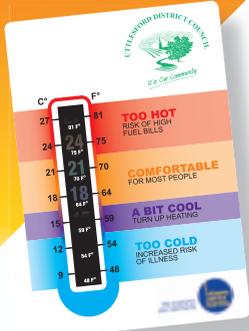


Thermometer inside

FREE



the charity for  
your community



# KEEPING WARM in Uttlesford

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



# STAY WARM

## and well this winter



- \* Keep **curtains** drawn and **doors** closed to block out draughts.
- \* Make sure **radiators** are not obstructed by furniture or curtains.
- \* 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. Try to move around once every hour.
- \* **Wrap up** warm if you need to go outside on cold days.
- \* Keep your main living room at around **18–21°C** (64–70F), and the rest of the house at least 16°C (61F).
- \* 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.
- \* Wear **shoes** with good grip outdoors to prevent slips and falls.
- \* Stock up on **tinned or frozen foods** so you don't have to go out too much when it's cold or icy.
- \* Use your **electric blanket** as instructed and get it tested every three years. Never use a hot water bottle with an electric blanket.
- \* Make sure you have enough of your prescribed **medicines** in case you are unable to go out. Ensure you have a stock of over the counter remedies such as paracetamol and ibuprofen.
- \* Get your **heating system** and cooking appliances checked and keep your home well ventilated.
- \* Protect yourself – make sure you've had your **flu jab**.
- \* Use the most appropriate **NHS service** for your needs. To find your nearest service, such as GP, dentist or pharmacy go to NHS choices at **www.nhs.uk**.

## TOP TIPS

### Driving in winter weather

Only make **essential journeys**, allow **extra time** and stick to the **main roads**. Always keep the following items in your car:

- \* Torch and mobile phone – both fully charged
- \* An ice scraper and de-icer
- \* Blanket, boots and a warm coat
- \* Small spade or shovel
- \* Tow rope and jump leads
- \* A local map for unplanned diversions
- \* First aid kit
- \* Flask of hot drink and food for the journey



# KNOW THE SIGNS

## ACT FAST!

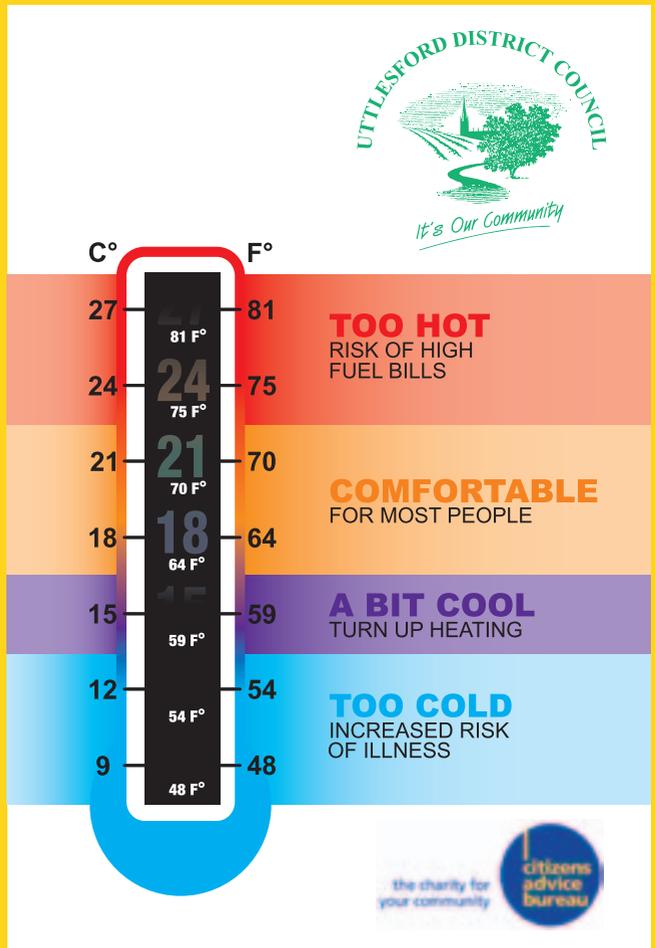
**Hypothermia happens when a person's body temperature drops below 35°C (95°F). Normal body temperature is around 37°C (98.6°F), Hypothermia can quickly become life-threatening and should be treated as a medical emergency.**

If someone you know has been exposed to the cold and they are distressed, confused, have slow, shallow breathing or they're unconscious, they may have severe hypothermia. Their skin may look healthy but feel cold. Babies may be limp, unusually quiet and refuse to feed.

**You should seek medical help immediately if severe hypothermia is suspected – Dial 999 to request an ambulance.**

If you're with someone with hypothermia, while waiting for an ambulance, remove any wet clothing and wrap them in blankets or towels. If they're conscious, give them something warm (but not alcoholic) to drink. If they're unconscious, not breathing, and you can't detect a pulse after feeling for 60 seconds at the carotid pulse in the neck, then cardio-pulmonary resuscitation (CPR) should be given if possible.

YOUR FREE ROOM THERMOMETER IS ATTACHED BELOW.



# SAVING ENERGY

## QUICK SAVINGS

- \* Sort out those **draughts**.
- \* Turn lights and appliances **off**.
- \* Do the washing at **30°C**.
- \* Use a **bowl** to do the washing up.
- \* Boil only the **water** you need.
- \* If you've got a shower that takes hot water straight from your boiler or hot water tank then you may be able to fit a **water-efficient shower head** and that could reduce your hot water usage.
- \* Whatever the age of your boiler, the **right controls** will help make savings by letting you set your heating and hot water to come on and off when you need them. On your annual check, ask for a quick lesson or dig out the instructions.
- \* Have you changed all your light bulbs for **low-energy** ones? You could save up to **£60** a year.



## WORTH LOOKING INTO

- \* At least 270mm (ten inches) of **loft insulation** is now recommended. Call your energy provider to see if grants are available to get some fitted.
- \* If a home was built after 1920, the walls are likely to be made of two layers of brick with a gap or cavity between them. **Cavity wall insulation** fills that gap, keeping the warmth in and saving energy. Speak to your energy provider and find out what grants are available.
- \* A Carbon Savings Obligation from the Government also provides **funding to insulate** solid wall properties (internal and external wall insulation) and those with hard-to-treat cavity walls. This scheme is not means tested.
- \* The Affordable Warmth Obligation from the Government also provides domestic **grant funding for heating** and insulation improvements for low-income and vulnerable households. You must be in receipt of a qualifying benefit(s) to be eligible.
- \* Find out more from the Uttlesford and Braintree Energy Advice Team **energyadvice@braintree.gov.uk** (tel **01376 552525**); or contact the free and independent Energy Saving Advice Service **energyadvice@est.org.uk** (tel **0300 123 1234** – you just pay the price of a national rate call).

## TOP TIPS

### Get on the Priority Services Register

The Priority Services Register is a scheme which offers extra free services to people who are of pensionable age, are registered disabled, have a hearing or visual impairment, or have long-term ill health.

Depending on supplier, services which might be available include:

- \* bills and meter readings in **braille, large type or audio tape**
- \* **moving your meter** for easier access free of charge
- \* **controls or adaptors** provided to make your meter or appliances easier to use
- \* free quarterly **meter readings**
- \* an annual **safety check** of your gas appliances
- \* **priority reconnection** if your supply is interrupted and advance notice if your supply is stopped
- \* **alternative facilities** for cooking and heating if your energy supply is interrupted
- \* additional protection from bogus callers with a **password protection** scheme
- \* arranging for your bills to be **sent or copied to someone else**
- \* **free advice and information** about the services available

To ensure you receive these services, you need to sign up to your supplier's Priority Services Register. If you have different suppliers for electricity and gas, you will need to register with each. If you have a Carer, they can register on your behalf. There is no charge and you can register for all or some of the services.

<b>EDF</b>	<b>0800 269 450</b>
<b>EON</b>	<b>0800 051 1480</b>
<b>British Gas</b>	<b>0800 072 8625</b>
<b>Npower</b>	<b>0808 172 6999</b>
<b>Scottish Power</b>	<b>0800 027 1122</b>
<b>SSE</b>	<b>0800 622 838</b>

If you have any problems getting through or you want help in signing up, call Uttlesford CAB (phone numbers on back cover).

# SAVING MONEY

Benefits and government schemes may offer you extra help with higher bills during the winter months.

- \* **The Winter Fuel Payment**
- \* **The Warm Home Discount Scheme**
- \* **Cold Weather Payments**
- \* **Grants and schemes for home insulation**
- \* **Help if you're in debt to your energy supplier**
- \* **Fuel Direct**

**If you are worried about your bills and want to know what help is available please call our Money Doctor team at Uttlesford CAB on: 01799 618840 (details on the back of this leaflet).**



## TOP TIPS

### Frozen pipes

If you suspect your water pipes may be frozen:

- \* **Turn off** the stop valve immediately.
- \* Open all cold taps to **drain the system**.
- \* **DO NOT turn on hot taps** – your hot water cylinder may be damaged if the pipes leading to it are frozen. Call a plumber if you are in any doubt about what to do.
- \* Check for **leaking joints** and burst pipes. Thaw out frozen pipes by warming them gently with a hair dryer or wrapping the pipe in a warm cloth. Never apply a direct flame.
- \* **DO NOT switch on** your immersion heater or central heating boiler until you know all of the water in the pipes has thawed and that none of the pipes or joints are damaged.
- \* Contact your **household insurer** if snow or ice has caused damage to your property.
- \* If severe weather means you need to evacuate your home (and if it's safe and time permits) **turn off the water and electricity** and secure your premises.

## CAN YOU GET A BETTER ENERGY DEAL?

If you have never switched energy supplier before or it has been a number of years since you have, you may be missing out on new products, cheaper tariffs and opportunities to fix your energy prices.

To find an accredited price comparison website go to: **www.ofgem.gov.uk**. Alternatively what about looking at a bulk-buying scheme like the **Essex Community Energy Switching Scheme**? From January, Essex residents will be encouraged to sign up to reduce gas and electric costs when the scheme commences. Please contact the Energy Advice Team (a service shared between Uttlesford and Braintree District Councils) you will just need to supply your contact details and the amount you spend on electricity and/or gas.  
**energyadvice@braintree.gov.uk**  
or telephone: **01376 552525**.

## OIL CLUBS

There are lots of bulk-buying schemes around. To find one near you contact your parish council or Essex RCCE Oil Buying Scheme on **01376 574340**.

## TOP TIPS

### Clearing paths

As long as it's done carefully, clearing snow and ice from pathways makes it so much safer to get around, it's highly unlikely that you would be held legally responsible for injuries if you have cleared a path sensibly. When you clear snow and ice:

- \* do it **early** in the day – it's easier to move fresh, loose snow.
- \* **don't use water** – it might refreeze and turn to black ice.
- \* use **salt** if possible – it will melt the ice or snow and stop it from refreezing overnight (but don't use the salt from salting bins as this is used to keep roads clear).
- \* you can use **ash and sand** if you don't have enough salt – it will provide grip underfoot.
- \* pay extra attention when clearing **steps and steep pathways** – using more salt may help.

# USEFUL CONTACTS

<b>Age UK Essex</b> (advice for later life)	<b>01245 346106</b>
Adult Social Care Team (worried about someone vulnerable)	0845 603 7630
<b>Energy Savings Trust</b> (energy saving advice)	<b>0300 123 1234</b>
Essential Living Fund (means-tested emergency fund)	0300 7900124
<b>Floodline</b> (flood advice)	<b>0845 988 1188</b>
Homeheat Helpline (advice about energy bills)	0800 33 66 99
<b>For the loan of medical equipment</b>	
The Lions Club	07761 602678
The Red Cross	01279 428569
<b>Meals on Wheels</b> (warm meals to your door)	0845 603 7630
NHS 111 (urgent but non-emergency health issues, when your GP surgery is closed)	<b>111</b>
<b>NHS Patient Advice &amp; Liaison Service</b> (for advice & feedback)	<b>01992 566122</b>
Papworth Trust (small jobs in the home, fall prevention – fixed hourly charge)	0300 333 6543
<b>RCCE Oil Club</b> (local advice on Oil Clubs)	<b>01376 574340</b>
Salvation Army (local charitable support)	01799 500339
<b>Samaritans</b> (emotional support if you are in despair or feeling suicidal)	<b>08457 909090</b>
Silver Line Confidential Helpline (friendship and advice for older people)	0800 3288888
<b>Uttlesford Citizens Advice</b> (free advice to help with problems, including money & legal issues)	
Telephone or email for advice or an appointment	<b>01799 618840</b>
EMAIL: <a href="mailto:bureau@uttlesfordcab.org.uk">bureau@uttlesfordcab.org.uk</a>	
<b>Saffron Walden</b>	
Barnards Yard, Saffron Walden, Essex CB11 4EB	
Mon, Tues, Wed (appointment only) Thur & Fri 9.30am–3.30pm	
<b>Great Dunmow</b>	
The Chestnuts, Suite 8, 4 Stortford Road, Essex CM6 1DA	
Tue, Wed, Thur 9.30am–3.30pm	
<b>Thaxted (Appointment only)</b>	
Monday 9.30am–12.30pm	
Thaxted Community Information Centre, 7 Town Street, Thaxted, CM6 2LD	
<b>Stansted Mountfitchet (Appointment only)</b>	
Spangles Children's/Youth Centre, Lower Street, Stansted Mountfitchet, CM24 8LR	
Thursday 9.30am–12.30pm	
Uttlesford Community Travel	01799 519008
<b>Uttlesford District Council</b>	<b>01799 510510</b>
Local energy advice from the Council	01376 552525