

Warm and well this winter.

Your guide to:

- Looking after your health
- Saving energy and reducing heating costs
- Gettnig advice and support if you’re worried about your energy bills

Protect your health



Be ready for bad weather

Try to keep enough food and prescription medicine to last during periods of bad weather.



Keep moving and stay social

Try to move every hour. Even gently stretching can keep you warm. Or visit a community group near you to stay cosy and connect with others.
www.midsuffolk.gov.uk/wcs



Get your vaccinations

Colds and flu spread easily indoors. Get your jabs to protect yourself from seasonal illnesses.

Avoid trips and falls

It's not only icy surfaces that make falls more likely.

- Keep walkways around your home clear.
- Wear shoes or slippers that fit well and have a good grip.
- Stay hydrated and eat well.

For more information visit:
www.nhs.uk/conditions/falls

Keep your home warm

Keep the rooms you use at 18°C or warmer. Cold homes make you more likely to:

- Catch colds and flu.
- Fall due to cold muscles.
- Take longer to recover when you're unwell.

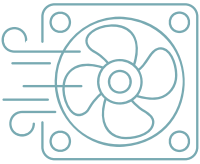
If you have a medical condition, or are older, it is even more important to keep warm.

Tips to stay warm at home



- Close doors and windows properly.
- Block draughts with draught excluders or rolled-up towels.
- Shut curtains and blinds when it gets dark.
- Wear several layers of clothes. This keeps you warmer than one thick one.

Reduce damp and mould:



- Put lids on saucepans when cooking.
- Dry clothes outside if you can, or ensure tumble dryers vent outside.
- Use extractor fans in kitchens and bathrooms. Open the bathroom window after a bath or shower and close the bathroom door.
- Let fresh air in sometimes. Leave a gap between furniture and walls to help air move around.

Save energy, save money



Set your heating to turn off when you're out. Lower the boiler flow temperature a little.*



Take showers instead of baths.



Improve insulation in your home.



Wash full loads of laundry at 30°C. Heated airers are cheaper to run than tumble dryers.



Turn off lights if they don't need to be on. Switch off appliances rather than leaving on standby. Boil only the water you need.



If your energy is cheaper at off-peak times, wait to use appliances then.

*Do not lower hot water cylinder temperature below 60°C.

Simple steps to stay safe:

Use hot water bottles safely



- Check for cracks before filling and replace it every 2 years.
- Only use hot, not boiling, water.
- Only fill the bottle three-quarters full. Carefully squeeze out the air before closing the lid tightly.
- Use a cover or wrap it in a towel. Never put it straight on your skin or take it to bed.

Prepare your home:

- Get a service for your boiler and gas appliances every year to check for any problems.
- Check smoke and carbon monoxide alarms are working.
- Check external pipework is in good condition.
- Have a torch or other light source ready in case of a power cut.
- Bleed your radiators to release trapped air, to ensure they heat up fully.

Priority Services Register

The Priority Services Register is a UK wide service which provides extra advice and support, including when there's an interruption to your electricity, gas or water supply.

It is FREE to join for people who have extra communication, access or safety needs.

Join online:

www.thepsr.co.uk

Need support? Call your utility company and ask them to add you to the Priority Services Register.



How to scan a QR code with a smartphone

Open the camera on your phone. Point the rear facing camera at the QR code. A pop-up or message should appear with the website link. Tap it to open the webpage. If nothing appears, you may need you to switch on QR scanning in the camera settings, or download a free QR-code scanning app. The digital services on the back of this booklet can show you how.

Worried about the cost of putting your heating on?

Ask Citizens Advice or Mid Suffolk District Council for help to find the right support.

Citizens Advice Mid Suffolk

Get free, impartial and confidential advice from your local Citizens Advice.

Talk to their dedicated Energy Adviser about managing energy bills or energy debt and to check if you can pay less for your energy or can get any grants (money you do not have to pay back).

You can also speak to them about:

- Housing, or liaising with your landlord about cold, damp, or heating issues
- Managing your money and debt
- Benefit checks to boost your income
- Grant applications
- Emergency heating support (if you're at risk of your energy being disconnected or your boiler/heater has stopped working).

www.midsuffolkcab.org.uk

01449 676060

5 Milton Road South, StowmarketIP14 1EZ



Mid Suffolk District Council

Mid Suffolk REACH team:
Free, impartial energy advice and support to help residents stay warm, reduce energy costs, and access help with home energy issues.

Reach
Warmer Homes, Stronger Communities

- www.midsuffolk.gov.uk/reach
- 0300 1234 000, option 7
- REACH.team@midsuffolk.gov.uk

Cosy Homes:
Get information and support to check your eligibility for grants and funding to improve your home's energy efficiency, comfort, and warmth.

- www.midsuffolk.gov.uk/w/mid-suffolk-cosy-homes
- 0300 1234 000, option 7
- cosyhomes@baberghmidsuffolk.gov.uk

Customer Services:
Contact us to get information on more local support and services. For access point locations and opening times, call us or visit our website.

- www.midsuffolk.gov.uk/w/customer-access-points
- 0300 1234 000, option 7
- 54 Ipswich Street, Stowmarket, IP14 1AD

Explore more help and support:

Crisis and Resilience Fund

A grant for people struggling with the cost of essentials.

Check your benefit entitlement

Even if you only receive a small amount of benefits, it can make you eligible for wider benefits and payments to heat your home. Contact Citizens Advice (see details on page 8) for a free benefit check.

National Energy Action free national helpline

Advice on saving energy and managing payments.
0800 304 7159

Improve your energy efficiency

Support is available for hard to heat homes including energy assessments and grants for heating and insulation.

Grants

Ask your energy supplier about grants to reduce or clear energy debt.

Citizens Advice can also help you create a budget and negotiate with your supplier. Or scan the QR code on page 11 to search for grants online.

Off Gas?
Use oil or LPG?

Crisis and Resilience Fund Heating Oil Payments

Support for residents struggling with the cost of essentials including heating oil.

Oil Buying Clubs

Save money by buying oil in bulk.
01603 881888

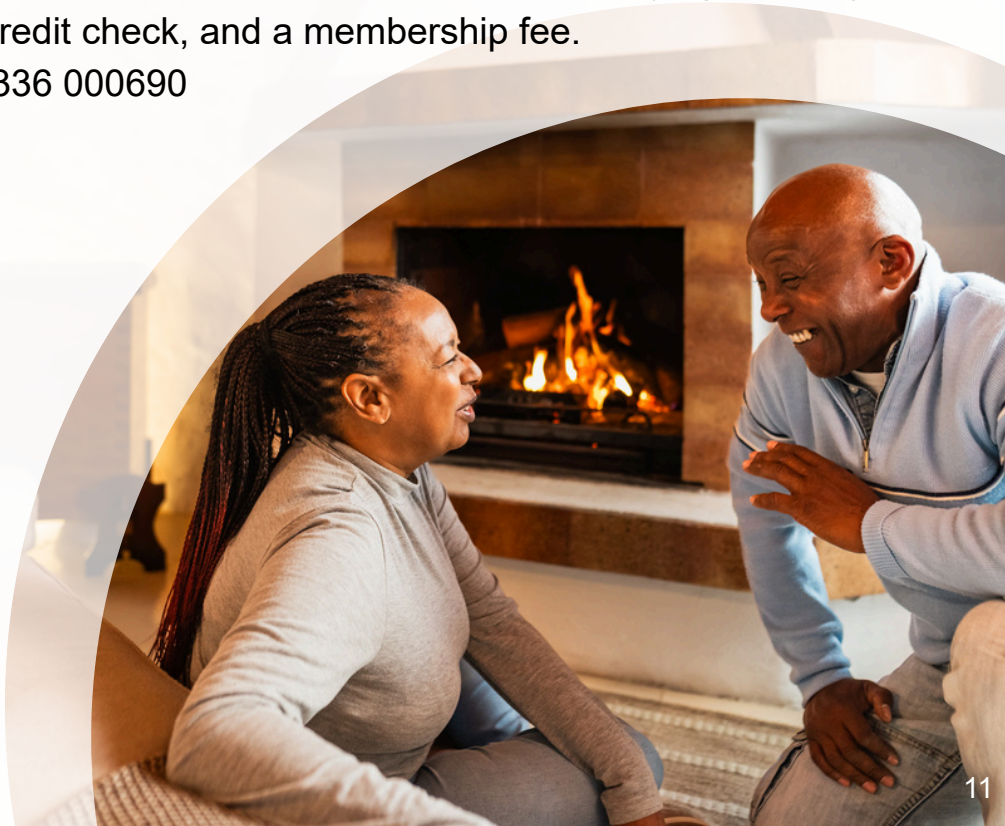
Eastern Savings and Loan Credit Union

Interest-free loans to spread the cost of buying oil. Subject to a credit check, and a membership fee.
03336 000690

Scan QR codes for more information and links:

www.midsuffolk.gov.uk/efu

SCAN ME



Free digital support:

We know it can be harder to find the right help or information if you are not confident online. There are lots of local, friendly services that can support you:

Improve your digital skills with the Digital Help Finder:

digitalskills.hoopd.co.uk/suffolk/

Get support in person:

Communities Together East Anglia: Digital Connect sessions in Stowmarket and Elmswell. Call 01449 707030 to book (cost £3) or visit: communitiestogethereastanglia.org/digital

Suffolk Community Libraries drop in sessions: for details of Needham Market, Thurston, and Eye sessions, call 03456 063 060 or visit: suffolkcommunitylibraries.co.uk/learning/digital-skills

The Rural Coffee Caravan: visits rural areas in Suffolk with Digital Champions available to help you. For locations call 01284 663472 or visit: ruralcoffeecaravan.org.uk/map

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SOCIAL CARE