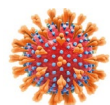




Healthy, Warm and Well in Derbyshire

Your guide to council, health, voluntary
and community services in Derbyshire
2024/2025



Get your Flu jab this winter!

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Winter Vaccinations



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

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

Tips for staying well this winter

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

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

Flu Vaccine

The flu vaccine is offered every year as the vaccine changes slightly to keep up with the virus strain changing each year. This will ensure the best protection is offered. Flu can make some people very poorly and needing hospital admission. Sometimes it can be life threatening.

Unfortunately, humans do not have a natural immunity to flu. The flu vaccine has been matched to the strains of flu most likely to be circulating each year. Practising good infection control in your household – including washing your hands and tissue hygiene through the ‘Catch it, bin it, kill it’ approach – will reduce the spread of germs. Sufficient rest and drinking plenty of fluids will also help. However, the best way to protect yourself is having a flu vaccination.

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

Eligibility:

The NHS recommends free flu vaccination for several groups:

- Everyone aged 65 years and over
- Individuals under 65 with certain medical conditions, including children and babies over 6 months of age
- All pregnant women
- All children aged 2 and 3 years (provided they were aged 2 or 3 on 31 August 2024)
- All primary school children
- Some secondary school children (Years 7 to 11)
- Care home residents
- Carers
- Those living with people who are immunocompromised
- Frontline health and social care workers

If you're eligible, you may be able to get a free flu vaccine from:

- a pharmacy that offers NHS flu vaccination
- your GP surgery
- your care home (if you live in a care home)
- your maternity service (if you're pregnant)
- your employer (if you're a frontline health or social care worker)

If you want to get more information about the NHS flu vaccination programme, please visit www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/

COVID-19 Vaccines

This vaccine will help to make sure you are protected from serious illness if you become infected with COVID-19.

The COVID-19 vaccines will be offered in a variety of settings across Derbyshire. You can find out where you can have a COVID-19 vaccination here: <https://joinedupcarederbyshire.co.uk/covid-19/covid-19-vaccinations/covid-19-vaccination-clinics-list/>

You will be able to choose from the online National Booking Service, the most appropriate venue for you.

There is more information about the COVID 19 vaccine, who is eligible, and how to book at COVID-19 vaccine - NHS (www.nhs.uk) If you are eligible for your COVID-19 vaccination, please take up this offer to help keep you protected this winter.

Vaccines recommended during pregnancy

During pregnancy you may not be as able to fight off infections as easily as non-pregnant women. This could lead to you becoming more seriously ill from flu or COVID-19. It is recommended that all pregnant women have a flu, COVID 19, and whooping cough (pertussis) vaccine.

From 1st September 2024, all pregnant women are to be offered the RSV (Respiratory Syncytial Virus) vaccine. This is given from around 28 weeks of pregnancy to protect both the mother and especially their baby, as they will then have protection from birth. RSV causes severe breathing problems and hospitalisation.

If you have any questions about vaccinations in pregnancy, please discuss this with you midwife. For more information about vaccines in pregnancy please visit: <http://www.nhs.uk/>

RSV Vaccine

Respiratory syncytial virus (RSV) is a major respiratory virus that is common over the winter period, typically November to February. While the symptoms are mild for many, RSV accounts for around 30,000 hospitalisations of children under 5 in the UK annually, and for 20 to 30 infant deaths.

RSV can also be severe in older adults, causing pneumonia and flare-ups of existing lung disease and other long-term conditions. It causes around 9,000 hospitalisations in those aged over 75 in the UK each year.

Who is at risk?

RSV can be especially dangerous for infants and the elderly.

RSV is most common in infants under 1 year old. Babies are particularly vulnerable to RSV lung infections as they have small airways and have limited immunity against the virus which can lead to a condition called bronchiolitis that causes inflammation in the lung.

Infants with severe bronchiolitis may need intensive care and the infection can be fatal. Older adults can also be at risk of severe RSV lung infections, and the virus is a cause of illness and mortality in people aged 75 years and older.

Planning for cold weather

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

Severe weather warnings are also issued on the Met Office website at: www.metoffice.gov.uk and on the TV and radio. You can also sign up for Cold Weather Alerts at: <https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/cold-weather-alerts>

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



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

- Keep curtains drawn and doors closed to block out draughts
- Have regular hot drinks and at least one hot meal a day if possible - eating regularly helps keep energy levels up during winter
- Wear several light layers of warm clothes (rather than one chunky layer)
- Keep as active as possible
- Wrap up warm if you need to go outside on cold days.
- If winter weather is expected make sure you have enough basic food supplies to last 3 days.
- Energy suppliers and Network operators both keep a Priority Services Register that makes sure extra help is available to people in vulnerable situations. You can apply to be added to your electricity network's priority support register to get priority support for electricity and gas.
- To check if you are eligible for this service and for more information please visit <https://www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register#>

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

The Message in a Bottle scheme encourages people to keep medical information in a recognisable bottle placed in the fridge.

Emergency responders know to look for a bottle if they see the message in a bottle sticker in your home. You can get a bottle and sticker from many GP surgeries, health centres or pharmacies.

For more information visit: Message in a Bottle - Providing Lifesaving Information from Lions Clubs British Isles lionsmessageinabottle.co.uk

Email: enquiries@lionsclubs.co.uk

Tel: **0121 441 4544** – Monday to Friday from 9am to 5pm

The Prepare website gives information about how to prepare yourself for a range of emergencies such as power cuts, flooding and cold weather: <https://prepare.campaign.gov.uk/>

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

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

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

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

Keep your main living room at around 18–21°C (64–70°F), and the rest of the house at least at 16°C (61°F). If you can't heat all the rooms you use, heat the living room during the day and the bedroom just before you go to sleep.

Advice for homeowners - maintaining your property

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

Homeowners need to plan for how they will pay for repairs. If you're worried about finding a reliable contractor, see Derbyshire County Council's Trusted Trader Scheme on [page 21](#).

- 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. There are some useful telephone numbers at the end of the booklet



Advice for homeowners - home insulation

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

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

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

Solid wall insulation – if your home was built before or around 1920 its external walls are likely to be solid rather than having cavity walls. If you have solid walls you can insulate them with external or

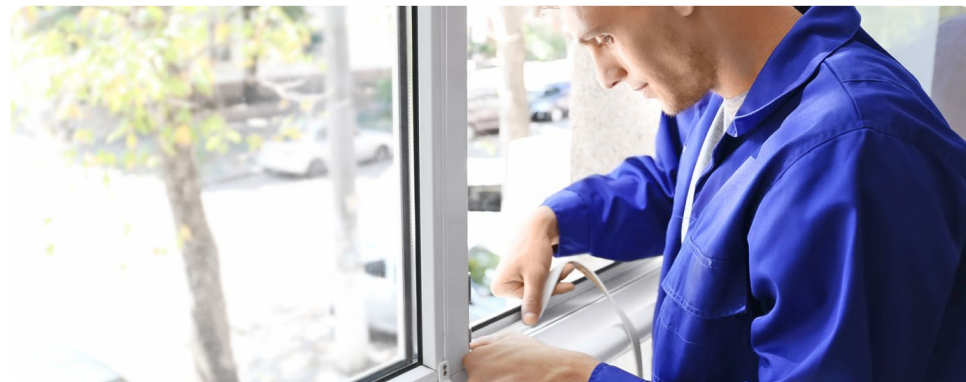
internal insulation saving you around £245 a year on your energy bills.

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

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

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

For more information contact your local council. See [page 30](#). Calls are charged at a local rate.



Damp, mould and condensation

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

What is condensation?

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

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

When does condensation occur?

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

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

How to avoid condensation

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

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

Why is condensation a problem?

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

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

Ventilation to remove moisture

- You can ventilate your home without causing draughts:
- Keep a small window ajar or a trickle ventilator open when using the room
- When cooking, the kitchen should be ventilated. Use the extractor fan or open the window
- Keep the kitchen door to the rest of the house closed. This will help to prevent moist air circulating through the house
- When bathing or washing keep the bathroom door closed. Use the extractor fan or open the window. After you have finished keep the fan on or window open to allow the water vapour to disperse. Leave the door closed.

If you have damp, check for the following problems:

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

How can you remove mould?

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

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



The effects of cold on health



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

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

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

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

The three main areas of physical illness affected by cold

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

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

The following checklists highlight the main symptoms and conditions

which may appear or worsen during cold weather.

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

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

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

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

Mental health and the cold

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

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

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

changes of temperature from hot to cold (or vice versa) can be dangerous or even life threatening.

The effect of a cold home on children

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

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

The safe zone

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

Energy and money saving tips



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

For home insulation information see [page 9](#).

Cost of living

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

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

It is worth remembering that all our libraries across the county offer warm and welcoming spaces for everybody and you do not need to be a library member to visit.

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

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

Energy and money saving tips:

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



Warm home discount scheme

You could get £150 off your electricity bill for winter 2024 to 2025 under the Warm Home Discount Scheme.

The 2024 to 2025 scheme will open in October 2024.

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

There are 2 ways to qualify for the Warm Home Discount Scheme:

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

Park home residents

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

You can fill the Warm Home Discount application form in online at <https://charisgrants.com/partners/park-homes> or you can call Charis on 0330 555 9424 and complete the application over the phone.

Pre-pay or pay-as-you-go meters

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

How to claim

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

If you do not get a letter try the following:

Warm Home Discount helpline

Telephone: 0800 731 0214

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

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

Warm Home Discount Scheme
Peel Park, Brunel Way, Blackpool FY4 5ES
Visit: www.gov.uk/the-warm-home-discount-scheme

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

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

How to apply

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

Your electricity supplier will apply the discount to your bill by 31 March 23.

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

Derbyshire Community Oil Buying Scheme

Who runs it?

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

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

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

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

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

Will I save money?

Between 1 April 2023 and 31 March 2024 the Community Oil Buying Scheme ordered 443,154 litres and collectively saved members £36,963.

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.

We buy oil every 2 weeks during the winter and once a month in the summer. This bulk buying scheme means people will always get a competitive price. The details are on our website.

Visit:

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

Derbyshire Welfare Rights Service



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

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

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

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

Derbyshire Discretionary Fund



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

The Derbyshire Discretionary Fund (DDF) provides financial support to Derbyshire residents in urgent need of financial help following a crisis or disaster.

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

Previously, the DDF provided
1) emergency cash payments and
2) exceptional pressure grants based on need and meeting certain criteria.

Following a public consultation in early 2024, changes to the DDF policy will be made from **1 October 2024**.

What are the changes?

Crisis Payments

The following changes will be made to Emergency Cash Payments:

- Emergency Cash Payments will be renamed **Crisis Payments** which can provide money for food and energy costs when there has been a sudden event or change of circumstances which poses a risk to their health or safety. Payments can also be made for clothing in limited circumstances.
- The value of a Crisis Payment will be £65 for an individual, plus £15 per partner and/or dependent child in the household.
- Crisis Payments are limited to two in any 12-month rolling period.
- Applicants must live in Derbyshire for 3 months (with some exceptions).

Re-settlement Grants and Essential Item Grants

Exceptional Pressure Grants will be replaced by two different types of grants:

- Re-settlement Grants are to support an individual or family to set up home and/or establish a settled way of life following a period without a settled way of life. Applications for resettlement grants must be made by a professional supporting the individual or family and should be made online.
- Essential Items Grants are to assist a household under pressure. Applications can be made by the applicant themselves or by someone supporting them.

To qualify for a Re-settlement Grant or Essential Items Grant, applicants must have lived in Derbyshire for three months (with some exceptions) and be in receipt of a qualifying benefit.

Awards are limited to one in a 12-month period and only essential household items can be awarded, for an Essential Items Grant these items are a cooker, fridge-freezer, washing machine (in some circumstances), bed and bedding and a second-hand sofa.

Apply for a grant or cash payment

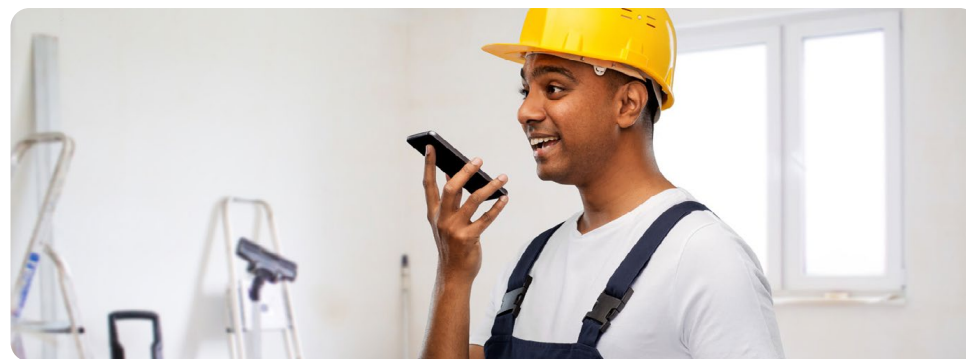
You can apply by phone, telephone: **01629 533399**.

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

The assessor will need to know:

- the national insurance number (NINO) of the applicant
- details of any household members
- the type of payment being applied for
- for all types of application, the assessor will ask about what money and savings might be available

Trusted Trader Scheme



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

The scheme aims to:

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

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

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

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

Protecting consumers

Consumer law requires that any trader

should sell goods which are of satisfactory quality and are correctly described.

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

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

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

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

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

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

Health and Wellbeing Team

Supporting people with disabilities, mental health issues, older people and their families and carers to live fulfilling lives and stay strong, safe and well connected within their local communities.

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

They will:

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

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

The health and wellbeing team offer a specialist winter pressures single point of contact between the beginning of October and the end of March. This is a signposting service to support people with winter pressures which include cold homes, emergency heating, and fuel poverty; financial and employment concerns, including access to food and social connection.

Link to online referral form is: www.derbyshire.gov.uk/social-health/health-and-wellbeing/improve-your-health-and-wellbeing/improve-your-health-and-wellbeing.aspx

Derbyshire first contact signposting scheme

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

We can provide help and/or advice about:

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

Our partners include borough/district councils, housing associations, health services, Derbyshire Fire & Rescue,

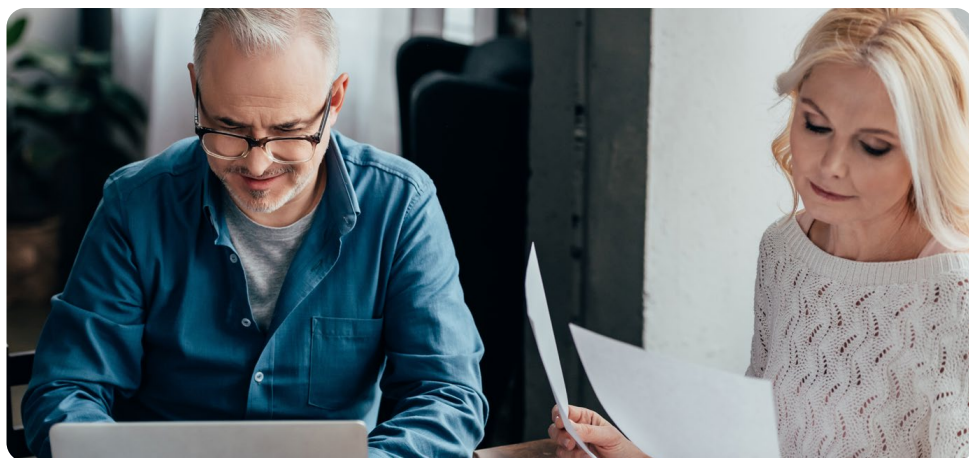
Derbyshire County Council in-house services and voluntary organisations.

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

You can find out more information on our website www.derbyshire.gov.uk/firstcontact or contact us via email first.contact@derbyshire.gov.uk or call **01629 532503**.



Adult Social Care & Health information



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

We provide a range of information leaflets about Adult Care services. You can download or order printed copies of these using our website order form at: www.derbyshire.gov.uk/careinfo

You can also find our leaflets at our area offices, in libraries, some GP

surgeries and other community venues around the county.

If you need information in alternate format such as large print, audio, easy read or another language, you can request this through the website order form or call [01629 532237](tel:01629532237).

Live Stronger For Longer (LSFL)

Live Stronger For Longer provide activity sessions to help older people reduce the risk of falling by improving their strength, mobility and balance.

Live Stronger For Longer 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 766922](tel:01773766922) email: administration@ageukdd.org.uk

Or visit:

www.ageuk.org.uk/derbyandderbyshire/activities-and-events/snf-classes/

Strong and Steady Programme

Live Stronger for Longer offers a special programme for people aged 65+ living in Derbyshire who need some extra help to get 'strong and steady'.

Strong and Steady is a free, intensive, 24-week, weekly postural stability (PSI) exercise, falls management and behaviour change programme.

More info can be found on Age UK's website: www.ageuk.org.uk/derbyandderbyshire/our-services/strong-and-steady-programme-41bac83b-fce5-ee11-a81c-6045bdf51ef9/

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](tel:999) if you can reach a phone.

If you can't get help and you are not hurt, try to get up – a lot of people have

problems after falling, even if they don't hurt themselves. This is because they lie on the floor for a long time and get cold.

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

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.



Derbyshire
Fire & Rescue Service
Making Derbyshire Safer Together

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

Ensure you have working smoke and carbon monoxide alarms fitted



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



Check your electric blankets are in good working order



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



Do not leave candles unattended



Ensure you get your chimneys swept and gas boilers serviced regularly



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



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



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



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



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



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



www.derbyshire-fire.gov.uk



DIY Home Fire Safety Check

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



How to complete your Home Fire Safety Check

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



How long will it take?

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



Did you know?

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

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

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



Scan me



Fit smoke alarms



Plan an escape route

www.derbyshire-fire.gov.uk

Mental Health and Wellbeing Self-Care



There are things you can do to help manage poor mental health. We have put some helpful advice and tips to help you improve and maintain good mental health.



Understanding yourself - Helping to understand what could be causing you to feel this way can help you address the negative feelings you are having.



Practice mindful breathing - This could be taking some deep breaths in and out or something more structured like grounding techniques.



Look after your physical health - Whatever works for you from running, gardening, going to the gym, walking in nature. Whatever type of exercise you enjoy will help lower anxiety.



Talk to someone you trust - This could be a friend, partner, parent, teacher, colleague or one of our many support services like Papyrus, Samaritans, Kooth. (Details below).



Making time for yourself can help reduce anxiety and lower stress. Getting a good night's sleep can be very important for managing anxiety.



Eating a balanced diet can help your body perform at its best while also providing the brain with enough nutrients to thrive. To learn about eating well, search NHS Eatwell Guide.



Hobbies help manage anxiety. Whilst you might feel a bit more anxious when starting a new hobby, this is natural. This can help manage your anxieties.



Spending time in nature is a great way to manage anxiety. Take note of the view, smells and sounds. To find some great green spaces in Derbyshire visit - <https://dccmhsp.com/MoveMoreNature>

Mental Health Support

Mental Health Support Line

Call NHS 111 and press option 2 any time of the day or night if you are experiencing immediate distress. Free 24/7 support.

Papyrus/HOPELINE

By phone on 0800 068 41 41, by text 07860 039 967 or email at pat@papyrus-uk.org.

Kooth Under 25's

Webpage support platform for 1-1 support, journal space, talking areas and much more. Search dccmhsp.com/Kooth

Samaritans

Support over the phone 24/7. Call 116 123

Crisis Support

Across Derby and Derbyshire, there are a number of Crisis Cafes and Safe Havens for those 18+. For more information visit dccmhsp.com/DerbyshireCrisisSupport

Derby & Derbyshire Wellbeing Support

Signposting website of support services including community based for adults and young people across Derby and Derbyshire. www.ddehwb.co.uk.

Wellbeing Apps

Range of wellbeing apps for all ages for mental health, suicide prevention and wellbeing. Visit dccmhsp.com/Orcha

Talking Therapies

- Trent PTS - Tel: South 01332 265 659 North 01332 265 569
- Vita Minds - Tel: 0333 0153 496
- Everyturn Mental health - Tel: 0300 555 5580
- Talking Mental Health Derbyshire - Tel: 0300 123 0542

or search Talking Therapies Derbyshire

Upskill

Learn lifesaving skills on how to start a conversation with someone who may be suicidal. The Zero Suicide Alliance Free 20-min E-learning can help. Search DCCMHSP.com/ZSA



Useful telephone numbers

Giving Derbyshire's 50+ community a voice

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

Borough / District Councils

- Amber Valley Borough Council:
01773 570222
- Bolsover District Council:
01246 242424
- Chesterfield Borough Council:
01246 345345
- Derbyshire Dales District Council:
01629 761100
- Erewash Borough Council:
0115 9072244

- High Peak Borough Council:
0345 129 7777
- North East Derbyshire District: Council:
01246 231111
- South Derbyshire District Council:
01283 595795
- Call Derbyshire (First Contact):
01629 533190
- Citizens Advice Derbyshire Districts:
0808 278 7954
- Citizens Advice Chesterfield:
0808 278 7843

Credit Unions

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

General health and wellbeing numbers

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

Volunteer Services

- Amber Valley Centre for Voluntary Service: **01773 512076**
- Derbyshire Voluntary Action:
01246 555908
- Derbyshire Dales CVS:
01629 812154
- South Derbyshire CVS:
01283 219761 / 01283 550163
- Warmer Derby & Derbyshire:
0800 677 1332
- Winter Fuel Payment Centre:
0800 731 0160
- High Peak Centre for Voluntary Services: **01663 735350**
- Erewash Voluntary Action:
0115 946 6740
- Bolsover Together:
01909 476118

