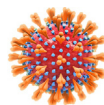




Healthy, Warm and Well in Derbyshire

Your guide to council, health, voluntary
and community services in Derbyshire
2023/2024



Get your Flu jab this winter!

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Winter is coming and as we all spend more time indoors there may be more germs going around.

The good news is that there are lots of things we can all do to help reduce the risk of catching or passing on germs and getting poorly.

Tips for staying well this winter

It is expected that many respiratory germs including COVID 19 and flu will be circulating this winter. As autumn is upon us, it is therefore important to take up any vaccines you are invited to have by your GP or the NHS if you can have them.

Flu vaccine

It is important for you to get your flu vaccine if you are eligible.

The flu vaccine is offered every year as the vaccine changes slightly to ensure the best protection is offered. Flu can make some people very poorly and needing hospital admission. Sometimes it can be life threatening.

We are expecting more people to get flu this year as people may not have built up natural immunity due to less mixing last winter/ lockdowns. If you get flu and COVID 19 infection at the same time, you are more likely to become seriously ill. Having the flu vaccine will help to reduce the risk of you catching or passing on flu or becoming seriously ill.

If you want to get more information about the NHS flu vaccination programme, please visit www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/ You can get your flu vaccine at your GP surgery and selected pharmacies.

Covid 19 vaccines

If you have not had any COVID vaccines and you are eligible, you can still book to have them via the national booking service.

Autumn booster

People who are most at risk of severe illness from COVID-19 will be offered an autumn COVID-19 booster. This vaccine will help to make sure you are protected from serious illness if you become infected with COVID 19.

The COVID 19 vaccination programme will be rolled out in priority order to those most vulnerable first, including those who work in health and social care. The COVID 19 vaccines will be offered in a variety of settings across Derbyshire. You will be able to choose from the online National Booking Service, the most appropriate venue for you.

There is more information about the COVID 19 vaccine, who is eligible, and how to book at www.nhs.uk/conditions/covid-19/covid-19-vaccination/getting-a-covid-19-vaccine/ If you are invited for your covid 19 booster please take up this offer to help keep you protected.

You can book online on the NHS website (just Google “Book Covid-19 vaccine”) or ring 119 free of charge. Translation services are available at 119. If you have difficulties communicating or hearing or are a British Sign Language (BSL) user, you can use textphone 18001 119 or the NHS 119 BSL interpreter service.

Here are some ways to help you and others keep well this winter

- Washing your hands often with soap and water
- Keep your home ventilated if you have visitors
- Use disposable tissues to catch sneezes and put them straight in the bin as it can help to limit the spread of germs
- Stay at home if you are not well

Vaccines recommended during pregnancy

During pregnancy you may not be as able to fight off infections as easily as non-pregnant women. This could lead to you becoming more seriously ill from flu or COVID-19.

It is recommended that all pregnant women have a flu, COVID 19, and whooping cough vaccine. If you have any questions about vaccinations in pregnancy, please discuss this with you midwife.

For more information about vaccines in pregnancy please visit www.nhs.uk/pregnancy/keeping-well/vaccinations/

Other vaccines that are available to help keep you well

The NHS make available a pneumococcal vaccine (known as the pneumonia vaccine) to those who are at clinical risk of pneumonia, and anyone who is aged 65 years and over.

For those aged 70 and 79 years of age there is a shingles vaccine available.

Please check with your GP if you should be having either of these.

Key information

Winter Vaccinations

It is important that you keep up to date with vaccinations to protect yourself and family against illness in the winter months. The NHS is encouraging people to get both flu and COVID – 19 vaccinations as soon as they can and not delay, to ensure you are protected ahead of the winter period.

It is important for those who are eligible to top up their protection, even if they have had a vaccine or been ill with flu or covid before, as immunity wanes over time and these viruses change each year.

COVID-19 Vaccination

If you have not had any COVID vaccines and you are eligible, you can still book to have them via the national booking service

Seasonal COVID-19 Vaccine

People who are most at risk of severe illness from COVID-19 will be offered an autumn COVID-19 booster. This vaccine will help to make sure you are protected from serious illness if you become infected with COVID 19.

A vaccine will also be offered to people who have close contact with those most vulnerable to infection including:

Frontline health and social care staff

Carers of vulnerable individuals

Families of individuals with weakened immune systems

The COVID 19 vaccines will be offered in a variety of settings across Derbyshire. You will be able to choose from the online National Booking Service, the most appropriate venue for you.

There is more information about the COVID 19 vaccine, who is eligible, and how to book at www.nhs.uk/conditions/covid-19/covid-19-vaccination/getting-a-covid-19-vaccine/

If you are invited for your covid 19 booster please take up this offer to help keep you protected.

You can book online on the NHS website (just Google “Book Covid-19 vaccine”) or ring 119 free of charge. Translation services are available at 119. If you have difficulties communicating or hearing or are a British Sign Language (BSL) user, you can use textphone 18001 119 or the NHS 119 BSL interpreter service.

Flu Vaccination



The flu vaccine is offered every year as the vaccine changes slightly to ensure the best protection is offered. Flu can make some people very poorly and needing hospital admission. Sometimes it can be life threatening.

Having the flu vaccine will help to reduce the risk of you catching or passing on flu or becoming seriously ill.

If you want to get more information about the NHS flu vaccination programme, please visit <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>
You can get your flu vaccine at your GP surgery and selected pharmacies.

This year the Department of Health and Social Care have published its offer of free flu vaccinations to the following people:

- Adults 65 and over (including those who will be 65 by 31 March 2024)
- 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 2023
- Children in primary school
- Some year 7 - Year 11 children in 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.

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

- if you are pregnant
- or have a long-term condition such as:
- a heart problem
 - a chest complaint or serious breathing difficulties, including bronchitis, emphysema or people with asthma (needing a steroid inhaler or tablets)
 - a kidney disease
 - lowered immunity due to disease or treatment (such as steroid medication or cancer treatment)
 - liver disease
 - had a stroke or a transient ischaemic attack (TIA)
 - diabetes
 - some neurological conditions, e.g. multiple sclerosis (MS), or cerebral palsy
 - a learning disability
 - a problem with your spleen, e.g. sickle cell disease, or you have had your spleen removed
 - or are seriously overweight (BMI of 40 and above)

This list of conditions isn't definitive. It's always an issue of clinical judgement. Your GP can assess you to consider the risk of flu making any underlying illness you may have worse, as well as your risk of serious illness from flu itself.

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.

Please ensure you complete the consent form that will have been sent to you.

Where can you get your flu jab

Flu jabs are available from you:

- GP
- Pharmacy (over 18 year olds)
- Antenatal clinics (pregnant women)
- School for children of school age

Vaccines recommended during pregnancy

During pregnancy you may not be as able to fight off infections as easily as nonpregnant women. This could lead to you becoming more seriously ill from flu or COVID-19. This can cause risk to you and your unborn baby

It is recommended that all pregnant women have a flu, COVID 19, and whooping cough vaccine. If you have any questions about vaccinations in pregnancy, please discuss this with your midwife.

For more information about vaccines in pregnancy please visit <https://www.nhs.uk/pregnancy/keeping-well/vaccinations/>

Other vaccines that are available to help keep you well

The NHS make available a pneumococcal vaccine (known as the pneumonia vaccine) to those who are at clinical risk of pneumonia, and anyone who is aged 65 years and over.

For those aged 70 and 79 years of age there is a shingles vaccine available.

Please check with your GP if you should be having either of these.

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.

You can also sign up for Cold Weather Alerts at:

<https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/cold-weather-alerts>

The alerts are automatically sent to your email inbox and give you advanced warning of adverse weather conditions that could have a significant effect on your health and well-being, enabling you to take extra precautions to keep safe and well.

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 have enough basic food supplies to last 3 days.

Energy suppliers and Network operators both keep a Priority Services Register that makes sure extra help is available to people in vulnerable situations. You can apply to be added to your electricity network's priority support register to get priority support for electricity and gas. To check if you are eligible for this service and for more information please visit <https://www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register#>

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:

[/lionsclubs.co/Public/message-in-a-bottle/](https://lionsclubs.co/Public/message-in-a-bottle/)

Email: enquiries@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 **37**.

- 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 may 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 **38**.

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 doors and window frames can save 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 59.
Calls are charged at a local rate.

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 time. It usually occurs when a lot of moisture and/or 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.

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.

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/apply-for-a-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**.

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 their 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.

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.

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.

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 poisoning? (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 **11**.

Cost of living

The cost of living is rising, and this could have a big impact on all aspects of your finances. Derbyshire County Council has put together lots of information and advice designed to ensure that you are getting all the help that you are entitled to.

Information available includes advice around welfare rights and benefits, support for families, people with long term health conditions and carers. You can also find advice on how to become more energy efficient, reduce food waste and information about local food support projects.

It is worth remembering that all our libraries across the county offer warm and welcoming spaces for everybody and

you do not need to be a library member to visit.

Please visit www.derbyshire.gov.uk/community/cost-of-living/cost-of-living.aspx to find out more.

The government has also launched its cost of living campaign, which gives information about the financial support package that is available nationally, including help with bills. You can find out more by visiting helpforhouseholds.campaign.gov.uk

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 £150 off your electricity bill for winter 2023 to 2024 under the Warm Home Discount Scheme.

The 2023 to 2024 scheme will open in October 2023.

The money is not paid to you – it is a one-off discount on your electricity bill, usually between October 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 <https://charisgrants.com/partners/park-homes> 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 23.

Please visit the link above for the list of all suppliers that are registered with this scheme. Please be aware that this list may change due to issues with some suppliers.

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 of 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

The Healthy Home Programme

The programme may 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.

The Healthy Home programme is delivered by a dedicated team working on behalf of Derbyshire County Council and District Councils.

Derbyshire Adult Care and 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 are referred by a health or housing partner agency to the programme, 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 fuel bills
- Benefit entitlement
- Help with managing health issues.

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 you save and lend you money at reasonable rate when you need it <https://www.derbyshire.gov.uk/social-health/adult-care-and-wellbeing/benefits-debt-and-legal-matters/savings-credit/community-banks-and-access-to-credit.aspx>

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: <https://www.moneyhelper.org.uk/en?source=mas#>

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.moneyadvice.service.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@](mailto:reportaloanshark@stoploansharks.gov.uk)

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. 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 10am to 2pm by telephone

Visits Thursday and Friday by appointment

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 9:15am to 2:45pm
and Saturday from 9:30am to 12noon

100 -102 Bridge Street
Worksop
Notts
S80 1HZ

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

Derbyshire Community Bank (cover
the whole county) - Monday 9:30am to
1:30pm and Tuesday to Friday 9:30am to
3:30pm

CUBO
The Old Post Office
Victoria Street
Derby
DE1 1EQ

Tel: **01332 348144**
Text: **07860 025 023**
Email: info@dcbank.org.uk
Visit: www.derbyshire.gov.uk/social-health/adult-care-and-wellbeing/benefits-debt-and-legal-matters/savings-credit/community-banks-and-access-to-credit.aspx

For more information about managing
your money and debt visit
[www.derbyshire.gov.uk/
communitybanks](http://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:
[https://www.moneyhelper.org.uk/
en?source=mas#](https://www.moneyhelper.org.uk/en?source=mas#)

Tel: **0800 138 7777** - Monday to Friday
from 8am to 6pm

There is more information at Financial
Action and Advice Derbyshire

Visit: [https://www.ruralactionderbyshire.
org.uk/Listing/Category/financial-
action-and-advice-derbyshire](https://www.ruralactionderbyshire.org.uk/Listing/Category/financial-action-and-advice-derbyshire)

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:

0808 278 7843

High Peak, Derbyshire Dales, Amber Valley and Erewash:

Tel: **0808 278 7954**

North East Derbyshire and Bolsover:

Tel: **0808 250 5702**

South Derbyshire:

Tel: **0808 278 7972**

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.

- You can get a Winter Fuel Payment if you were born before 25 September 1957
- You usually need to live in the UK. In some circumstances, you may be eligible if you live abroad but you must have a genuine link with the UK

You won't qualify if you:

- Have been in hospital getting free treatment for more than a year
- Need permission to enter the UK and your granted leave says that you cannot claim public funds
- Were in prison for the whole of the week of 18 to 24 September 2023
- If you live in a care home you will not be eligible if both of the following apply: 1) you get Pension Credit, Income Support, income-based Jobseekers Allowance (JSA) or income related Employment and Support Allowance (ESA), 2) you lived in a care home for the whole time between 26 June to 24 September 2023

For Winter 2023/24 payment can be between £250 and £600 to help you pay your heating bills. Any money you get is tax-free and will not affect your other benefits. The amount you get includes a 'Pensioner Cost of Living Payment'.

This is between £150 and £300. You'll get this extra amount in winter 2023 to 2024. This is in addition to any other cost of living payments you get with your benefit or tax credits.

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 or report a change of circumstances.

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).

More Information:

www.gov.uk/winter-fuel-payment/how-to-claim

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

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

Winter Fuel Payment Centre

Mail Handling Site A

Wolverhampton

WV98 1LR

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. If possible, submit regular readings to your supplier, or ask them to come and take regular readings if you 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-term illness
- is disabled
- has severe financial problems
- has young children living in their home.

Put yourself on the Priority Service Register by calling National Grid on: **0800 096 3080**

Visit: www.nationalgrid.co.uk/customers-and-community/priority-services/priority-services-register

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: **0333 200 5100**

Visit: <https://www.edfenergy.com/home/help-centre/faq/can-i-get-grant-help-me-pay-my-energy>

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

Scottish Power Hardship Fund can be accessed via Step Change Debt charity

Tel: **0800 138 1111**

Visit: www.stepchange.org

The Ovo Energy Fund is a debt support fund created to help its customers reduce their arrears on gas and electricity bills.

Tel: **0330 303 5063**

Visit: <https://www.ovoenergy.com/help/debt-and-energy-assistance>

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 businesses.

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 to 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:

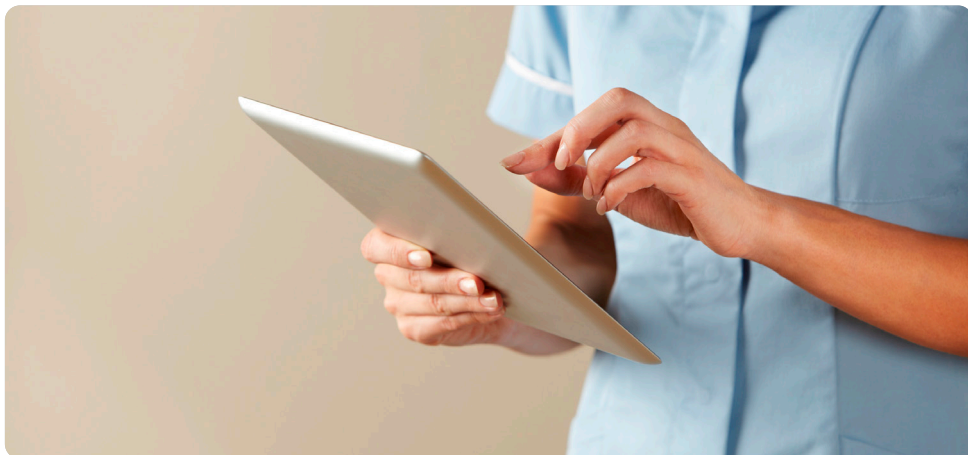
- Practical tasks – for example, changing light bulbs, securing carpets and rugs, small DIY tasks and removing and hanging curtains
- Home fire safety checks
- Energy efficiency advice
- Smoke alarms provided & installed
- Fitting key safes (please note you will be charged for the key safe but fitting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

Getting support

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.

Health and Wellbeing Team

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 within their local communities.

Help to find your own local solutions, rather than trying to fit you in with an existing service, which you may not actually want. The team 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.

For further information, go to Improve your health and wellbeing - Derbyshire County Council or e mail healthandwellbeing@derbyshire.gov.uk or telephone 01629 532049 (answer phone facility only – leave a message and someone will call you back).

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 Public Health in partnership with other statutory and voluntary sector partners.

We 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 01629 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



Derbyshire

Fire & Rescue Service

Making Derbyshire Safer Together

Derbyshire Fire & Rescue Service is committed to keeping people safe in their home from fire. As the cost-of-living soars across the UK and people look for ways to save money, the Service is urging people not to put themselves at risk of fire and to take the following fire safety precautions in the home: -

Ensure you have working smoke and carbon monoxide alarms fitted



Buy, charge, and operate electrical products safely and switch them off when not in use



Check your electric blankets are in good working order



Never leave portable heaters unattended and do not use them to dry clothes



Do not leave candles unattended



Ensure you get your chimneys swept and gas boilers serviced regularly



Make sure that open fires are put out before going to bed at night or leaving the house - always use a fire guard



Ensure you use the correct fuel for woodburning stoves and open fires – to reduce the risk of toxic fumes, chimney fires and carbon monoxide poisoning



Have an escape plan and ensure everyone in your home is aware of it



Have a night-time routine to switch off electrics, close doors and ensure the house is safe from the risk of fire



Ensure flammable items such as furniture and drying clothes are placed well away from heaters and fires



Please ensure older relatives, neighbours and friends are aware of this advice





Derbyshire
Fire & Rescue Service
Making Derbyshire Safer Together

DIY Home Fire Safety Check

By using our online form, you will be able to carry out your own review of fire safety in your home.



How to complete your Home Fire Safety Check

To get the best advice from this online home fire safety check we recommend that you answer all the questions as honestly as possible and that you or someone on your behalf, goes into each room to complete the relevant section of the home fire safety check.



How long will it take?

This online home fire safety check should take around 15 minutes to complete.



Did you know?

There are around 35,000 house fires and over 300 fire related deaths in Great Britain each year.

By following our tips and advice you can reduce the risk of a fire in your home.

Visit: www.safelincs.co.uk/hfsc/?ref=DFRS



Scan me



Fit smoke alarms



Plan an escape route

Staying safe

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.

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 or 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

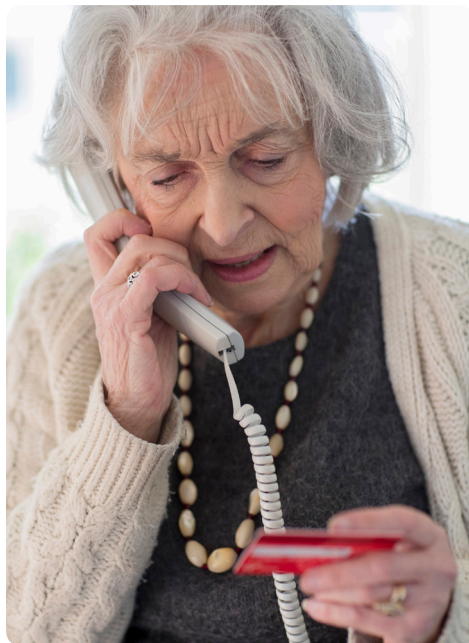
- get advice and report issues to the Citizens Advice Consumer Service on tel: **0808 250 5050** or visit www.citizensadvice.org.uk
- report scams and suspected scams to Action Fraud or tel: **0300 123 2040** or visit www.actionfraud.police.uk
- send potential postal scams with a covering letter to Royal 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: **0345 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.

Assistive Technology Service (formerly known as Community Alarm and Telecare Service)

Derbyshire County Council offer a range of technology as part of the Assistive Technology Service to support people to live independently for longer. Examples are Activity Monitoring available to Adult Social Care professionals, Community Alarm and Telecare available to the people.

Activity Monitoring

The activity monitoring system is used by Adult Social Care professionals when working with people who may have difficulty communicating their needs to other people including their family or assessors to monitor their activity. The system can be used to assist the identification of a baseline for the activities of daily living, support the tracking of progress and the effectiveness of interventions for the person.

The report generated from the activity monitoring system provides evidence and support to the Adult Social Care professional when carrying out Care Act (2014) eligibility assessment for people. The activity monitoring system is only available to Adult Social Care professionals and a telephone line is not required for installation.

Community Alarm

Community alarm system 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 which can either be worn around the neck or as a wristband.

Telecare

Telecare equipment can be used throughout the home to support people with identified social care needs and their carers. It is usually supported by a base unit connected to a telephone line and automatically raises an alert when help is required. Examples of some of the telecare equipment are bed/ chair occupancy sensors, falls detector, property exit sensors, smoke /carbon monoxide detectors.

Further information

Community Alarm and Telecare equipment operates 24 hours a day, every day of the year. For community alarm and telecare to work in your home a telephone line is usually required, but digital mobile networks can be used in some situations or as a temporary measure to allow time for a landline to be installed.

It can be linked to a monitoring centre which can alert others if assistance is needed. 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.

The community alarm and telecare equipment can also be connected to a standalone equipment e.g. pager. The pager is used within the property to directly alert your family, friends, or carers (rather than a monitoring centre) to allow them to help you if you need it. This can provide reassurance and peace of mind to carers. You do not need a telephone landline for this service.

The Assistive Technology service is available to everyone. The choice of equipment, monitoring service and response to alerts are tailored according to the need(s) of the people. The service is provided by a range of local organisations with different packages and charging options depending on where you live in Derbyshire.

The equipment can form part of a care and support package or can be arranged privately, to help you live independently for as long as possible. Any child or adult with a social care support package in place may be eligible for community alarm and telecare. You can discuss these options with your Social 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 a short period of time if you are in receipt of a short term service
- if you are a child receiving care and support from Children Services

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 to another 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 Assistive Technology service but you would have to pay the full monitoring and equipment maintenance costs. This amount may vary depending on where you live in Derbyshire.

How to access Assistive Technology Service

If you do not currently have an Adult Social Care support package in place but think you would benefit from the Assistive Technology service, you can contact Call Derbyshire on 01629 533190 for more information.

Boosting your health and wellbeing

Live Life Better Derbyshire – Free Support to Lose Weight, Stop Smoking, Get Active and Feel Better



To take our online health and wellbeing assessment please visit: www.livelifebetterderbyshire.org.uk or email: llbd.info@derbyshire.gov.uk. You can also contact the Live Life Better Derbyshire team on **01629 538100** or **0800 0852299**

If you are a Derbyshire resident and or registered with a Derbyshire GP, 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 three times more likely to stop smoking with our help?

We also have a Stop Smoking app now available. Visit <https://derbyshire.orcha.co.uk/>

Lose Weight – We offer free support sessions and guidance to help you lose weight by changing your eating habits and becoming more active. We offer group support options 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 18 and over with a BMI of 25+ (or 23+ if of black or Asian ethnicity).

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, and online to help you to become more active and manage your health better – just get in touch and we can point you in the right direction.

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 and smell will improve. You will notice the benefits of quitting quickly, after 48hrs carbon monoxide will be removed 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 at least £150 per month, to find out how much you can save enter your details into the cost calculator by visiting: <https://smokefree.gov/quit-smoking/why-you-should-quit/how-much-will-you-save>

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 choose 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 three times more likely to quit with help than if you go it alone.

To take our online health and wellbeing assessment please visit: www.livelifebetterderbyshire.org.uk or email: llbd.info@derbyshire.gov.uk. You can also contact the Live Life Better Derbyshire team on 01629 538100 or 0800 0852299

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 start logging your activity now.

FRIENDLY. FITNESS. FUN.

Get involved with your local Jog Derbyshire group today.

Find us on:

<https://www.jogderbyshire.co.uk/>

Facebook: www.facebook.com/jogderbyshire and follow us on

Twitter: [www.twitter.com/@](http://www.twitter.com/@JOGderbyshire)

[JOGderbyshire](http://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
- <https://joinedupcarederbyshire.co.uk/>
- 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 027 2128**

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 risk 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.

- Each appointment costs £15 and a nail clippers and file set costs £5
- 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

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 difficult getting the information and services you need?
- Do you have ideas that you would like to be heard?

- influencing services
- enhancing your life and the lives of others.

There are a number of forums across Derbyshire with more than 3,000 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.

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

Find out more at: <https://www.derbyshire.gov.uk/community/50-plus-forum/50-forums.aspx>

Tel: **01629 532466**



Derbyshire Time Swap

South Derbyshire CVS are delighted to announce that we will be delivering Derbyshire Time Swap!

Time Swapping (or Time Banking) is a fantastic initiative which allows members of the community to 'swap' their time to help somebody else. This support can range from assistance with gardening, to teaching I.T skills, or giving cookery lessons - the sky is the limit!

In return for this, a member of the community earns back time which they can spend doing something they want to - like learning a new skill or receiving help from another member. Members can even donate time they have accrued to other members if they wish. Time is the only currency used.

Time Swap isn't just for individuals though - organisations and groups can also get involved

Time Banking presents tremendous benefits across the entire community. Derbyshire Time Swap is a fantastic and unique way of helping the community, one hour at a time!

Learn more and get in touch by visiting www.derbyshiretimeswap.org.uk or by calling South Derbyshire CVS on 01283 219761

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:

<https://www.nhs.uk/live-well/eat-well/>

You can also get help and advice on healthy eating, portion control and more at:

www.derbyshire.gov.uk/portionsizewise

You can find tips for re-using food, saving money and reducing waste from the Love Food Hate Waste campaign at <https://www.derbyshire.gov.uk/environment/rubbish-waste/love-food-hate-waste/love-food-hate-waste.aspx>

This covers a number of topics including –

- Planning ahead
- Know your dates
- Savvy storage
- Perfect portions
- Love your leftovers

Making changes can help reduce food waste and feel the benefit in your pocket!

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:
0345 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:
0808 278 7954
- Citizens Advice Chesterfield:
0808 278 7843

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
- High Peak Centre for Voluntary
Services: **01663 735350**
- Erewash Voluntary Action:
0115 946 6740
- Bolsover Together: **01909 476118**

