



Brighton & Hove
City Council



Brighton and Hove

Keep Warm, Keep Well this winter

Get your home ready now

Information on health and a
list of services to...

- Help with money
- Make your home warmer
- Find care and support

Living in a cold home can have a serious affect on your health.

Every winter, the deaths of many people in the South East are related to the cold.

Don't risk your health this winter

If you live in a cold home or struggle to pay energy bills, take action now so your next winter will be warmer.

In this booklet there is:

- Information on the health risks of living in a cold home
- Details of services that can help with money, make your home warmer and provide care and support

Some people are more at risk if they live in a cold home:

- Children
- Older people
- People with breathing, heart or circulation problems.

Living in a cold home can cause:

Breathing problems

- Infections such as colds, bronchitis and pneumonia
- The cold makes it harder for your lungs to work well, which can make asthma and lung disease worse
- Cold houses can be damp and have mould, which can cause asthma and respiratory infections.

Heart and circulatory problems

- The cold increases blood pressure and the risk of heart attacks and strokes.

Problems with moving around

- Arthritis can get worse
- You may have less strength and it can be harder to use your hands, which may cause accidents and injuries
- A cold home can make elderly people more likely to have a fall.

Mental health problems

- Cold, damp houses can cause depression and anxiety
- Some people become cut off from friends and family as they don't want to invite them into a cold home.

If a household needs to spend more than 10 per cent of their income to adequately heat their home, this is known as Fuel Poverty.

- In the South East, around 1 in 10 households are in fuel poverty
- Older people are twice as likely to be in fuel poverty
- Around 1 in 3 households in fuel poverty have someone with a long-term illness or disability living there.

Signs that someone might be living in fuel poverty are:

- A cold, damp house
- Mould or wet windows / walls
- Not turning heating on even though they are cold
- Not having money for other things they need
- Owing money to their energy company
- Health problems.



If you live in a cold home or struggle to pay energy bills, you are not alone.

The following list of services is in two parts



- Help with money and making your home warmer (page 5 -14)
- Care and support in your home (page 15 -18)





Help with money and making your home warmer

Service	Who for?	Help available	Contact details
<p>Age Concern Information and Advice Service</p> 	<p>People over 50 and people who support or care for anyone of this age</p>	<p>Advice and information on a wide range of issues e.g. housing, heating, utilities problems and benefits</p> <p>Advice surgeries in the community</p>	<p>01273 720 603</p> <p>www.ageconcern brighton-hove.org.uk</p>
<p>Amaze</p> 	<p>Families who have children with special needs</p>	<p>Advice on managing fuel bills and help to claim benefits, e.g. Disability Living Allowance</p> <p>Amaze volunteers can help with the claim forms and help to make a strong application</p> <p>A fact sheet 'Switch, Swap and Save' with tips about managing fuel bills and information on free funding available to make homes warmer</p>	<p>01273 772 289</p> <p>www.amazebrighton.org.uk</p> <p>helpline@amazebrighton.org.uk</p>


All numbers that start with 0800 are free to call from landlines, phone boxes and some mobile phones

Service	Who for?	Help available	Contact details
<p data-bbox="76 216 261 314">Brighton and Hove Citizens Advice Bureau</p> 	<p data-bbox="309 216 612 277">People with EDF Energy fuel debts</p>	<p data-bbox="715 216 1011 281">Advice on fuel bills, e.g. applying for grants</p> <p data-bbox="715 305 1098 404">Applications can be made for you to the EDF Energy Trust to try and clear debts</p>	<p data-bbox="1136 216 1401 286">01273 733 390 extension number 30</p> <p data-bbox="1136 316 1517 348">www.brightonhovcab.org.uk</p>
<p data-bbox="86 580 255 717">Brighton and Hove Energy Action Partnership</p>  <p data-bbox="76 832 280 885">Brighton & Hove City Council</p>	<p data-bbox="309 580 671 781">People who live in Brighton and Hove who own, lease or rent their home from a private landlord (not rented from the council or housing association)</p>	<p data-bbox="715 580 1110 641">Grants to help make your home warmer</p> <p data-bbox="715 669 1094 701">e.g. for heating and insulation</p>	<p data-bbox="1136 580 1358 611">0800 107 41 00</p> <p data-bbox="1136 636 1525 701">www.brighton-hove.gov.uk/energyefficiency</p>


Help with money and making your home warmer


Service	Who for?	Help available	Contact details
<p>Disability Advice Centre, Brighton & Hove Federation of Disabled People</p> 	<p>Disabled people who live in Brighton and Hove</p>	<p>Advice and help filling in benefits forms for Disability Living Allowance and Employment Support Allowance</p> <p>Information on grants available, energy supplier discounts, and more</p>	<p>01273 203 016</p> <p>www.bhfederation.org.uk</p> <p>disabilityadvice@bhfederation.org.uk</p>
<p>Disability and Carers Service (The Pension Service)</p> 	<p>Anyone</p>	<p>Information and advice</p> <p>A home visiting service can be arranged for vulnerable adults to give help with claiming benefits</p> <p>e.g. Disability Living Allowance, Carers Allowance, Housing and Council Tax Benefit, Pension Credit and others</p>	<p>Benefit Enquiry Line: 0800 88 22 00</p> <p>Go to www.direct.gov.uk for information on government support for disabled people and carers</p>

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Service	Who for?	Help available	Contact details
<p data-bbox="76 224 263 285">Energy Saving Trust</p>  <p>The logo for Energy Saving Trust, featuring a blue circular icon with a white swirl and the text 'energy saving trust' below it.</p>	<p data-bbox="316 224 414 252">Anyone</p>	<p data-bbox="715 224 1061 285">Advice on grants and offers available to:</p> <ul data-bbox="715 308 1093 481" style="list-style-type: none"><li data-bbox="715 308 1093 408">• Help with costs of installing measures to keep your home warm<li data-bbox="715 448 1093 481">• Reduce your heating bills	<p data-bbox="1133 224 1332 257">0800 512 012</p> <p data-bbox="1133 285 1524 319">www.energysavingtrust.org.uk</p>

Help with money and making your home warmer

Service	Who for?	Help available	Contact details
<p data-bbox="81 229 240 294">Home Heat Helpline</p> 	<p data-bbox="312 229 411 258">Anyone</p> <p data-bbox="312 277 687 482">If you are having trouble paying your energy bill or are worried how you will stay warm in the winter, this helpline can help you find the answers</p>	<p data-bbox="711 229 1107 400">Advice on benefits, grants for free home insulation, reduced energy tariffs and special payment options that your own energy supplier can provide</p> <p data-bbox="711 432 1091 568">They will either help you directly or put you straight through to the right person at your energy provider</p> <p data-bbox="711 600 1075 698">You can call for yourself, or someone that you're worried about</p> <p data-bbox="711 734 1091 871">There is a disconnection safety net to make sure that no vulnerable customer is cut off, even if they can't pay their bill</p>	<p data-bbox="1134 229 1326 258">0800 33 66 99</p> <p data-bbox="1134 309 1501 370">For a free call back, go to the website:</p> <p data-bbox="1134 378 1501 440">www.homeheathelpline.org.uk</p> <ul data-bbox="1134 482 1513 692" style="list-style-type: none">• Click on the grey 'Contact us' tab (top right hand side of the web page)• Fill in the easy online form• Click on 'Call me'



Service	Who for?	Help available	Contact details
<p>In Touch HomeSafe Brighton & Hove</p> 	<p>People who live in Brighton and Hove who are:</p> <ul style="list-style-type: none"> • Aged 60+ or • Disabled or • A single parent with a child or children under the age of 18 or • A family with a child or children under the age of 6 <p>(this could change due to the availability of funding)</p>	<p>They can carry out a safety assessment in your home and give you advice</p> <p>They can refer you to their handy person service, or other organisations that could help</p> <p>The handy person service can carry out draft proofing, fit energy saving light bulbs, put up curtains and do other small repairs</p>	<p>0800 313 44 57</p> <p>www.intouchsupport.co.uk</p> <p>If you receive a means-tested benefit, the handy person service will cost £10. For all other people it will cost £20 (up to two hours work)</p>


Help with money and making your home warmer

Service	Who for?	Help available	Contact details
<p>MACS (Money and Advice Community Support Services)</p> 	<p>People who live in Sussex</p>	<p>Confidential advice to help you manage your money, e.g. cash handling, benefits help and debt advice</p> <p>Advice on your rights and the options open to you</p> <p>They can take up a case on your behalf and represent you in legal proceedings</p>	<p>01273 664 040</p> <p>10am - midday on: Mon, Wed and Thurs</p> <p>2pm - 4pm on: Tues and Fri</p> <p>www.macss.org.uk</p> <p>info@maccs.org.uk</p>
<p>Mears Home Improvement Limited</p> <p>(formerly Anchor Staying Put)</p> 	<p>People who are vulnerable due to income, age or disability</p>	<p>Advice and help applying for Decent Homes and Disability Facilities grants</p> <p>Repairs, adaptations and improvements to help make your home safe and warm</p>	<p>01273 820 895</p>



Service	Who for?	Help available	Contact details
<p>Private Sector Housing Team</p>  <p>Brighton & Hove City Council</p>	<p>People who live in Brighton and Hove who own, lease or rent their home from a private landlord (not rented from the council or housing association)</p>	<p>Advice on applying for help with the cost of repairing or maintaining your home - this may be means tested</p> <p>They can ask landlords to carry out repairs to make your home warm, safe and secure. They can ask landlords to deal with problems in your home such as damp and poor heating</p>	<p>01273 293 156</p> <p>www.brighton-hove.gov.uk/psh psh@brighton-hove.gov.uk</p> <p>You can also visit the CityDirect office in Hove Town Hall, Norton Road (you may need to make an appointment)</p>
<p>The Pension Service</p>  <p>Part of the Department for Work and Pensions</p>	<p>People aged 60+</p>	<p>Help and advice on claiming State Pension and Pension Credit</p> <p>They can carry out a full benefit check for you</p>	<p>0800 731 78 98</p> <p>New claims: Pension Credit 0800 99 12 34 State Pension 0800 731 78 98</p> <p>www.direct.gov.uk</p> <ul style="list-style-type: none"> • Click on black link 'Pensions and retirement planning'

Help with money and making your home warmer



Service	Who for?	Help available	Contact details
<p>Warm Front</p> 	<p>People who are on qualifying benefits and living in homes that are poorly insulated and/or do not have a working central heating system</p> <p>You must also own your home or rent it from a private landlord</p>	<p>Grants of up to £3,500 from the Government to make your home warmer and healthier (some homes that need oil central heating may receive a grant of up to £6,000)</p> <p>If you have received a grant before, you may qualify for extra insulation and heating work, depending on the work you originally had done</p> <p>You won't have to pay anything as long as the work doesn't cost more than the grant available</p>	<p>0800 316 2805</p> <p>www.direct.gov.uk</p> <ul style="list-style-type: none"> • Type 'warm front' into the white search box (top right of webpage) • Click on 'Go' • Click on the first blue link in the list <p>For a free call back, email your contact details to:</p> <p>enquiry@carillionplc.com</p>
<p>Warm Homes Scheme</p>  <p>Brighton & Hove City Council</p>	<p>People who live in Brighton and Hove who own, lease or rent their home from a private landlord (not rented from the council or housing association)</p>	<p>Discounts for insulation to make your home warmer</p> <p>People over 70 can get insulation for free</p>	<p>0800 048 07 27</p> <p>www.brighton-hove.gov.uk/warmfront</p>

Service	Who for?	Help available	Contact details
<p>Welfare Rights</p>  <p>Brighton & Hove City Council</p>	<p>People who have been turned down for benefits</p>	<p>Public advice line on Wednesday mornings</p> <p>The team also has fact sheets that deal with different benefits e.g. Disability Living Allowance, Attendance Allowance, Employment Support Allowance, Benefits for Carers</p>	<p>01273 291 116</p> <p>Every Wednesday from 10am - 1pm</p> <p>www.brighton-hove.gov.uk/welfarerights</p>
<p>Winter Fuel Payments Helpline</p> <p>(Department for Work and Pensions)</p>	<p>Anyone who wants information on Winter Fuel Payments</p>	<p>If you are 60 or over, you may be able to get a Winter Fuel Payment to help keep your home warm in the winter</p> <p>Find out if you qualify for this payment and how to apply</p> <p>You may also be able to claim backdated Winter Fuel Payments for the winters in 1997, 1998 and 1999</p>	<p>08459 15 15 15</p> <p>www.direct.gov.uk</p> <ul style="list-style-type: none"> • Click on black link 'Pensions and retirement planning' • Click on 'Winter Fuel Payment' (under 'Financial support and concessions' heading)


Care and support services

Service	Who for?	Help available	Contact details
<p>Access Point</p>  <p>Brighton & Hove City Council</p>	<p>Anyone</p>	<p>Information and advice on the full range of adult social care services</p> <p>Basic daily living equipment, minor adaptations and services can be accessed without the need to refer on to other teams</p>	<p>01273 295 555</p> <p>Textphone: 01273 296 388</p> <p>www.brighton-hove.gov.uk/ access</p> <p>accesspoint@brighton-hove.gov.uk</p>
<p>Age Concern Crisis Service</p> 	<p>People over 60 and people who support or care for anyone of this age</p>	<p>Help with problems such as sudden illness, accidents, or discharge from hospital, by offering short-term help (up to 7 days)</p> <p>e.g. shopping, medication prompts, making light meals, light household tasks and low-level personal care</p>	<p>01273 328 555</p>



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Service	Who for?	Help available	Contact details
<p>CareLink Plus</p>  <p>Brighton & Hove City Council</p>	<p>People who live in Brighton and Hove</p>	<p>24 hour emergency alarm service - alarms are available to reduce some of the risks of independent living</p> <p>When an alarm call is made, you can speak to an advisor who will help</p> <p>There is a weekly cost for the service, but help with this may be available after an assessment</p>	<p>01273 673 105</p> <p>www.brighton-hove.gov.uk/carelinkplus</p> <p>CareLinkPlus@brighton-hove.gov.uk</p>
<p>LINK (Brighton and Hove Local Involvement Network)</p> 	<p>Anyone</p>	<p>This is an Independent network of people and groups who want to make health and social care better in the local area</p> <p>They can help you have your say and make sure patients and service users are listened to</p> <p>If you have any health or adult social care issues please contact them</p>	<p>01273 810 235</p> <p>www.bhlink.org</p> <p>info@bhlink.org</p>

Care and support services

Service	Who for?	Help available	Contact details
<p>Neighbourhood Care Scheme (NCS)</p> 	<p>Adults and older people with physical disabilities (including long-term conditions)</p>	<p>Volunteer support, e.g. befriending, help getting out of the house, support with paperwork and odd jobs</p> <p>Available in many areas across Brighton and Hove - please call or email to find out more</p>	<p>01273 775 888</p> <p>www.bh-impetus.org</p> <p>info@ncs.bh-impetus.org</p>
<p>Pentioner Action (60+ Action)</p>	<p>People aged 60+ who live in Brighton and Hove</p>	<p>The 60+ action groups help older people to change things that affect their lives, e.g. health and social care services, public transport, benefits</p> <p>They work together to make the changes needed in their areas</p>	<p>01273 229 004</p> <p>www.bh-impetus.org</p> <p>lila.hunnisett@pf.bhimpetus.org</p>

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Service	Who for?	Help available	Contact details
<p data-bbox="84 225 220 286">The Carers Centre</p> 	<p data-bbox="316 225 675 396">Anyone caring for a partner, relative or friend who needs help because of illness, disability, substance misuse or old age</p>	<p data-bbox="719 225 1015 344">Information and advice Emotional and practical support</p>	<p data-bbox="1137 225 1350 258">01273 746 222</p> <p data-bbox="1137 300 1385 333">Text: 07704 409 155</p> <p data-bbox="1137 362 1461 396">www.thecarerscentre.org</p> <p data-bbox="1137 423 1453 456">info@thecarerscentre.org</p>
<p data-bbox="84 561 161 589">WRVS</p> 	<p data-bbox="316 561 699 658">Vulnerable, disabled or elderly people who live in Brighton and Hove</p>	<p data-bbox="719 561 1102 628">Hot meals delivered for £3 per day (main course and dessert)</p> <p data-bbox="719 667 1078 768">They will also check that the person receiving the meals is safe, warm and well</p>	<p data-bbox="1137 561 1358 594">01273 410 117</p> <p data-bbox="1137 622 1374 656">www.wrvs.org.uk</p>

If you need this document translated...

This document gives information on the health risks of living in a cold home and services that can help to make your home warmer. If you need this document translated, please cut out both pages and tick the box next to your language. Then write your name and address (in English) in the box provided. Please send both pages to the freepost address shown. We will send a translation to you as soon as possible.

توفر هذه الوثيقة معلومات حول المخاطر الصحية للعيش في منزل بارد والخدمات التي يمكن أن تساعد على جعل منزلك أكثر دفئاً. إذا كنت بحاجة إلى أن يتم ترجمة هذه الوثيقة، يرجى فصل كلتا الصفحتين ووضع علامة في المربع بجانب لغتك. ثم أكتب أسمك وعنوانك (باللغة الإنجليزية) في المربع المبين. يرجى إرسال كلتا الصفحتين إلى العنوان المبين الذي لا يتطلب رسوم بريدية، وسوف نرسل لك نسخة مترجمة في أقرب وقت ممكن.

Arabic

এই ডকুমেন্টে ঠান্ডা (হিটিং নেই) বাড়ীতে বসবাস করার দ্বন্দ্বগত ঝুঁকি সম্পর্কে এবং যেসকল সার্ভিস আপনার বাসস্থানকে উষ্ণ করার জন্য সাহায্য করতে পারবে, তাদের বিষয়ে তথ্য দেয়া হয়েছে। আপনি এই ডকুমেন্টের অনুবাদ চাইলে দয়া করে দুটো পৃষ্ঠাই কাটুন এবং আপনার ভাষার পাশের বাক্সে টিক চিহ্ন দিন। এরপর আপনার নাম ও ঠিকানা (ইংরেজীতে) বাক্সে লিখুন। দয়া করে এই দুটো পৃষ্ঠাই সাথে দেয়া ফ্রিপোস্ট ঠিকানায় পাঠিয়ে দিন। আমরা যত তাড়াতাড়ি সম্ভব আপনাকে এর একটি অনুবাদ পাঠাবো।

Bengali

這份文件提供有關居住在寒冷的住所對健康的危險，及一些可以協助使你的住所較為溫暖的服務。如果你希望得到這份文件的翻譯本，請撕下這兩頁，在你的語言旁邊的空格內加劃，然後（以英文）在提供的空格內寫上你的姓名和地址。然後把該兩頁寄到所示的免付郵費地址。我們會儘快把一份翻譯本寄給你。

CANTONESE





این متن، اطلاعاتی را در رابطه با خطرات سلامتی
 بدلیل زندگی در خانه ای سرد و خدماتی که قادر به یاری
 برای گرمتر نمودن خانه تان می باشند، ارائه می دهد.
 در صورت نیاز به ترجمه این متن، لطفاً هر دو صفحه
 را جدا نموده، مربع مربوط به زبان خود را علامت
 گذاری کرده سپس نام و نشانی خود را (به انگلیسی) در
 مربع ارائه شده، درج نمایند. خواهشمند است هر دو
 صفحه را به آدرس نشان داده شده که هزینه پست آن
 پرداخت شده است، ارسال نمایند. ما ترجمه ای را در
 اسرع وقت به شما ارسال خواهیم نمود.

Farsi

Niniejsza ulotka zawiera informacje o
 zagrożeniach zdrowia, jakie niesie ze sobą
 mieszkanie w zimnym lokalu oraz usługach, które
 mogą pomóc Ci w ociepleniu domu. Jeśli chcesz
 otrzymać tłumaczenie ulotki, wytnij niniejsze dwie
 strony i zaznacz w odpowiedniej kratce j. polski.
 Następnie podaj w ramce swoje imię, nazwisko i
 adres (w j.angielskim) i wyślij obie strony na
 poniższy, zwolniony z opłaty pocztowej, adres.
 Tłumaczenie zostanie wysłane w najbliższym
 możliwym terminie.

Polish

Please return this form to:

Martin Campbell
Freepost RLZL-AJKR-XGRZ
NHS Brighton and Hove
Level 4, Lanchester House
Trafalgar Place
Brighton, BN1 4FU

Name.....
 Address.....

 Post code.....

If you need the information in this booklet in a different format e.g. Easy to Read, large print, Braille or audio tape, or if you would like the document to be interpreted for you in your spoken language or British Sign Language contact:

Martin Campbell

Tel: 01273 574648

Fax: 01273 574737

Please write 'FAO Martin Campbell' at the top of your fax

Typetalk calls welcomed

Email: martin.campbell@bhcpct.nhs.uk



Please help us make this booklet really useful for local people.
Tell us what you think below, tear out the page and post it - No stamp needed.
Thank you for your help.

Is this booklet easy to read? Yes No If no, please say why

.....

Is it easy to find a service in this booklet that could help you? Yes No If no, please say why

.....

Are there other services you think should be included? (please say which ones)

.....

Where would be a good place for copies of this booklet to be available?

.....

Would you find it easier to access the information in this booklet on a website? Yes No

What would make this booklet more useful?

.....

Please tear here

Sarah Podmore
Freepost RLZL-AJKR-XGRZ
NHS Brighton and Hove
Level 4, Lanchester House
Trafalgar Place
Brighton, BN1 4FU

To view the booklet online and return this form by email, please go to

www.brightonandhovepct.nhs.uk

Click on 'How to live healthily' and then 'Winter warmth'