

A photograph of a white ceramic mug filled with dark coffee, with wisps of steam rising from it. The mug is nestled in a thick, grey, textured knit blanket. The background is a soft, out-of-focus blue-grey.

# Healthy, Warm and Well in Derbyshire

Your guide to council, health, voluntary  
and community services in Derbyshire  
2018/19



Each year cold weather and cold homes contribute significantly to excess winter deaths and wider health issues. In 2016/2017 there were an estimated 34,000 excess winter deaths in England and Wales.

Some groups, such as older people, very young children and people with serious medical conditions are particularly vulnerable to the effects of cold weather and some of these issues are caused by people living in cold homes.

Snow and ice also cause an increase in falls resulting in injuries which can have a major impact on the quality of life for older and vulnerable people.

The wider health issues put pressure on social care services and the NHS. They estimate millions of pounds each year are spent treating preventable cold related illnesses. Cold weather can affect people's immune systems and aggravate existing long-term conditions, particularly cardiovascular and respiratory illnesses.

This booklet includes information about saving energy in your home and keeping warm, well and healthy. We aim to promote better health through addressing the issues people face living in cold, damp conditions by improving the energy efficiency and warmth of their homes. This booklet also offers health advice and other practical advice about your home including useful contacts for other relevant agencies.

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# Advice for Homeowners – Maintaining your Property

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**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 7.

- 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 63.

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# Home Insulation

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**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<sup>1</sup> a year on your energy bills.

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

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

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

For more information contact your local council (see page 63)  
Calls are charged at a local rate.

<sup>1</sup> Figures from the Energy Saving Trust

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# Damp, Mould and Condensation

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

## **What is Condensation?**

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

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

## **When does condensation occur?**

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

- when cooking
- having a bath or shower
- washing clothes
- drying clothes inside
- during cold nights when bedroom windows mist up.

## **How to avoid condensation**

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

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

## **Why is condensation a problem?**

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

**Condensation can lead to mould growth. Mould is a fungus 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 tickle 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.**



## Trusted Trader Scheme

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

### **The scheme aims to:**

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

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

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

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



## **New members**

We're looking for more good Derbyshire businesses to join the scheme. If you know a business that provides excellent service or goes that extra mile for their customers, please tell us by emailing **[trusted.trader@derbyshire.gov.uk](mailto:trusted.trader@derbyshire.gov.uk)**

We'll try to get them signed up as members so that more Derbyshire residents can benefit.

## **Protecting consumers**

Consumer law requires that any trader should sell goods which are of satisfactory quality and are correctly described. They should also carry out work with reasonable care and skill.

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

In the unlikely event that you use a Trusted Trader and things go wrong, the county council's trading standards team will get involved and try help you resolve the problem. However, the Trusted Trader register must not be taken in any way as a warranty by us of the status of any individual trader.

To find Trusted Trader visit **[www.derbyshire.gov.uk/tt](http://www.derbyshire.gov.uk/tt)**  
Call Derbyshire on **01629 533190\***, text **86555** or email **[trusted.trader@derbyshire.gov.uk](mailto: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

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**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

## Energy and Money Saving Tips

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**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 4.

### **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.

**Remember – never block off ventilation in rooms which house gas, oil or solid fuel appliances.**

For more information contact your local council – details on page 63.

## Installing Water Meters

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

Existing unmetered water bills are based on the ‘rateable value’ of your property. Before 1990, councils assessed homes to produce rateable values, and they were based on what rent homes could raise in the private market. Criteria for rateable values included the size of the property.

Since 1990 all new homes have been fitted with water meters.

If you do get a water meter installed and subsequently decide it would have been cheaper to pay the rateable value of your previous bill, Severn Trent offer a 2 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](http://www.stwater.co.uk/my-account/my-water-meter)  
Alternatively call the Seven Trent helpline (charged at a local rate) which can tell you more about water meters over the phone:  
**0345 7500 500.**

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# Derbyshire Discretionary Fund

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**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.

## **How are applications made?**

### **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**

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.

## Community Alarms and Telecare

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

### Community alarms

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

Please contact Call Derbyshire on **01629 533190** to find out more about your local service.

### Telecare

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

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

Telecare equipment can be used throughout your home:

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

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

### **The Falls Alert Service**

The Derbyshire Falls Alert Service is a specialist range of telecare equipment which is especially helpful to those at high risk of falling. It involves placing a number of sensors around your home as well as providing you with a fall detector.

The sensors monitor activity and if you have fallen they will trigger an automatic alarm to a call monitoring centre. You do not have to press a button to call for help as you would with a community alarm. The monitoring centre will provide you with further help, and support can be arranged to allow you to recover from a fall.

The equipment is provided free of charge but you will be asked to contribute a weekly monitoring charge. Many clients find that having access to the Falls Alert Service helps them to feel more confident at home.

### **Further information**

For telecare to work in your home a telephone line is usually required, but mobile networks can be used in some situations or as a temporary measure to allow time for a landline to be installed.

Some systems can be set to directly alert your family, friends, neighbours or carers (rather than a monitoring centre) to allow them to help you if you need it. Systems can provide reassurance and peace of mind to carers.

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

If you are in receipt of Housing Benefit or Guaranteed Pension Credit you may also be able to access the service for free as part of a range of housing support services available in Derbyshire.

If you are not eligible for Adult Care support you can still access telecare services but you may be asked to contribute towards monitoring and equipment maintenance costs. This cost may vary dependent on where you live in Derbyshire due to the different services available to you.

### **How to access Telecare and the Falls Alert Service**

If you do not currently have an Adult Care support package in place but think you would benefit from a Falls Alert Service or other telecare equipment, you can contact Call Derbyshire on **01629 533190** for more information.

## **Handy Van - Royal British Legion**

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**The Royal British Legion helps people of all ages and backgrounds.**

To be eligible for help, you must have served in the forces for at least 7 days, or be the dependant of someone who has served.

Their Handy Van service aims to help give veterans and members of the ex-service community the freedom to stay independent in their own homes.

They offer help with those awkward jobs around the house, such as minor repairs, or fitting of essential devices such as smoke detectors and community alarms.

A legion 'handyman' or 'fitter' is on call in several areas across the county to provide necessary assistance and practical advice. For more information about the service call **0808 802 8080**.



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# Derbyshire Welfare Rights Service

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**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.

email: [welfarebenefits@derbyshire.gov.uk](mailto:welfarebenefits@derbyshire.gov.uk) call **01629 531535**

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## Winter Fuel Payments

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

**Are you eligible?** – If you have reached the qualifying age you may get a Winter Fuel Payment.

For Winter 2018/19 you need to:

- have reached the qualifying age (born on or before 5 November 1953)
- live in the UK throughout the week of 17 to 23 September 2018 (You may still be able to get the payment if you live in another European Economic Area (EEA) country or Switzerland but you must have a genuine link with the UK to claim from abroad).

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

- were in prison for the whole week between 17 to 23 sep 2018
- are in hospital getting free treatment for more than a year
- need permission to enter the UK and didn't qualify for help from the Dept. for Work and Pensions
- lived in a care home for the whole time between 25 June and 17 September 2018, and got Pension Credit, Income Support, income-based Jobseeker's Allowance or income-related Employment and Support Allowance.

### **Change of circumstance**

Report any change of circumstance as these can affect how much you get, e.g. if the qualifying person stops getting a benefit, moves out, dies or goes into care.

Contact the office paying your benefits – their details are on any letters they sent you.

Most Winter Fuel Payments are paid automatically. Write to the office that pays your Winter Fuel Payment if you want to cancel it.

For winter 2018/19 the payment can be between £100 and £300 depending on your situation.

### **How to claim**

You need to claim your Winter Fuel Payment if you have not had it before and either of the following apply:

- you do not get benefits or the State Pension
- you only get Universal Credit Housing Benefit, Council Tax Reduction or Child Benefit.

### **If you have claimed before**

You should get your Winter Fuel Payment automatically from the organisation that pays your benefits. Contact them if you have any questions or there's a change in your circumstances. You can find their details on any letters they've sent you.

### **Claim for the first time by phone**

Call the Winter Fuel Payment Centre to claim by phone.

Telephone: **0800 731 0160**

Text phone: **0800 731 0464** Open Mon – Fri: 8am – 6pm

You will need to know:

- your National Insurance number
- your bank or building society details
- your BIC and IBAN numbers if you live in the EEA or Switzerland
- the date you were married or entered into a civil partnership (if appropriate).

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

More Information:

[www.gov.uk/winter-fuel-payment/ how-to-claim](http://www.gov.uk/winter-fuel-payment/how-to-claim)

## Warm Home Discount Scheme

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**The Warm Home Discount Scheme provides a £140 rebate on electricity bill during the winter 2018/19**

The money is not paid to you – it is a one-off discount on your electricity bill, usually between September and March.

You should qualify for this £140 energy discount if all of the following apply:

- your supplier is part of the scheme
- your name, or your partner's name is on the bill
- you are getting the Guarantee Credit element of Pension Credit (even if you get Savings Credit as well).

### **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.

The Warm Homes Discount needs to be claimed between September and March every year. If you are eligible you will receive a cheque for £140 (this discount is separate to the Winter Fuel Payment which is

paid automatically to you if you are over 65).

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

### **How to claim**

If you 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**

Contact the Warm Home Discount Team or your electricity supplier directly if you do not get a letter but believe you qualify.

Warm Home Discount Scheme

Telephone: **0800 731 0214**

Monday to Friday, 8:30am to 4:30pm

Warm Home Discount Team Blue Zone, Ground Floor

Phase 1

Peel Park

Brunel Way

Blackpool

FY4 5ES

Visit: **[www.gov.uk/the-warm-home-discount-scheme](http://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.

## Electricity suppliers

The following suppliers are part of the scheme:

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

- Angelic Energy
- Atlantic
- Boost
- Bristol Energy
- British Gas
- Bulb Energy
- Citizen Energy
- Co-operative energy
- Ebico
- Economy Energy
- EDF Energy
- E.ON
- First Utility
- Flow Energy
- GB Energy
- Great North Energy
- Green Star/Hudson
- Liverpool Energy Community Company (LECCy)
- Lumo
- Manweb
- M&S Energy
- npower
- Our Power –
- OVO
- Powershop
- Ram Energy
- Robin Hood Energy
- Sainsbury's Energy
- Scottish Gas
- Scottish Hydro
- ScottishPower
- Southern Electric
- Spark Energy
- SSE
- SWALEC
- Utilita
- Utility Warehouse
- White Rose Energy
- Your Energy Sussex

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# The 'PeoplesPower' Buying Scheme

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

## The concept is simple

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

There are four simple steps:

1. it's free to sign up
2. Share with friends and family
3. The PeoplesPower negotiates with large and small energy companies for their best deal
4. switch and Save: they'll send you the best offer with information on how it compares to your current deal – you will be under no obligation to accept the offer.

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

Twitter feed [www.twitter.com/thepeoplespower](http://www.twitter.com/thepeoplespower) and Facebook page [www.facebook.com/thePeoplesPower](http://www.facebook.com/thePeoplesPower)

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

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

**Contact:**

[www.thepeoplespower.co.uk](http://www.thepeoplespower.co.uk)

email: [team@thepeoplespower.co.uk](mailto:team@thepeoplespower.co.uk)

## Derbyshire Community Oil Buying Scheme

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**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 the mercy of paying whatever price they decide to charge for the oil.

The Oil buying scheme wants to help make oil more affordable. Buying oil through the scheme means the oil price will always be low with peace of mind that prices will not be inflated for profit. The more people that use the scheme and the more oil that is ordered, the better the price that can be achieved from the suppliers. So using the scheme is not only saving money, but it is also helping others.

**Will I save money?**

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

**How does it work?**

Members once registered on the website can log in and order oil at any time. Rural Action Derbyshire place an order every fortnight made up of members orders in that period.

Members also pay for their oil via the website. Payment is collected 24 hours after the oil price has been agreed and members have been informed of the price and total cost of their oil order. This way, the oil

buying scheme gives one payment direct to the supplier in advance for all the oil. This means they do not have to collect payments from everyone and they can start getting the oil delivered straightaway.

The system is internet based, in keeping with so many daily household and business functions these days.

However not everyone has access to the internet so members can still place orders over the phone if they need to.

Visit: [www.ruralactionderbyshire.org.uk/oil](http://www.ruralactionderbyshire.org.uk/oil)

Tel: **01629 592970** or email [oil@ruralactionderbyshire.org.uk](mailto:oil@ruralactionderbyshire.org.uk)

## Fuel Switching

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

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

You can find out about other energy deals by using an internet comparison site such as 'Climate Nottinghamshire', 'the energy helpline' or 'Uswitch'.

They are able to carry out the switch if that is what you decide to do.

Contacts:

[www.energy.climatenottinghamshire.org.uk](http://www.energy.climatenottinghamshire.org.uk)

Tel: **0800 410 1143**

[www.energyhelpline.com](http://www.energyhelpline.com)

Tel: **0800 074 0745**

[www.uswitch.com](http://www.uswitch.com)

Tel: **0800 6888 557**





Citizens Advice consumer service can also help with advice on tariff switching, contact: **08454 04 05 06** (Mon–Fri 9am–5pm)

In order to switch, you will need to know:

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

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

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



## Fuel Debt Advice

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

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

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

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

Put yourself on the Priority Service Register by calling Western Power Distribution on: **0800 096 3080**

Email: [wpdpriorityservmids@westernpower.co.uk](mailto:wpdpriorityservmids@westernpower.co.uk)

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

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.

**[www.britishgasenergytrust.org.uk](http://www.britishgasenergytrust.org.uk)**

Tel: **01733 421021**

**EDF:** Payments for household bills/ energy arrears or essential appliances.

**[www.edfenergytrust.org.uk](http://www.edfenergytrust.org.uk)**

Tel: **01733 421021**

**Npower:** Provides financial assistance to individuals and organisations.

**[www.npowerenergyfund.com](http://www.npowerenergyfund.com)**

Tel: **01733 421021**

You can also contact the **Derbyshire Discretionary Fund** (which is described in more detail in this booklet on page 12) 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** (page 35) which contains contact information for other organisations who will be able to offer help and advice regarding managing fuel debt.



## Planning for cold weather

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**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](http://www.metoffice.gov.uk) and on the TV and radio.

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

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

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

It's also advisable to make sure you have **sufficient supplies of any medications** you are taking. It's a good idea to keep a copy of your original prescription either with your medication or somewhere it can easily be found. This is so ambulance or emergency services staff can

easily find out what medications you take if they ever need to take you to hospital or treat you in your home.

The **Message in a Bottle scheme** encourages people to keep medical information in a recognisable bottle placed in the fridge. Emergency responders know to look for a bottle if they see the message in a bottle sticker in your home. You can get a bottle and sticker from many GP surgeries, health centres or pharmacies. For more information visit: <http://lionsclubs.co/MemberArea/message-in-a-bottle>

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.

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# The Healthy Home Project

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

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

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

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

Derbyshire Public Health recognises the need to direct limited resources to vulnerable households that really need support. The Healthy Home project has developed a working relationship with a range of NHS and public sector partners within Derbyshire to carefully identify which households would benefit from taking part in the project.

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

- problems with their heating system
- loft or cavity wall insulation
- improving home energy efficiency
- managing finances
- benefit entitlement
- loans and grants
- help with managing health issues.

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

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# The Effects of Cold on Health

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Cold winter temperatures and living in a cold or under heated house can cause physical effects such as thicker blood, increase in blood pressure and tightening of the airways; making people who already have chronic health conditions even more vulnerable. There is also a link between the onset of cold weather and deaths from both heart attacks and respiratory illnesses. Older people are particularly at risk as they do not feel the cold until their body temperature falls. There is also evidence linking reduced immune function with cold chills and hypothermia. It is important therefore to keep up to date with flu jabs and regular check-ups before and during cold weather.

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

It is possible to split the large number of possible health conditions affected by cold into three main categories: **respiratory**, **cardiovascular** and conditions which **affect your mobility** by restricting the movement of your muscles.

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

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

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

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

**Mobility symptoms:** stiffness, swelling, restricted movement, pins and needles, and muscle weakness. Specific mobility conditions worsened

by cold include Rheumatoid arthritis, osteoporosis, and an increased number of injuries caused by falls.

### **Mental health and the cold**

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

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

### **Sudden temperature changes and health**

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

### **The effect of a cold home on children**

Living in a cold home doesn't just affect old or ill people. Poorly heated homes can have a significant impact on children's health, affecting infant's weight gain and development and increasing the frequency of asthmatic symptoms. Growing up in a cold home may also have a negative impact on the development and emotional wellbeing of babies, children and teenagers. This may impact on educational achievement and worsen chance later on in life.

### **The safe zone**

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



before you go to bed. Finally, make sure you dress warmly and put on outdoor footwear before stepping outside into much colder air.

## Heat Waves

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

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

### **Stay out of the heat:**

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

### **Cool yourself down:**

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

### **Keep your environment cool:**

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

Close curtains that receive morning or afternoon sun. However, care should be taken with metal blinds and dark curtains, as these can absorb heat, consider replacing or putting reflective material in-between them and the window space.

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

### **Look out for others:**

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

### **If you have a health problem:**

- Keep medicines below 25°C or in the refrigerator (read the storage instructions on the packaging) – it's also advisable to keep a copy of your prescription either with your medication or somewhere it can easily be found. This is so ambulance or emergency services staff

can easily find out what medications you take if they ever need to take you to hospital or treat you in your home.

- Seek medical advice if you are suffering from a chronic medical condition or taking multiple medications.

### **If you or others feel unwell:**

- Get help if you feel dizzy, weak, anxious or have intense thirst and headache; move to a cool place as soon as possible and measure your body temperature, drink some water or fruit juice to rehydrate.
- Rest immediately in a cool place if you have painful muscular cramps (particularly in the legs, arms or abdomen, in many cases after sustained exercise during very hot weather), and drink oral rehydration solutions containing electrolytes.
- Medical attention is needed if heat cramps last over an hour.
- Consult your doctor if you feel unusual symptoms or if symptoms persist.

### **Seek Advice if you have any concerns:**

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

### **If you suspect someone has heatstroke:**

Remember, heatstroke can kill. It can develop very suddenly, and rapidly leading to unconsciousness. If you suspect someone has heatstroke, call 999 immediately. While waiting for the ambulance:

- if possible, move the person somewhere cooler
- increase ventilation by opening windows or using a fan
- cool them down as quickly as possible by loosening their clothes, sprinkling them with cold water or wrapping them in a damp sheet
- if they are conscious, give them water or fruit juice to drink
- do not give those aspirin or paracetamol.

For information on the weather forecast, how to protect your health during a heatwave, how to minimise ultraviolet ray induced skin and

eye damage and advice on air pollution, view the following web pages:  
**[www.metoffice.gov.uk](http://www.metoffice.gov.uk)**  
**[www.nhs.uk/summerhealth](http://www.nhs.uk/summerhealth)**  
**[www.uk-air.defra.gov.uk](http://www.uk-air.defra.gov.uk)**  
Alternatively ring Defra for information on air pollution:  
Tel: **0800 55 66 77**

## **Financial Action and Advice Derbyshire**

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### **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.faaderbyshire.org.uk](http://www.faaderbyshire.org.uk)**

email: **[financial@ruralactionderbyshire.org.uk](mailto:financial@ruralactionderbyshire.org.uk)**

### **Facing Eviction, Repossession or Homelessness?**

You must act quickly. Contact Citizens Advice for help. Visit:  
**[www.derbyshirecab.org.uk](http://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](http://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 – search for ‘benefits, debt and legal matters’.

## **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](http://www.derbyshire.gov.uk/foodbanks)**

## **Say no to Payday Loans**

Payday Loans are the fastest growing form of borrowing for the 3.5 million people in the UK struggling to make ends meet between pay packets. Companies offering short term loans are all over the press and TV. They promise ready cash even for people with poor credit ratings.

Unless you are really good with money, payday loans have a habit of spiralling out of control.

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

There are alternatives:

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

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

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

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

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

If you've borrowed money from a loan shark you haven't broken the law, you can report them in confidence:

Tel: **0300 555 2222**

Text: 'loan shark' & details to **07860 022116**

email: **[reportaloanshark@stoploansharks.gov.uk](mailto:reportaloanshark@stoploansharks.gov.uk)**

Visit: **[www.stoploansharks.gov.uk](http://www.stoploansharks.gov.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?

**Community banks** are financial cooperatives owned and controlled by the members. They are not for private profit, and are like a community bank. They operate to help promote savings, provide credit at

reasonable rates, and other financial services for its members.

1. 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.
2. 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.
3. 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.
4. Putting you first – community banks serve you ‘the member’ by listening to your needs and developing the products and services that you want.
5. 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)

4–6 Soresby Street

Chesterfield

Derbyshire

S40 1JN

Tel: **01246 278833** Visit: **[www.cnedcu.co.uk](http://www.cnedcu.co.uk)**

**2 Shires Credit Union** (cover Bolsover)

Queen’s Buildings (Annex)

Potter Street,

Worksop,

S80 2AE

Tel: **01909 500575** email: **[info@2shires.org.uk](mailto:info@2shires.org.uk)** visit:

**[www.2shires.org.uk](http://www.2shires.org.uk)**

**Derbyshire Community Bank** (cover the whole county)  
Phoenix Street  
Derby,  
DE1 2ER  
Tel: **01332 348144**  
Text: **07860 025 023**  
**info@dcbank.org.uk**  
**www.dcbank.org.uk**

**Money Spider Credit Union** (cover South Derbyshire)  
46/48 Grove Street  
Swadlincote,  
De11 9DD  
Tel: **07950391218**  
**www.moneyspidercu.org.uk**  
**services@moneyspidercu.org.uk**

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

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

Learning more about dealing with money – If you are interested in learning more about money issues there is lots of free help available. There are short courses and sessions run by various different services, including Derbyshire Adult and Community Education Service. There is a lot of help on websites including the Money Advice Service:  
**www.moneyadviceservice.org.uk/en**

If you would like more information please contact:  
Financial Action and Advice Derbyshire email:  
**financial@ruralactionderbyshire.org.uk** or visit their website:  
**www.faaderbyshire.org.uk**



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# Carbon Monoxide

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

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

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

If you have appliances that use other fossil fuels, make sure they are serviced and maintained by a competent person.

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

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

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

## **What are the symptoms of carbon monoxide poisoning?**

– early symptoms of CO poisoning can mimic many common ailments and may easily be confused with food poisoning and viral infections.

Symptoms to look out for include:

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

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

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

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

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

# Live Life BETTER DERBYSHIRE

## Say Yes to a healthier you

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

**Stop Smoking** – Are you a smoker and want help to quit? We offer free local support, advice and information for people who want to stop smoking. We give one-to-one support as well as access to free NRT. Did you know that you are four times more likely to succeed with our help?

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

**Get Active** – Do you have high blood pressure, heart disease, joint or mobility problems or are you feeling low? Regular exercise can help. There are lots of free opportunities and activities in your local community to help you to be more active and manage your health better – just get in touch and we can point you in the right direction.

### Also find advice about:



at [www.livelifebetterderbyshire.org.uk](http://www.livelifebetterderbyshire.org.uk)

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# What is Mental Health and Wellbeing?

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It's the ability to make the most of life's opportunities and cope with life's problems. It's about feeling good and functioning well.

## **10 Steps to emotional and mental wellbeing:**

1. Keep physically active – being active helps to reduce stress, boosts self-esteem and helps promote sleep.
2. Eat well – eating 5 fruit or vegetables a day is recommended. This can improve your mental wellbeing and help prevent disease.
3. Drink in moderation – drinking in moderation is for mental health and wellbeing (keep within your units).
4. Keep in touch with friends or loved ones and care for others. Joining clubs helps to make friends and feel part of the community.
5. Getting involved, making a contribution, and asking for help. Volunteering is a great way to make friends/help the community.
6. Value yourself and others – treat yourself as valuable. Look after your own health and needs. To find out more about getting active, losing weight, quitting smoking and sexual health. Contact **01246 515550**.
7. Talk about your feelings – it's good to talk and it can help you stay in good mental health.
8. Learning new skills – it's good for your mental wellbeing to have interests. Learning a new activity can boost yourself-esteem.
9. Do something creative – in Derbyshire there are many opportunities to get involved with arts and crafts.
10. Take a break – this may be a walk in the park or countryside, a short break or holiday.

## **Ask for Help**

If you regularly do all these things but are still feeling depressed and anxious discuss your feelings with your GP. Information about self-help groups and national help lines can be found on the Community Directory website.

## Useful contacts & Information:

[www.communitydirectoryderbyshire.org.uk](http://www.communitydirectoryderbyshire.org.uk)

[www.derbyshire.gov.uk/mentalhealth](http://www.derbyshire.gov.uk/mentalhealth)

[www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

[www.nhs.uk](http://www.nhs.uk)

[www.activederbyshire.co.uk](http://www.activederbyshire.co.uk)

[www.derbyshire.gov.uk/directory](http://www.derbyshire.gov.uk/directory)

[www.derbyshirehealthcareft.nhs.uk](http://www.derbyshirehealthcareft.nhs.uk)

[www.artsderbyshire.org.uk](http://www.artsderbyshire.org.uk)

Call Derbyshire tell: **01629 533190**

Patient Advice & Liaison Service tell: **0800 032 3235**

For contact information for CVS and volunteer bureaux Call Derbyshire on tel: **01629 533190**.

## Stop Smoking in Derbyshire

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

- **Improve your health** - half of all long-term smokers die early from smoking-related diseases, including heart disease, lung cancer and chronic bronchitis. By quitting smoking your breathing and general fitness will improve, the appearance of your skin and teeth will improve and your sense of taste will improve. You will notice the benefits of quitting quickly, after 48hrs carbon monoxide will be eliminated from the body with the lungs starting to clear out mucus and other smoking debris, and after 72 hrs breathing becomes easier and energy levels increase.
- **Save money** - on average most people that quit can save £150 per month, to find out how much you can save enter your details into the cost calculator by visiting:  
**[www.nhs.uk/smokefree/why-quit/cost-calculator](http://www.nhs.uk/smokefree/why-quit/cost-calculator)**
- **Protect your family** - stopping smoking is the best way to protect your family from the dangerous effects of second-hand smoke. Over 80% of second-hand smoke is invisible and odourless and it contains over 4000 chemicals. People who breathe in second-hand smoke are at risk of the same diseases as smokers, including cancers and heart disease.

## Quit with help from your local stop smoking service

- Expert advisors will provide you with advice, support and encouragement.
- Stop smoking medicines such as nicotine patches can help you quit, your stop smoking advisor will be able to help you 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 four times more likely to quit with help than if you go it alone. If you're interested quitting and would like to find out more about the free stop smoking service contact:

### Live Life Better Derbyshire

Tel: **01629 538 200** or **0800 0852299**

email: **llbd.info@derbyshire.gov.uk**

Website: **www.livelifebetterderbyshire.org.uk**

## Flu Vaccination and Pneumococcal Immunisation

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The Department of Health recommends that the following people are at particular risk from the effects of flu and so should be vaccinated every year.

Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week.

All adults over 65 and people at high risk of pneumococcal infection should receive the one off pneumococcal polysaccharide vaccine. You are eligible for a FREE flu vaccination if you are over the age of 65 years or suffer from a long term condition such as:

- chronic chest conditions including asthma, bronchitis, emphysema
- Diabetes
- chronic heart disease
- chronic kidney disease
- lowered immunity due to disease or treatment such as steroid treatment or cancer treatment
- or you are the main carer for elderly or disabled person whose welfare may be at risk if you fall ill.

Your GP may advise you to have a flu jab if you have serious liver disease, multiple sclerosis (MS) or some other diseases of the nervous system. If you are pregnant, you should have the flu jab, regardless of the stage pregnancy you have reached.

The flu vaccine is given free on the NHS as an annual injection to:

- adults over the age of 18 at risk of flu (including everyone aged 65 and over)
- children aged six months to two years at risk of flu.

### **Flu nasal spray vaccination**

The flu vaccine is routinely given on the NHS as an annual nasal spray to:

- healthy children aged two, three and four years old plus children in school years one and two
- children aged two to 17 years at a particular risk of flu.

### **Where to get the flu jab**

You can have your NHS flu jab at:

- your GP surgery
- a local pharmacy offering the service.

Some community pharmacies now offer flu vaccination to adults (but not children) at risk of flu including pregnant women, people aged 65 and over, people with long-term health conditions and carers.

## **Care Coordinators**

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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.

## Falls Prevention

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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@ageukderbyandderbyshire.org.uk](mailto:administration@ageukderbyandderbyshire.org.uk)**

Or visit: **[www.ageuk.org.uk/derbyandderbyshire/activities-and-events/snf-classes/](http://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.

1. First, check that you are not hurt
2. Then roll on to your hands and knees and crawl to a sturdy piece of furniture: for example, a chair or bed
3. Put your hands on the chair or bed and bring one leg up, bending your knee and placing your foot flat on the floor.
4. 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
5. Turn and sit on the furniture
6. 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

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

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

### **Tootsies Treatment:**

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

Call **01773 766922** to book or visit:

**[www.ageuk.org.uk/derbyandderbyshire/our-services/footcare](http://www.ageuk.org.uk/derbyandderbyshire/our-services/footcare)**

## **Derbyshire First Contact Signposting Scheme**

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

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

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

- staying safe and secure at home
- housing support – repairs, warm homes advice and housing options
- social and recreational activities
- work, learning, volunteering and income
- families and relationships
- health and wellbeing.

Our partners include borough/district councils, housing associations, health services, Derbyshire Fire & Rescue, Derbyshire County Council in-house services and voluntary organisations. You can see a full list at [www.derbyshire.gov.uk/firstcontactpartners](http://www.derbyshire.gov.uk/firstcontactpartners)

The scheme works by using a series of questions to find out what sort of help, advice and services you could benefit from. To make a referral (for yourself or on behalf of someone else) all you need to do is fill in the First Contact form. You can do this online at [www.derbyshire.gov.uk/firstcontactform](http://www.derbyshire.gov.uk/firstcontactform) or request a paper copy of the form by calling **01629 532503**

Once you have submitted your form you will receive a letter telling you which organisations will be getting in touch. The relevant organisations will then contact you directly within 28 days to see how they can help you.



## Time Swap

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

As a Time Swap member you can earn 'time' by doing things in your community that you enjoy, or are good at, to help other people. You

can then spend the time you earn on getting help from other people with something that you find difficult, or someone in your community could teach you a new skill.

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

To make sure everyone is safe we check everyone wishing to become a member to give peace of mind. We'll do all the hard work by organising the Time Swaps which allows you to enjoy being a member and being part of your community.

Tel: **01629 532049**

Visit: **[www.derbyshire.gov.uk/timeswap](http://www.derbyshire.gov.uk/timeswap)**

Email: **[timeswap@derbyshire.gov.uk](mailto:timeswap@derbyshire.gov.uk)**

## 50 Plus Forums

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### **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?

Your local 50+ Forum could be the answer...

50+ Forums are about:

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

There are a number of forums across Derbyshire with more than 3,400 members.

Your local forum is independently run by local people for local people. They meet regularly to discuss important issues, work with organisations to make improvements to services and facilities and have lots of fun too.

Find out more at: [www.derbyshire.gov.uk/50plusforums](http://www.derbyshire.gov.uk/50plusforums)  
Tel: **01629 532466**

## Local Area Coordination

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

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

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

Local Area Coordination is currently operating across certain areas of Bolsover, Amber Valley and High Peak. For further information visit: [www.lacnetwork.org/areas/derbyshire](http://www.lacnetwork.org/areas/derbyshire) or tel: **01629 532049**

## Adult Care Information

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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

organisations 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](http://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 531310**.

## Carers in Derbyshire website

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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](http://www.carersinderbyshire.org.uk)** and follow on Facebook at: **[www.facebook.com/carersinderbyshire](http://www.facebook.com/carersinderbyshire)**



## Safe Places

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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](http://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

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

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

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

### How to spot a scam

Scam letters and emails will look professional and seem convincing



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

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

### **Action you can take to tackle scams**

- get advice and report issues to the Citizens Advice Consumer Service on tel: **08454 04 05 06** or visit **www.citizensadvice.org.uk**
- report scams and suspected scams to Action Fraud or tel: **0300 123 2040** or visit **www.actionfraud.police.uk**
- send potential postal scams with a covering letter to Royal Mail at FREEPOST Scam Mail, email: **scam.mail@royalmail.com** or tel: **03456 113 413**
- report unsolicited marketing calls to the Information Commissioner's Office or tel: **0303 123 1113** or visit: **www.ico.org.uk/concerns/marketing**
- register phone numbers with the Telephone Preference Service tel: **0845 070 0707** or visit: **www.tpsonline.org.uk**
- the Mailing Preference Service (MPS) is free and can help reduce unsolicited mail by calling **0845 703 4599** 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.

### **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 169 6565** 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: **0808 612 6505**.

For further information visit: [www.derbyshire.gov.uk/scams](http://www.derbyshire.gov.uk/scams)

## Jog Derbyshire

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**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 then log onto [www.activederbyshire.co.uk](http://www.activederbyshire.co.uk) to sign up and start logging your activity now.

### **FRIENDLY. FITNESS. FUN.**

Get involved with your local Jog Derbyshire group today

Find us on: [www.activederbyshire.org.uk/jog-derbyshire](http://www.activederbyshire.org.uk/jog-derbyshire)

Facebook: [www.facebook.com/jogderbyshire](http://www.facebook.com/jogderbyshire) and follow us on

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

### **Jog Derbyshire Team:**

#### **Cat Wynee**

JOG Derbyshire Co-ordinator

Tel: **07557 656201**

#### **Lucy Bartles**

JOG Derbyshire Co-ordinator

Tel: **07971 808783**

or email: **info@jogderbyshire.co.uk**

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

## Your Local Citizens Advice

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

### How to contact

Most GP practices in the county have a weekly CA advice session.

Contact reception at your practice to make an appointment.

Otherwise, you can get advice from your local CA by phoning the following numbers:

Chesterfield:

**01246 283872 / 01246 209164**

High Peak, Derbyshire Dales, Amber Valley and Erewash:

Tel: **0300 4568390**

North East Derbyshire and Bolsover:

Tel: **0300 4568437**

South Derbyshire:

Tel: **01283 210109**

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

## Healthy Eating

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

Your food choices can reduce your risk of illnesses such as heart disease, cancer and diabetes.

A balanced healthy diet should contain a variety of different foods from each of the groups on the plate, including lots of fruit, vegetables and starchy foods such as wholemeal bread, potatoes, wholegrain rice and pasta, some protein foods such as meat, fish, eggs, beans and lentils and some dairy foods. Staying hydrated is important too so ensure have 6-8 drinks per day. Water, low fat milk, sugar free drinks, tea and coffee all count.

### **Eating Well for Older People**

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

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

### **Heart of Derbyshire**

The Heart of Derbyshire offers support with healthier choices when eating out, cookery classes on a budget and more information on eating healthily. Find out more at:

[www.derbyshire.gov.uk/heartofderbyshire](http://www.derbyshire.gov.uk/heartofderbyshire)

### **Live Life Better Derbyshire**

If you would like support to lose weight, contact Live life Better Derbyshire:

**01629 538 200** or **0800 0852299**.

Eat well by following these eight top tips:

1. Eat plenty of fruit and vegetables. Base your meals on bread, rice, potatoes, pasta and other starchy goods – choose wholegrain varieties when you can.
2. Have some milk and dairy products.
3. Eat lean meat, fish, eggs, beans and other non-dairy sources of protein.
4. Drink plenty of water and just a small amount of drinks high in fat and or sugar.
5. Cut down on saturated fat and sugar, and less than 6g salt per day.
6. Do not skip breakfast.

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

On the following pages are some winter warming, healthy inexpensive recipes.

For more information visit: [www.nhs.uk/livewell/healthy-eating](http://www.nhs.uk/livewell/healthy-eating)  
You can also get help and advice on healthy eating, portion control and more at: [www.derbyshire.gov.uk/portionsizewise](http://www.derbyshire.gov.uk/portionsizewise)

## Recipes

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### 'Apple pie' porridge - Energy Boosting Breakfast

This is a warm, comforting porridge spiced up with the classic flavours of a homemade apple pie.

- Serves: 1 adult
- Preparation time: 10 minutes
- Cooking time: 5 minutes
- Calories per portion: 315kcal (1,318kJ)

### Ingredients

- 50g porridge oats
- 200ml semi-skimmed milk
- 1 medium dessert apple, diced

- Pinch of cinnamon.

## Method

Throw all the ingredients into a saucepan. Heat and stir until boiling, then lower the heat and simmer gently for 5 minutes, stirring often. Spoon the porridge into a serving bowl and add a sprinkle of cinnamon.

## Other ideas

Or you could try porridge with dried blueberries and/or mashed banana. Banana is a healthier substitute for sugar or honey. For the best results, use a very ripe banana.



## Mediterranean Beef Pasta

This take on a classic Mediterranean dish is economical, tasty, a good source of protein and packed full of vegetables to help you get your five a day.

- serves: 2
- time: 30 minutes
- Ingredients
- 225g lean beef, cut into strips
- 200g dry wholewheat pasta
- 1 garlic clove, crushed
- 1 red pepper, sliced
- 1 courgette, chopped
- 100g mushrooms, sliced
- 225g can of chopped tomatoes
- 1 tbsp tomato ketchup

- dried mixed herbs.

## Method

1. In a saucepan or wok, fry the meat and garlic for 4 to 5 minutes, until browned. You shouldn't need any oil.
2. Add the pepper, courgette and mushrooms, and stir-fry for 2 minutes. Stir in the chopped tomatoes, ketchup and herbs, and season to taste. Bring to the boil and simmer for 5 minutes.
3. Cook the pasta according to the packet instructions. Drain it and stir into the sauce.

You can find more healthy, easy recipes at [www.nhs.uk/live-well](http://www.nhs.uk/live-well)

You may get great ideas from Live Life Better Derbyshire's Pinterest page: [www.pinterest.co.uk/livelifebetterderbyshire](http://www.pinterest.co.uk/livelifebetterderbyshire)



## Fish Pie

You can use any kind of white fish, such as cod or haddock, and even add an oily fish like salmon, to make this tasty fish pie.

Salmon is a good source of omega 3 fatty acids. Aim for at least 2 portions of 140g of fish a week, including a portion of oily fish.

- Serves: 4
- Time: 60 minutes
- Ingredients
- 700g potatoes, peeled and diced
- 4 fillets of haddock (or any kind of white fish or salmon)
- 425ml 1% fat milk
- 25g low-fat spread
- 25g flour

- 25g reduced-fat strong hard cheese
- 320g broccoli (to serve).

## Method

1. Preheat the oven to 200C or gas mark 6.
2. Start by preparing the potatoes. Boil them for about 10 to 15 minutes until they're soft, then drain them and mash with a little milk.
3. To make the sauce, mix the milk, low-fat spread and flour in a small pan and warm over a medium heat. Stir continuously until the sauce starts to bubble and thicken.
4. Pour the sauce over chunks of fish in an ovenproof dish, then top with mashed potato and sprinkle the cheese over the top.
5. Bake in the centre of the oven for 30 minutes until the top is golden brown. Serve with broccoli.

## Useful Telephone Numbers

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- Age UK Derby and Derbyshire: **01332 343232 / 01773 768240**
- Amber Valley Borough Council: **01773 570222**
- Benefits Helpline/Welfare Rights: **01629 531535**
- Bolsover District Council: **01246 242424**
- Call Derbyshire (First Contact): **0845 6058058 / 01629 533190**

### Chesterfield Borough Council

- Citizens Advice: **01246 345345**
- Chesterfield: **01246 283872 / 01246 209164**
- Amber Valley, Erewash, Derbyshire Dales: **0844 3752712**
- South Derbyshire: **01283 210109**
- North East: **0844 8489800**

### Credit Unions

- High Peak: **0161 231 5222**
- Chesterfield and North East: **01246 278833**
- Bolsover: **01909 500575**
- Erewash and Amber Valley: **01332 348144**
- South Derbyshire: **07950 391218**
- Derbyshire County Welfare Rights: **01629 531535**
- Derbyshire Dales District Council: **01629 761100**
- Derbyshire Stop Smoking: **0800 0852299 / 01246 515550**
- Energy Helpline: **0800 0740745**



- Erewash Borough Council: **0845 9072244 / 0115 9072244**
- Falls Service – North Derbyshire: **01773 768240**
- Financial Action and Advice Derbyshire: **01629 531535**
- Gas Safe Register: **0800 408 5500**
- Green Deal Handy Van: **0300 1231234**
- Amber Valley: **01773 604426**
- Bolsover: **01246 217700**
- Chesterfield: **01246 345748**
- Derbyshire Dales: **01298 23970**
- Erewash: **01773 604426**
- High Peak: **01298 23970**
- North East: **01246 217700**
- South: **01283 219761**
- Health Watch England: **0300 068 3000**
- High Peak Borough Council: **0845 129 7777**
- Live Life Better Derbyshire: **01629 538 200**
- Midlands Community Finance: **0845 388 3998**
- Money Advice: **0300 5005000**
- NHS Direct: **111**
- North East Derbyshire District Council: **01246 231111**
- Oil Buying Scheme (Derbyshire Rural Action): **0845 313 8800**
- Patient Advice and Liaison Service: **0800 032 3235**
- Poppy Calls: **0800 032 0306**
- South Derbyshire District Council: **01283 595795**
- Trusted Trader: **08456 058058**
- Warm Home Discount Scheme: **0845 603 9439**
- Winter Fuel Payments: **0845 915 1515**

Your own telephone numbers:

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## Further Information

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Derbyshire County Council Adult Care department produces a range of information about its services and those provided by other organisations in the community. We provide information leaflets on a range of topics that can be downloaded or ordered from our website at [www.derbyshire.gov.uk/careinfo](http://www.derbyshire.gov.uk/careinfo), obtained from our staff, at a local office, or via Call Derbyshire on Tel: **01629 533190**.

You can also contact us by:

• Text: **86555** • Fax: **01629 533295** • Minicom: **01629 533240**

Leaflets available include:

- Guide to Adult Care - how we work and what we provide
- Guide to Carers Services - support, advice and information for carers
- Independent Financial Advice - how and where to find reliable professional advice
- Deferred Payment Scheme - how the scheme works
- Paying for Residential Care - how financial contributions are calculated
- Guide to First Contact - signposting to services and support
- Putting People First - comments, compliments and complaints
- Guide to Handy Van Services - practical help in your home.

Leaflets are available in standard, large print and Easy Read versions and, upon request, in other formats such as Braille or alternate languages. We also have videos, including BSL conversions on our YouTube channel at [www.youtube.com/derbyshireecc](http://www.youtube.com/derbyshireecc)

The Adult Care Information Promise, a **FACT** you can rely on.

**We promise to provide you with:**



**Free** information

**Accurate** information

**Clear** information

**Trustworthy** information

If you think we have broken our **FACT** promise, please let us know so we can make improvements.

