower.co.uk**

If you are deaf or hard of hearing, you can speak to them on the number above using Text Relay by dialling **18001** first using your textphone.

**Contact National Debtline**
National Debtline is a free, confidential, debt advice service for people in England, Wales and Scotland, run by the charity the Money Advice Trust.
Tel: **0808 808 4000**
Visit: **www.nationaldebtline.org**

If you are really struggling financially, you may be eligible for help towards paying off your fuel related debts by contacting one of the following grant schemes:

**The British Gas Energy Trust** is open to non-British Gas customers; you do not have to be a customer of British Gas to make a claim. It offers payments for household bills, energy arrears or essential appliances.
Tel: **0121 348 7797**
Visit: **www.britishgasenergytrust.org.uk**

EDF: Payments for household bills/ energy arrears or essential appliances.
Tel: **01733 421021**
Visit: **www.edfenergytrust.org.uk**

Npower: Provides financial assistance to individuals and organisations.
Tel: **01733 421021**
Visit: **www.npowerenergyfund.com**

The E.ON energy Fund has been set up to help the most vulnerable existing or previous customers of E.ON Energy.
Tel: **03303 80 10 90**
Visit: **www.eonenergyfund.com**

The Ovo Energy Fund is a debt support fund created to help its customers reduce their arrears on gas and electricity bills.
Tel: **01752 507703**
Visit: **www.ovoenergy.com**

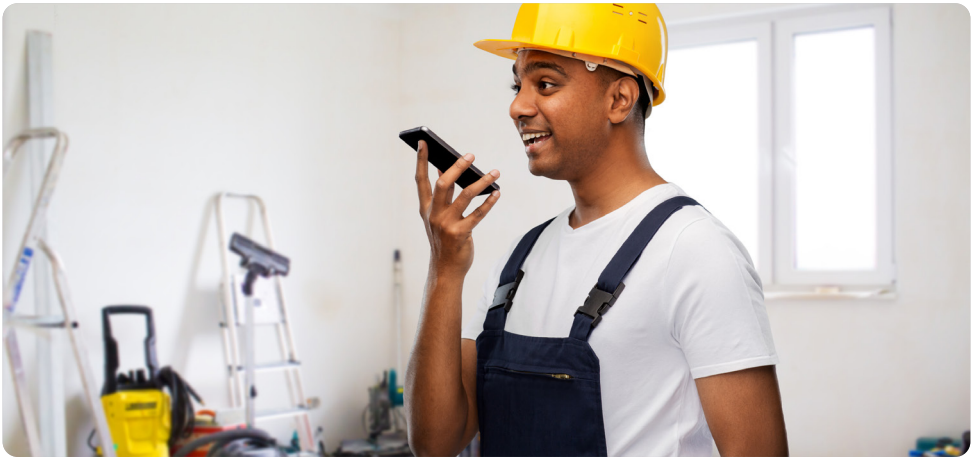
**Scottish Power Hardship Fund**
Tel: **0808 800 0128**
Visit: **www.SEDhardship.fund**

You can also contact the Derbyshire Discretionary Fund (which is described in more detail in this booklet) who may also be able to assist with emergency fuel debt payment.

Please also see the section of this booklet entitled **Financial Action and Advice Derbyshire** which contains contact information for other organisations who will be able to offer help and advice regarding managing fuel debt.

# Getting practical help

## Trusted Trader Scheme



**Derbyshire County Council set up its Trusted Trader scheme in 2008 and it now has more than 1000 members**

**The scheme aims to:**

- help local people find traders and businesses who agree to do a good job at a fair price and commit to providing good customer service
- protect older and more vulnerable adults by making it easier for them to avoid rogue traders who typically cold-call and use high pressure sale techniques
- support good local business.

All the familiar trades are covered; so there are plenty of local plumbers, builders, decorators, electricians and gardeners to choose from.

In addition, there are host of other services on offer – including financial advisors, solicitors, cleaners, car dealers, will writers and suppliers of mobility aids.

On top of that, the website shows feedback comments from previous customers so you can make sure you're choosing the right trader for your needs.

**Protecting consumers**

Consumer law requires that any trader should sell goods which are of satisfactory quality and are correctly described.

They should also carry out work with reasonable care and skill.

Trusted Trader builds on these legal requirements and is mainly concerned with the quality of customer service delivered by members.

In the unlikely event that you use a Trusted Trader and things go wrong, the county council's trading standards team will get involved and try help you resolve the problem.

However, the Trusted Trader register must not be taken in any way as a warranty by us of the status of any individual trader.

To find Trusted Trader visit **www.derbyshire.gov.uk/tt** Call Derbyshire on **01629 533190***, text **86555** or email **trusted.trader@derbyshire.gov.uk**

*Call Derbyshire is open 8am to 8pm on weekdays and 9.30am to 4pm on Saturday.

## Derbyshire Handy Van Network

**Derbyshire Handy Van Network provides practical support to help older and vulnerable people live independently in their own homes.**

You can access the service if you are aged 60 and over or are referred by Derbyshire County Council Adult Care, your local district/borough council, Derbyshire Fire and Rescue Service, Derbyshire Police or a health professional.

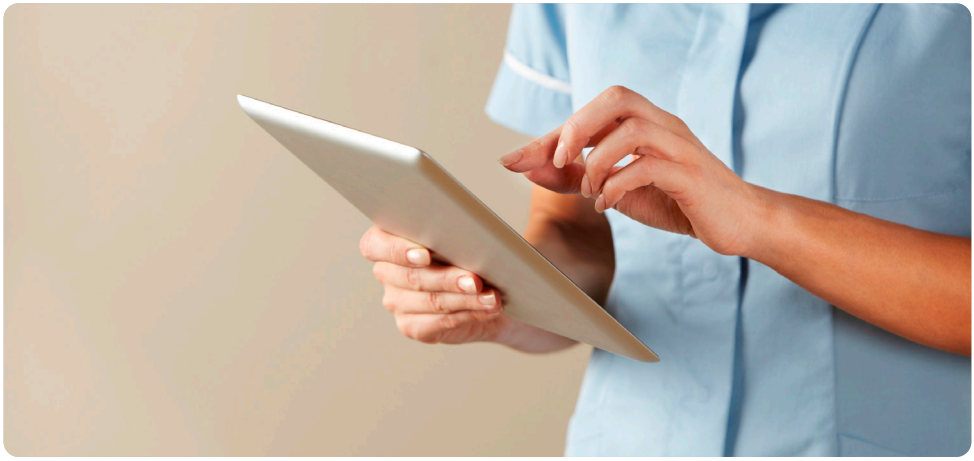
**You can phone and ask for a free visit to your home for the following:**

- Practical tasks – for example, changing light bulbs, securing carpets and rugs, small DIY tasks and removing and hanging curtains
- Home fire safety checks
- Energy efficiency advice
- Smoke alarms provided & installed
- Fitting key safes (please note you will be charged for the key safe but fitting is free).

Each eligible household can access this service twice a year. The service is available Monday to Friday, from 9am until 5pm. This service does not offer an emergency service for plumbing or electrical problems.

For more information or to arrange for a visit, please call the Handy Van single point of access on:
Tel: **0203 535 4999**

## Care coordinators



**Care coordinators work within GP practices in Derbyshire as part of the Community Support Team (CST).**

The main role of care coordinators is to help to avoid unplanned and inappropriate hospital admissions.

They liaise with health colleagues, social care and other professionals to coordinate the care of patients who are identified as being at 'high risk' of their current situation deteriorating and who may benefit from a multi-agency approach (different agencies working closely together).

Care coordinators often oversee referrals to other agencies and analyse available data (e.g. frequent attendees to A&E or out of hours services) to try and find solutions.

Anyone can contact their care coordinator in their GP Practice and make a self-referral or refer a relative. People may also be referred to their care coordinator by statutory and voluntary organisations.

# Local Area Coordination

**Local Area Coordination is a way of supporting people with disabilities, mental health issues, older people and their families and carers to live fulfilling lives and stay strong, safe and well connected with their local communities.**

Coordinators help you to find your own local solutions, rather than trying to fit you in with an existing service, which you may not actually want. They will **take time to listen and get to know you and your community well**, over time - building a more personal, positive, trusting relationship with you.

**They will:**

- listen to your vision of a good life - what would make your life better and the steps needed to achieve this
- support you to access information and advice
- help you identify your strengths, skills and abilities
- help you become more resilient, connected and involved in your community
- support you to meet new people or reconnect with others
- help you to get your voice heard, for example, to speak to organisations/ professionals.

Currently due to Covid-19 the Local Area Coordination is operating a reduced service, if you would like further information please contact the service.

For further information visit: **www.derbyshire.gov.uk/lac** or Telephone: **01629 532049**

# Derbyshire First Contact Signposting Scheme

**First Contact is a free service for adults living in Derbyshire. By filling in 1 simple form you can be referred to a number of different organisations who can offer services, information and/or advice to support your independence, health and wellbeing. The scheme is managed by Derbyshire County Council Adult Care in partnership with other statutory and voluntary sector partners.**

**Services that can be accessed through First Contact**

We work with a variety of statutory and voluntary sector organisations who can provide help and/or advice about:

- Staying safe and secure at home
- Housing support – repairs, warm homes advice and housing options
- Social and recreational activities
- Work, learning, volunteering and income
- Families and relationships
- Health and wellbeing.

Our partners include borough/district councils, housing associations, health services, Derbyshire Fire & Rescue, Derbyshire County Council in-house services and voluntary organisations.

The scheme works by using a series of questions to find out what sort of help, advice and services you could benefit from.

You can find out more information on our website **www.derbyshire.gov.uk/firstcontact** or contact us via email **first.contact@derbyshire.gov.uk** or call **01628 532503.**

## Adult Social Care & Health information

We aim to provide information and advice to support your wellbeing and help you stay independent for as long as possible. If we are not able to help you directly, we can put you in contact with other groups such as health, housing or voluntary sector organisations, who may be able to do so.

We provide a range of information leaflets about Adult Care services. You can download or order printed copies of these using our website order form at: **www.derbyshire.gov.uk/careinfo** You can also find our leaflets at our area offices, in libraries, some GP surgeries and other community venues around the county.

If you need information in alternate format such as large print, audio, easy read or another language, you can request this through the website order form or call **01629 532237**.

## Carers in Derbyshire website

3 in 5 of us will be an unpaid/family carer at some stage in our lives, whether it's looking after a partner, parent, sibling, other relative or friend.

Caring can be rewarding but it can also be very tough, so it's important that carers get the support, advice and information they need.

The Carers in Derbyshire website was developed by a partnership of unpaid carers, Adult Care, health providers and voluntary sector organisations such as Derbyshire Carers Association.

The website aims to be a one-stop-shop for carers who want to find out about the support available to them. The website features a searchable directory of local services such as support groups, social activities and information services. The website also has information about Carers Assessments, Carer Personal Budgets, help in a crisis, emergency planning and getting a break from caring.

You can visit the website at: **www.carersinderbyshire.org.uk** and follow on Facebook at: **www.facebook.com/carersinderbyshire**

## Safe Places




**A Safe Place is somewhere you can go if you feel scared, are lost or need help when you are out and about.**

Safe Places are public buildings in towns and communities across Derbyshire, such as libraries, shops, pharmacies and GP surgeries. They have stickers in their windows so you can see that they are part of the scheme and know you can go in and ask for help if you need to.

As part of the scheme you can apply for a Keep Safe Card on our website. The card has space to write information such as your name, address, health/medication needs and contact details of a family member or friend. If you need to use a safe place you can show the staff your card when you ask for help.

The staff at a safe place will:

- find you somewhere safe to wait
- use the information on your Keep Safe Card to call your family, friends or support staff
- call the police or an ambulance if it is an emergency.

Currently due to Covid-19 the Safe Places Scheme is operating a reduced service, if you would like further information please contact the service on the details below.

To find safe places in your area visit: **www.derbyshire.gov.uk/safeplaces** - you'll also be able to apply for a Keep Safe Card online. Or you can ring **01629 532469** to get a paper Keep Safe Card form.

# Avoiding scams

**There are dozens of types of scams circulating at any one time. They may offer the chance to invest in an exciting new money-making scheme, announce an unexpected prize draw or lottery win or make amazing claims about products or services at a bargain price.**

Scams can affect anyone and becoming a victim can have a serious effect on people's physical and mental health as well as their finances. Scams fall into 4 main types:

1. Telephone scams - including nuisance telephone calls claiming to be from reputable companies and offering to sort out issues like computer viruses or insurance
2. Online scams - highlighting online 'copycat' websites which charge fees for services like passport renewals, driving tests and tax returns
3. Mail scams - about lotteries, prize draw catalogues, psychics and other similar schemes
4. Doorstep scams - tackling doorstep cold callers offering services like free boilers, insulation or solar panels.

**How to spot a scam**

Scam letters and emails will look professional and seem convincing and cold callers will sound genuine – but our advice is to steer clear. If you're offered something that seems too good to be true, before you respond, stop and consider:

- Was the offer unsolicited?
- How can I have won a competition of lottery that I haven't entered?
- Did the offer come from overseas?
- Why do I have to respond immediately - what's the rush?
- Do I have to make a purchase or send money to win a prize?
- Do I have to give my bank or credit card details?
- Why would my bank ask me to confirm my account details to them?
- Do I have to send money to a PO Box number?
- Why am I being asked to keep it confidential?

**Action you can take to tackle scams**

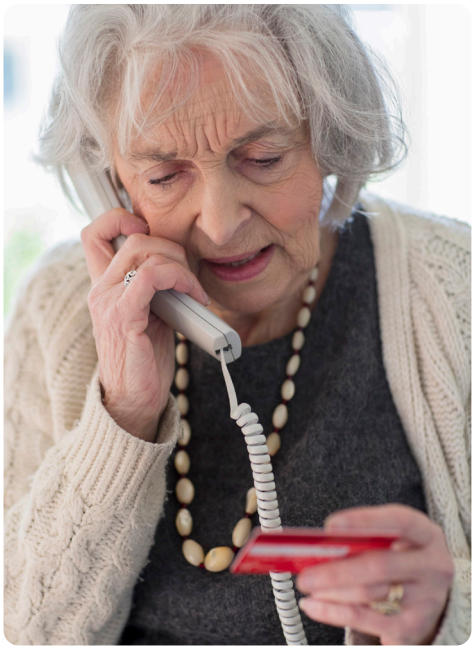
- get advice and report issues to the Citizens Advice Consumer Service on tel: **03454 04 05 06** or visit **www.citizensadvice.org.uk**
- report scams and suspected scams to Action Fraud or tel: **0300 123 2040** or visit **www.actionfraud.police.uk**
- send potential postal scams with a covering letter to Royal Mail at FREEPOST Scam Mail, email: **scam.mail@royalmail.com** or tel: **0800 0113466**
- report unsolicited marketing calls to the Information Commissioner's Office or tel: **0303 123 1113** or visit: **www.ico.org.uk**
- register phone numbers with the Telephone Preference Service tel: **0845 070 0707** or visit: **www.tpsonline.org.uk**
- the Mailing Preference Service (MPS) is free and can help reduce unsolicited mail by calling **0207 291 3310** or visit: **www.mpsonline.org.uk**

- Age UK has information on avoiding all types of scams - contact them on **0800 055 6112** to ask for a copy in the post
- tell a trusted friend, relative or neighbour.

For further information visit: **www.derbyshire.gov.uk/scams**

**If you've been the victim of a scam you can get support from**

- Think Jessica is a Derbyshire-based charity set up to help and support people affected by scammers and also to highlight the effects on victims. Visit: **www.thinkjessica.com**
- Age UK has a national helpline, tel: **0800 678 1602** or you can contact Age UK Derby and Derbyshire which can provide a wide range of help and support for local older people and carers. Residents can call the local service, tel: **01773 768240**
- Derbyshire Victim Services offer free and confidential support to victims of crime, tel: **0800 612 6505** - Monday to Friday from 8am to 8pm and Saturday 9am to 5pm. Out of hours number: **0808 16 89 11.**



# Community Alarms and Telecare

**Derbyshire County Council Adult Care uses a range of technology to support people to live independently for longer.**

**Community alarms**
Community alarm systems have a pendant or wristband you can wear that connects to a telephone line through a base unit. If you need help, for instance if you feel unwell, you can get help by pressing the button on the pendant or wristband. You'll then be able to speak to an operator at a monitoring centre using the speakerphone on the base unit. The operator will get in touch with your key contact or, if required, call emergency services. These services are available to everyone and are provided by a range of local organisations. Different options are available depending on where you live in Derbyshire. There is usually a charge for community alarms, how much will depend on your local provider.

**Telecare**
Alongside basic alarms Adult Care also has a range of telecare equipment that can support people with identified social care needs and their carers.

Telecare is also usually supported by connection, via a telephone line, to a monitoring centre which can alert others if assistance is needed.

Telecare equipment can be used throughout your home:

- Motion sensors can reduce the chance of accidents and falls occurring by automatically switching on a light at night when you get out of bed
- Gas and water sensors can be used to alert if a tap or cooker has been left on
- Sensors can be placed on an outside door to alert a family member or carer if you have left home without anyone knowing.

Telecare equipment operates 24 hours a day, every day of the year. The choice of equipment, monitoring service and response to alerts are tailored according to a person's needs. Telecare can form part of a care and support package or can be arranged privately, to help you live independently for as long as possible.

**Further information**
For telecare to work in your home a telephone line is usually required, but mobile networks can be used in some situations or as a temporary measure to allow time for a landline to be installed. Some systems can be set to directly alert your family, friends, neighbours or carers (rather than a monitoring centre) to allow them to help you if you need it. Systems can provide reassurance and peace of mind to carers.

Any adult can access telecare equipment and monitoring services. If you currently have an Adult Care support package in place, you may be eligible for telecare to be provided as part of this. You can discuss these options with your Adult Care worker.

You may be able to access the service for free:

- if you have unmet eligible social care needs under the Care Act (2014)
- for up to 6 weeks while you receive preventative support or short term care.

If you have been a user of the community alarm and telecare service before 1 November 2019, you will continue to receive the service whilst you remain living in your current property. Should you move house through choice or a change in personal circumstances, you will be reassessed for community alarm or telecare equipment in line with the Care Act (2014) eligibility criteria.

If you are not eligible for support you can still access the community alarm and telecare services but you would have to pay the full monitoring and equipment maintenance costs. This amount may vary depending on where you live in Derbyshire and the different services available to you.

**How to access Telecare**

If you do not currently have an Adult Care support package in place but think you would benefit from community alarm and telecare service, you can contact Call Derbyshire on **01629 533190** for more information.

# Boosting your health and wellbeing

## Live Life Better Derbyshire



**If you are a Derbyshire resident then we offer FREE health and wellbeing support including help to:**

**Stop Smoking** – Are you a smoker and want help to quit? We offer free local support, advice and information for people who want to stop smoking.

We give one-to-one support as well as access to free NRT (nicotine replacement therapy). Did you know that you are four times more likely to succeed with our help?

**Lose Weight** – We offer free support sessions and guidance to help you to lose weight by changing your eating habits and becoming more active. We also offer one-to-one and drop-in clinics to help you monitor your weight along with a range of information and resources to help you succeed. This service is available to people aged 16 and over with a BMI of 25+. (conditions apply).

**Get Active** – Do you have high blood pressure, heart disease, joint or mobility problems or are you feeling low? Regular exercise can help.

There are lots of free opportunities and activities in your local community to help you to be more active and manage your health better – just get in touch and we can point you in the right direction.

Also find advice about:
at **www.livelifebetterderbyshire.org.uk**

# Stop Smoking in Derbyshire

**Stopping smoking is the best thing you will ever do and here's why:**

**Improve your health** - half of all long-term smokers die early from smoking-related diseases, including heart disease, lung cancer and chronic bronchitis. By quitting smoking your breathing and general fitness will improve, the appearance of your skin and teeth will improve and your sense of taste will improve. You will notice the benefits of quitting quickly, after 48hrs carbon monoxide will be eliminated from the body with the lungs starting to clear out mucus and other smoking debris, and after 72 hrs breathing becomes easier and energy levels increase.

**Save money** - on average most people that quit can save £150 per month, to find out how much you can save enter your details into the cost calculator by visiting: www.nhs.uk/smokefree/why-quit/cost-calculator

**Protect your family** - stopping smoking is the best way to protect your family from the dangerous effects of second-hand smoke. Over 80% of second-hand smoke is invisible and odourless and it contains over 4000 chemicals. People who breathe in second-hand smoke are at risk of the same diseases as smokers, including cancers and heart disease.

**Quit with help from your local stop smoking service**

- Expert advisors will provide you with advice, support and encouragement.
- Stop smoking medicines such as nicotine patches can help you quit, your stop smoking advisor will be able to help you chose the right product for you.
- 9 out of 10 smokers who have used their local NHS stop smoking service would recommend them.

You are up to four times more likely to quit with help than if you go it alone.

If you're interested quitting and would like to find out more about the free stop smoking service contact:
**Live Life Better Derbyshire**
Tel: **01629 538 200** or
**0800 0852299**
email: **llbd.info@derbyshire.gov.uk**
Visit:
**www.livelifebetterderbyshire.org.uk**

# Jog Derbyshire

**Jog Derbyshire is a county wide project which aims to encourage people to become fitter and be more active, by starting to jog on a regular basis, with people of similar fitness levels.**

Jog Derbyshire has established a network of community based jogging groups through which anyone who is new to jogging, or has not run for a long time, can be guided through a series of gentle walking and jogging programmes led by a qualified Jog Derbyshire Leader. We also have buggy jog groups and are working with Sight Support to develop a group for people with visual impairments.

Jog Derbyshire is part of the Active Derbyshire Campaign. The Active Derbyshire website has lots of ideas and advice on how you can become more active. You can also keep a record of your activity to show your progress.

If you have not signed up already, log onto **www.activederbyshire.org.uk** to sign upstart logging your activity now.

**FRIENDLY. FITNESS. FUN.**
Get involved with your local Jog Derbyshire group today.

Find us on:
**www.activederbyshire.org.uk/jog-derbyshire**
Facebook: **www.facebook.com/jogderbyshire** and follow us on Twitter: **www.twitter.com/@JOGderbyshire**

**Jog Derbyshire Team - Jog Derbyshire Co-ordinators:**
**Lucy Bartles**
Tel: **07971 808783**
or email: **hello@shift-together.co.uk**

Don't worry about not having jogged before. We're here to help you start from the very beginning.

# Boosting your Mental Health and Wellbeing



**We all have mental health. We all need to look after it.**

**The Five Ways to Wellbeing are an evidence-based way to boost your mood, they are simple actions, that cost nothing – and you can start right now!**

**These steps are:**
**Connect** – Connecting with others can lift our mood. Can you send a text? Make a call? Chat over a fence to a neighbour?

**Be active** – Being a bit more active helps to reduce stress, sleep better and make us feel better. What small ways can you get a bit more active day-to-day?

**Take notice** – If we take small moments to notice what's around us it can really improve how we feel. Can you take a daily pause and notice what's around you? What can you hear? Smell? Taste? See?

**Keep learning** – Learning is a great way to give your mood a boost. It doesn't have to mean getting the school books out! Perhaps you can watch a documentary, or listen to an interesting show on the radio. Or do a puzzle.

**Giving** – We know giving often helps us feel better. It doesn't need to cost money. We can give a smile or say thanks to someone. We also can give our time through volunteering, or even just speaking to someone who is lonely.

**There is help there, if you need it**

If you feel like you need more support to manage how you are feeling you can talk about this with your GP.

You can also ring the Derbyshire Mental Health support line (24/7) on **0800 028 0077**, to speak directly with a mental health professional.

You can also make a self-referral for free talking therapy, like counselling and cognitive behavioural therapy, through Improving Access to Psychological Therapies.

**There are a few providers to choose from:**

- **Trent PTS** – Tel: **01332 265 659**
- **Vita Minds** – Tel: **0333 0153 496**
- **Insight Healthcare** – Tel: **0300 555 5582**
- **Talking Mental Health Derbyshire** – Tel: **0300 123 0542**.

**Useful contacts & Information:**

- **www.communitydirectoryderbyshire.org.uk**
- **www.derbyshirehealthcareft.nhs.uk**
- **www.derbyandderbyshireccg.nhs.uk/your-health-services/information-for-patients/improving-access-to-psychological-therapies-iapt/**
- **www.derbyshire.gov.uk/mentalhealth**
- **www.mentalhealth.org.uk**
- **www.nhs.uk**
- **www.activederbyshire.org.uk**
- **www.derbyshire.gov.uk/directory**
- **www.artsderbyshire.org.uk**

Call Derbyshire tel: **01629 533190**
Patient Advice & Liaison Service tel: **0800 032 3235**
For contact information for CVS and volunteer bureau Call Derbyshire on tel: **01629 533190**.

# Falls Prevention

**Strictly No Falling provide activity sessions to help older people reduce the risking of falling by improving their strength, mobility and balance.**

Strictly No Falling classes are held at venues across the county. The classes teach specific strength and balance exercises and are run in a way that supports individual progress and improvement.

If you would like to know more about what sessions are available in your area, please contact Age UK Derby and Derbyshire: Tel: **01773 768240** email: **administration@ageukdd.org.uk** Or visit: **www.ageuk.org.uk/derbyandderbyshire/activities-and-events/snf-classes/**

What to do if you fall – try not to panic, get help if you can. Don't move if you feel pain. Try to attract attention by banging on the floor or wall, use a personal community alarm if you have one, or call 999 if you can reach a phone.

If you can't get help and you are not hurt, try to get up – a lot of people have problems after falling, even if they don't hurt themselves. This is because they lie on the floor for a long time and get cold.

- First, check that you are not hurt
- Then roll on to your hands and knees and crawl to a sturdy piece of furniture: for example, a chair or bed
- Put your hands on the chair or bed and bring one leg up, bending your knee and placing your foot flat on the floor
- Lean forwards, pushing with your hands and foot and bring your other foot up so that it is also flat on the floor and you are crouching
- Turn and sit on the furniture
- Make sure you rest for a while before you try to stand up.

If you are hurt or cannot get up, keep yourself warm – cover yourself with anything warm within reach. Keep tensing your arm and leg muscles and roll from side to side if you can to keep moving.

If you have fallen on a hard floor, try to crawl to a softer carpeted area if possible.

There are many things you can do yourself to keep you mobile and steady on your feet:

- Have your eyesight and glasses checked regularly by an optician
- Make sure you take your medication in accordance with the advice from the GP and pharmacist
- Ask your GP to review your medication regularly to ensure that it is still the most appropriate for you
- Check your home environment and remove items which could cause you to trip
- Keep your feet healthy and visit a chiropodist, wear well-fitting comfortable shoes
- Keep yourself physically active and try to maintain and improve your strength and balance by carrying out exercises which work on these things.

# Age UK Tootsies Footcare Service

**Untrimmed toenails can affect your mobility, balance, confidence and lead to long-term implications. Keeping your toe nails trimmed and managing your foot hygiene can be a real problem if you have difficulty with your eyesight, mobility, and grip or if you have thickened toe nails. Caring for someone else can also mean you start to manage another person's personal care but feel anxious and lack confidence to tackle new skills.**

Age UK Derby and Derbyshire provide the Tootsies Service as an affordable footcare solution for people over 50. The service is delivered by a small team of paid staff and volunteers. The team are fully trained by Derbyshire Community Health Service Podiatry Department.

**Tootsies Treatment:**

- Each appointment takes approximately 30 minutes although your first treatment will take longer.
- A footcare treatment includes a foot soak, nail trim and file, filing of hard skin and application of moisture lotion.
- Tootsies will visit venues across the County every 4 - 8 weeks allowing you to make regular bookings to manage toe nail growth.
- The first appointment costs £18 and includes provision of your own clipper and file set.
- Each subsequent appointment costs £13.
- At your first appointment a footcare worker will assess your foot health and decide if Tootsies can help or whether you need a referral to a Podiatrist. If everything is alright you can start your first treatment.

Call **01773 766922** to book or visit:
**www.ageuk.org.uk/derbyandderbyshire/our-services/footcare**

# Time Swap

**Time Swap is an initiative that encourages local communities to help each other by sharing time and talents.**

As a Time Swap member you can earn 'time' by doing things in your community that you enjoy, or are good at, to help other people. You can then spend the time you earn on getting help from other people with something that you find diï¬cult, or someone in your community could teach you a new skill.

You can swap time by doing or receiving help with things like gardening, basic DIY, sewing, knitting, help with paperwork, ironing, dog walking, reading, cooking, computer skills, hairdressing, decorating, time for a cuppa and chat, plus lots more - it really can be anything.

To make sure everyone is safe we check everyone wishing to become a member to give peace of mind. We'll do all the hard work by organising the Time Swaps which allows you to enjoy being a member and being part of your community.
Tel: **01629 532049**
Visit: **www.derbyshire.gov.uk/timeswap**
Email: **timeswap@derbyshire.gov.uk**

# 50 Plus Forums

**Giving Derbyshire's 50+ community a voice**

- Are you concerned about your quality of life?
- Are you concerned about your community?
- Would you like to influence what is going on around you?
- Do you find it dificult getting the information and services you need?
- Do you have ideas that you would like to be heard?

Your local 50+ Forum could be the answer... 50+ Forums are about:

- creating a powerful voice for people aged 50 and over
- being involved
- taking action
- influencing services
- enhancing your life and the lives of others.

There are a number of forums across Derbyshire with more than 3,400 members. Your local forum is independently run by local people for local people.

They meet regularly to discuss important issues, work with organisations to make improvements to services and facilities and have lots of fun too.

Currently due to Covid-19 the 50+ forums aren't operating but if you would like further information please contact the service.

Find out more at: **www.derbyshire.gov.uk/50plusforums**
Tel: **01629 532466**

# Healthy eating



What we eat and drink has a major impact on our health. The body needs a regular source of energy from food and drink in order to work properly, to keep warm, and to repair our bodies and for general health and wellbeing.

Your food choices can reduce your risk of illnesses such as heart disease, cancer and diabetes. A balanced healthy diet should contain a variety of different foods from each of the groups on the plate, including lots of fruit, vegetables and starchy foods such as wholemeal bread, potatoes, wholegrain rice and pasta, some protein foods such as meat, fish, eggs, beans and lentils and some dairy foods.

Staying hydrated is important too so ensure you have 6-8 drinks per day. Water, low fat milk, sugar free drinks, tea and coffee all count.

**Eating Well for Older People**
Sometimes when people get older they find that they may lose their appetite and start to lose weight. This can lead to tiredness, low mood and lack of energy. This may make you more likely to suffer from infections such as colds and flu as well as finding it harder to stay warm. If you notice that your clothes or shoes are looser, or your rings seem bigger on your fingers, contact your GP for advice.

There is guide with top tips on how to increase your food or calorie intake available at:
**www.derbyshire.gov.uk/eatwell**

If you would like support to lose weight, contact **Live life Better Derbyshire**: **01629 538 200** or **0800 0852299**.

**Eat well by following these eight top tips:**

1. Eat plenty of fruit and vegetables. Base your meals on bread, rice, potatoes, pasta and other starchy goods – choose wholegrain varieties when you can.

2. Have some milk and dairy products.

3. Eat lean meat, fish, eggs, beans and other non-dairy sources of protein.

4. Drink plenty of water and just a small amount of drinks high in fat and or sugar.

5. Cut down on saturated fat and sugar, and less than 6g salt per day.

6. Do not skip breakfast.

7. Get active, and try to be a healthy weight.

8. The key to a healthy diet is eating the right amount of food for how active you are and making sure that you eat a range of foods to give a balanced diet, and following the five a day fruit and vegetables portions.

For more information visit:
**www.nhs.uk/livewell/healthy-eating**

You can also get help and advice on healthy eating, portion control and more at:
**www.derbyshire.gov.uk/portionsizewise**

# Useful telephone numbers

**Giving Derbyshire's 50+ community a voice**

- Age UK Advice Line **0800 678 1602** (365 days a year 8am - 7pm)
- Age UK Derby and Derbyshire: **01332 343232 / 01773 768240**
- Benefits Helpline/Welfare Rights: **01629 531535**

**Borough / District Councils**

- Amber Valley Borough Council: **01773 570222**
- Bolsover District Council: **01246 242424**
- Chesterfield Borough Council: **01246 345345**
- Derbyshire Dales District Council: **01629 761100**
- Erewash Borough Council: **0115 9072244**
- High Peak Borough Council: **0845 129 7777**
- North East Derbyshire District: Council: **01246 231111**
- South Derbyshire District Council: **01283 595795**
- Call Derbyshire (First Contact): **01629 533190**
- Citizens Advice Derbyshire Districts: **0300 456 8390**
- Citizens Advice Chesterfield: **0300 456 8437**

**Credit Unions**

- High Peak: **0161 231 5222** (Manchester Credit Union)
- Chesterfield and North East Derbyshire: **01246 278833**
- Bolsover: **01909 500575** (2 Shires Community Bank)
- Derbyshire Community Bank (trading name for Erewash Credit Union) **01332 348144**

- Energy Helpline: **0800 0740745**
- Gas Safe Register: **0800 408 5500**
- Handy Van: **0203 535 4999**
- Health Watch England: **0300 068 3000**
- Live Life Better Derbyshire: **01629 538 200**
- Money Advice: **0800 138 7777**
- NHS Direct: **111**
- Oil Buying Scheme (Derbyshire Rural Action): **01629 592970**
- Poppy Calls: **0800 032 0306**

**Volunteer Services**

- Amber Valley Centre for Voluntary Service: **01773 512076**
- Derbyshire Voluntary Action: **01246 555908**
- Derbyshire Dales CVS: **01629 812154**
- South Derbyshire CVS: **01283 219761 / 01283 550163**
- Warmer Derby & Derbyshire: **0800 677 1332**
- Winter Fuel Payment Centre: **0800 731 0160**

# Notes

DERBYSHIRE
County Council