

Your Cornwall guide to

WINTER  
Wellbeing 



2023 - 2024

**Reducing fuel poverty, improving  
health and progress to work**

 0800 954 1956 |  [advice@cep.org.uk](mailto:advice@cep.org.uk)

# Ask for help with your finances

Please seek help before your debts get out of control.

The sooner you ask for help the better, and could avoid you getting into serious debt. This can also help some of the mental stresses and strains of being worried about money.

## Do a check on what you could be entitled to:

Make sure you are getting all of the benefits that you are entitled to. The **Gov.uk** website has a benefits checker tool that you can use. You can also try the Better Off Calculator online at:

**[www.betteroffcalculator.co.uk](http://www.betteroffcalculator.co.uk)**

Call Citizen's Advice Cornwall on **0800 144 8848**  
or text the word **advice** to **78866**

There is a full list of the types of support you could be eligible for on our website, along with a local interactive money support tool. Visit **[cornwall.gov.uk/moneyworries](http://cornwall.gov.uk/moneyworries)** or call **0300 1234 100**

## Cost Of Living

Visit **[www.cornwall.gov.uk/costofliving](http://www.cornwall.gov.uk/costofliving)** to check that you are receiving everything you are entitled to.

- Help with housing costs
- Cost of Living Payments
- Household Support Fund
- What to do if you need help with food
- Worried about housing
- Help to pay Council Tax (or call **0300 1234 171**)

# WELCOME!



## Welcome to your guide to Winter Wellbeing, to help you stay well, warm, happy and safe this winter.



This guide can help you and those around you to make health, wellbeing and safety choices in winter. You will find contact details in the 'Informed' directory on page 49 for the services and providers we talk about.

**This Winter Wellbeing Guide provides advice for everyone on how to stay connected, warm and well over the winter.**

**It contains lots of advice on how to prepare for cold and damp weather and where to get additional support or find a warm and friendly place to meet others.**

**Many people can have flu and COVID-19 vaccinations. These can protect you, and your loved ones, from getting seriously ill.**

**Keeping warm will also help you stay well. It makes you less likely to have a cold, flu or more serious health problems such as a heart attack, stroke, pneumonia and depression.**

**Heat your home to a temperature that's comfortable for you. We know the cost of living is making life difficult, but help is available. This guide has information on grants, benefits and advice to make your home more energy efficient, improve your heating or help with the cost of living.**

**Our community hubs are open and can help you with health problems. You can also drop in to stay warm and meet new people or even try a new activity.**

**Have a warm and well winter.**

**Rachel Wigglesworth**  
Director of Public Health  
Cornwall Council & Council  
of the Isles of Scilly

**Emma Rowse**  
Chief Executive  
Cornwall Voluntary  
Sector Forum

**Kate Shields**  
Chief Executive  
NHS Cornwall and Isles of  
Scilly Integrated Care Board

# Local help to enjoy a warmer, healthier home

We are Community Energy Plus. As **Cornwall's energy advice charity**, we provide **energy advice** and **practical help** for householders in Cornwall to achieve warmer, healthier homes.

We help people living across all housing tenures.

## The support we provide includes:

- Understanding your energy bills, managing energy debt and speaking to your supplier.
  - Tips on keeping warm on a tight budget.
  - Emergency help to keep warm.
  - Access to grants for heating repairs and upgrades, insulation and other energy efficient measures.
  - Advice on reducing damp and mould.
- 
- Advice on saving energy and money.
  - Signposting to support available to help maximise your income.
  - Information about discounted tariffs available from South West Water.
  - Referrals to local and national organisations for help dealing with debt and money management issues.
- 
- Links to services provided by local and national organisations.
  - Referrals for free home fire safety checks, smoke and carbon monoxide alarms.



Freephone 0800 954 1956



[advice@cep.org.uk](mailto:advice@cep.org.uk)



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



COMMUNITY  
ENERGY PLUS



Energy



Money



Health &  
Wellbeing



# WHAT'S INSIDE



## WARM

Simple things to keep you warm and make the most of your home.



## WELL

Advice and help to prevent the cold weather causing serious health problems.



## SAFE

Protecting yourself and staying safe in snow, ice and bad weather.



## HAPPY

Contacts and advice if you need to talk to someone or want somewhere to go.



## INFORMED

A list of agencies and contacts who can provide help and support.



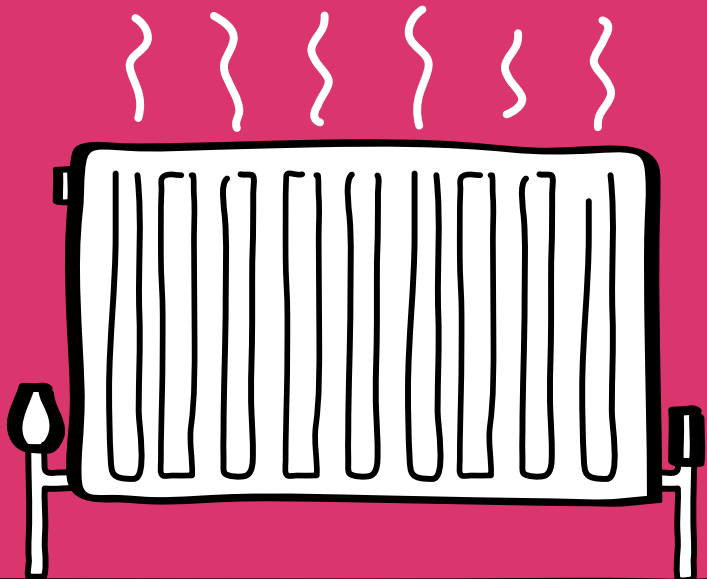


# WARM

**One of the best ways of keeping yourself well during winter is to stay warm.**

**Here are some simple things you can do to keep warm and make the best use of heating your home this winter.**

Call **0800 954 1956** or email **[advice@cep.org.uk](mailto:advice@cep.org.uk)**





## Winter Wellbeing, advice, information and grants

### Advice for a warmer healthier home

Advice is available to help you save money and keep warm and well this winter. Contact **Community Energy Plus** (page 49). For help with a wide range of energy issues, Contact **Citizen's Advice Cornwall** (page 49).

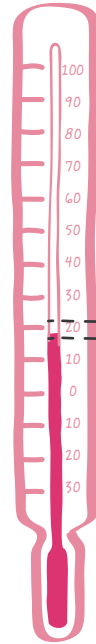
### Saving energy and money

Community Energy Plus has produced the Saving Energy and Money guide and the Support with Rising Living Costs guide. Please download the guides from [www.cep.org.uk/resources/factsheets-and-leaflets](http://www.cep.org.uk/resources/factsheets-and-leaflets) or email [advice@cep.org.uk](mailto:advice@cep.org.uk) or call **0800 954 1956** for a printed copy.

### Insulate your home “Fabric first” approach

It is vital to stay warm and make best use of energy, so make sure your home is well insulated and seek help and advice with your heating costs.

We can help eligible households with grants to improve warmth – Home Upgrade Grant (HUG2) and Energy Company Obligation (ECO) LA Flex, minor repairs and fix broken boilers – Warm Home Discount Industry Initiative (funded by OVO) and Household Support Fund (Government). Please contact **Community Energy Plus** for initial advice (page 49) Email [advice@cep.org.uk](mailto:advice@cep.org.uk) or call **0800 954 1956**



18-21°C  
(65-70°F)

## Keep your home warm

Your main living room should be between 18°C to 21°C (65-70°F) and the rest of the house at a minimum of 16°C (61°F). For help with keeping your heating on and paying for warmth we can help some households. Ask for the **Household Support Fund**. More information is at **Household Support Fund - Cornwall Council**

## Wrap up warm

Remember to wear hats, gloves and scarves. If possible, stay inside during a cold period. Wear several thin layers of clothes in order to keep the warm air trapped between them. If you get wet, change into dry clothing as soon as you get indoors.

## Keep active

Move around at least once an hour and don't sit down for long periods of time. Even light activity will help keep you warm.

## Look out for older friends and neighbours

Check they're safe and well through the winter. Make sure they're warm enough, especially at night, and have stocks of food and medicines so they don't need to go out during very cold weather. If you are worried about a relative or an older neighbour, contact **Cornwall Council** (page 50) or **Age UK Cornwall** (page 49).



“Just wanted to say thank you for the central heating system. It’s going to make such a difference this winter”

## Help with heating costs

One in seven households in Cornwall are in fuel poverty.

**Cold Weather Payments** may be available to you if you receive certain benefits, or have a child who is disabled or under the age of five. Payments are made when temperatures are below 0°C for seven consecutive days. A payment of £25 is made

for each seven day period. To find out more, contact **Jobcentre Plus** (page 51) or **Citizen’s Advice Cornwall** (page 49) or visit [www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment).

What’s the offer **OVO Winter Support Package** – OVO and Boost customers can self refer or be referred into for additional support with energy debts, keeping warm packs and more energy efficient white goods, at: **Customer Support Package (ovoenergy.com)**

**The Warm Home Discount Scheme** can provide you with a **discount of £150** on your electricity bill. The scheme has recently changed so you no longer need to apply to your energy supplier, even if you did this in previous years. The Government and DWP will decide who is eligible based on qualifying benefits plus living in homes with high energy costs and they will write to you if you are eligible. **If you qualify**, and your energy supplier participates in the scheme **you will receive the one-off discount by 31st March 2024.**



**Winter Fuel Payments** (page 53) (including pensioner cost of living payment) are available depending on the date you were born. For more information contact **Citizen's Advice Cornwall** (page 49). Visit [www.cornwall.gov.uk/costofliving](http://www.cornwall.gov.uk/costofliving) to check that you are receiving everything you are entitled to.

**LiveWest** (page 51) Customers can use its in-house Tenancy Sustainment Team for support with income maximisation, energy advice, accessing grants and hardship support. More information is available on their website.

## Priority Services Register

All energy and water companies run Priority Services Registers to help vulnerable customers with their energy supply. It's free to join and offers extra help with energy accounts, support during power cuts and advance notices if their electricity needs to be turned off. Contact your energy supplier, water supplier or **Community Energy Plus** (page 49) to find out how you can join the Priority Services Register.

**Wales & West** can help customers with a gas cooking appliance to fit a Locking Cooker Valve. It's a simple safety device fitted (subject to survey) to existing gas cooker pipework free of charge. This helps people remain safely in their own homes, and gives peace of mind to family or carers. Contact **Wales & West** (page 53) to find out if you could be eligible.

# TOP TIPS

for staying warm  
and well this winter

Call us on **0800 954 1956**

# WINTER Wellbeing



- 1 Keep warm and try to keep your heating at 18°C (living areas) and at 16°C (bedrooms)
- 2 Have regular hot meals and drinks
- 3 Call us for financial help and advice on grants to stay warmer for less
- 4 Insulate and draught proof your home, call us to see how we can help
- 5 If you own your home and are on the Priority Services Register, you may be entitled to a free gas safety check. Join the Priority Services Register – contact your energy provider or Citizens Advice Cornwall



- 6 Check and service your heating systems yearly
- 7 Keep moving regularly to help keep warm
- 8 Get your Flu, COVID and Booster jabs, ☎ 119 or your GP or pharmacist



- 9 Move towards work, volunteering and training ☎ 01872 326440
- 10 Look after yourself and check on neighbours



- 11 To get a free home fire safety check ☎ 0800 358 1999



- 12 Travel safely, consider weather conditions before you travel

- 13 Boiler Flow settings – you can cut your gas costs by 6-8% by lowering the temperature flow setting on your combi or condensing boiler. Call 0800 954 1956 for advice





**Smart meters and energy monitors can save you money.** Contact your energy supplier who can install one for free.

**Citizens Advice Cornwall** (Page 49) run projects to help people manage your energy, stay warm and avoid large energy bills and falling into debt. They offer face-to-face, online and telephone advice on tips for reducing energy waste and keeping your home warm and damp-free; access to grants for heating and insulation; get smart meters installed to track and adapt your energy use; help you out of fuel debt and build a sustainable, debt-free energy future.







# WELL

**We all feel the cold in winter, but for some people, cold weather and damp cause really serious health problems; especially if you are:**

- **over 60**
- **on a low income**
- **living with a long-term health condition**
- **disabled**
- **caring for someone**



## Coughs, colds, Flu and COVID-19

**Respiratory infections can spread easily between people.** It is important to be aware of the symptoms so you can take action to reduce the risk of spreading your infection to other people:

You can find information about these symptoms on [www.nhs.uk/conditions/respiratory-tract-infection/](https://www.nhs.uk/conditions/respiratory-tract-infection/)

If you are concerned about your symptoms, or they are worsening, seek medical advice by contacting NHS 111. In an emergency dial 999.

### What to do if you have symptoms

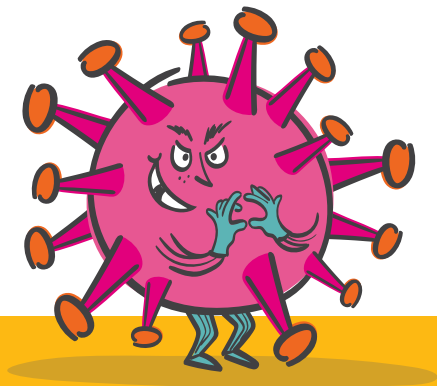
Try to stay at home and avoid contact with other people.

If you have symptoms, you have a high temperature or do not feel well enough to go to work or carry out normal activities, try to stay at home and avoid contact with other people, until you no longer have a high temperature (if you had one) or until you no longer feel unwell.

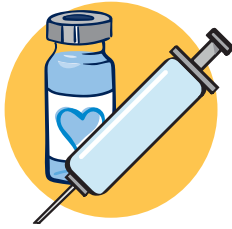
It is particularly important to avoid close contact with anyone who you know is at higher risk of becoming seriously unwell if they are infected with COVID-19 and other respiratory infections, especially those whose immune system means that they are at higher risk of serious illness, despite vaccination.

Try to work from home if you can. If you are unable to work from home, talk to your employer about options available to you.

Attending education is hugely important for children and young people's health and their future. Children and young people with mild symptoms such as a runny nose, sore throat, or slight cough, **who are otherwise well**, can continue to attend their education setting.



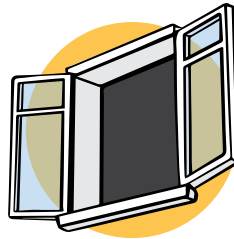
1



## Get boosted

Immunity decreases over time so if eligible get boosted to top up your protection

2



## Let fresh air in

when you meet others indoors, especially if they're at high risk from COVID-19

3



## Practice good hygiene

- \* Wash your hands
- \* Cover your mouth and nose if you cough or sneeze
- \* Clean your surroundings frequently

4



## Wear a face covering/mask

in crowded enclosed spaces and when coming into contact with people at high risk from COVID-19

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Children and young people who are unwell and have a high temperature should stay at home and avoid contact with other people, where they can. They can go back to school, college or childcare, and resume normal activities when they no longer have a high temperature and they are well enough to attend.

## Wash your hands regularly with warm water and soap

If you have been asked to attend a medical or dental appointment in person, contact your healthcare provider and let them know about your symptoms.

You may wish to ask friends, family or neighbours to get food and other essentials for you.

### If you leave your home

If you leave your home while you have symptoms of a respiratory infection, the following actions will reduce the chance of passing on your infection to others:

- \* wearing a well-fitting face covering made with multiple layers or a surgical face mask
- \* avoiding crowded places such as public transport, large social gatherings, or anywhere that is enclosed or poorly ventilated
- \* taking any exercise outdoors in places where you will not have close contact with other people
- \* covering your mouth and nose when you cough or sneeze; wash your hands frequently with soap and water for 20 seconds or use hand sanitiser after coughing, sneezing and blowing your nose and before you eat or handle food; avoid touching your face



Visit  
[www.nhs.uk/flujob](http://www.nhs.uk/flujob)  
to find out if you  
are eligible for  
a free flu jab.

## Reduce the spread of infection in your household

While you are unwell there is a high risk of passing your infection to others in your household.

- \* try to keep your distance from people you live with
- \* in shared areas wear a well-fitting face covering made with multiple layers or a surgical face mask, especially if you live with people whose **immune system means that they are at higher risk of serious illness, despite vaccination**
- \* ventilate rooms you have been in by opening windows and leaving them open for at least 10 minutes after you have left the room
- \* wash your hands regularly and cover your mouth and nose when coughing or sneezing
- \* regularly clean frequently touched surfaces, such as door handles and remote controls, and shared areas such as kitchens and bathrooms
- \* advise anyone that does need to come into your home that you have symptoms, so they can take precautions to protect themselves such as wearing a well-fitting face covering or a surgical face mask, keeping their distance if they can, and washing their hands regularly

Visit the  
NHS website  
[www.nhs.uk](http://www.nhs.uk) to find  
a pharmacy offering  
NHS Flu Vaccinations  
near you.

## Vaccinations

The best protection from Flu and COVID-19 is to accept vaccinations if you are eligible and when you are invited to do so:

To check if you are eligible check out **Flu vaccine - NHS ([www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/](http://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/))** and **COVID-19 vaccination - NHS ([www.nhs.uk/conditions/covid-19/covid-19-vaccination/](http://www.nhs.uk/conditions/covid-19/covid-19-vaccination/))**

### Flu vaccines for children

Parents of eligible pre-schoolers are encouraged to book their child in with their GP practice for the nasal spray that protects against flu. Parents of school-aged children are asked to sign any consent form that is sent home from school.

Children aged 6 months to 2 years with a long-term health condition that increases flu risk are eligible for the flu vaccine injection. This includes those ever admitted overnight for a lung infection, and those with conditions like diabetes.

### Pneumonia

[www.nhs.uk/conditions/vaccinations/pneumococcal-vaccination](http://www.nhs.uk/conditions/vaccinations/pneumococcal-vaccination)

### Shingles

From 1 September 2023, you're eligible for the shingles vaccine when you turn 65. You'll be offered 2 doses of the vaccine. These are given between 6 and 12 months apart. Your GP should contact you to make an appointment to have your shingles vaccine. Contact your GP surgery if you think you're eligible for the shingles vaccine and you've not been contacted about it. You'll remain eligible until your 80th birthday. [Shingles vaccine - NHS \(www.nhs.uk\)](http://www.nhs.uk)

### Norovirus

Norovirus is a common stomach bug, particularly in winter. It is very easy to spread and causes sickness, an upset stomach, a temperature and aches and pains. Most people recover quickly. People with other health conditions and very young children are at more risk of being dehydrated.

Please do not visit hospitals, your GP or a care home if you have symptoms. You should stay at home and drink plenty of water until two days after you recover. Make sure you wash your hands with soap and water. Antibacterial hand gels do not stop norovirus.

Get advice from NHS111 online or contact your GP if your symptoms do not improve in 72 hours or:

# GET WINTER STRONG

PROTECT YOURSELF AND OTHERS  
WITH THE **COVID BOOSTER** + **FLU JAB**



## ELIGIBLE GROUPS

- + Aged 65 and over
- + People in a clinical risk group
- + Pregnant women
- + Immunosuppressed and household contacts
- + Health and social care workers and unpaid carers
- + 2&3 year old and school aged children (flu only)

**Book on** the NHS website, NHS app, by contacting your GP or by calling 119

### Get advice from 111 NOW if:

- \* you're worried about a baby under 12 months
- \* your child stops breast or bottle feeding while they're ill
- \* a child under 5 years has signs of dehydration – such as fewer wet nappies
- \* you or your child (over 5 years) still have signs of dehydration after using oral rehydration sachets
- \* you or your child keep being sick and cannot keep fluid down
- \* you or your child have bloody diarrhoea or bleeding from the bottom
- \* you or your child have diarrhoea for more than 7 days or vomiting for more than 2 days

It can be tricky deciding whether or not to keep your child off school, nursery or playgroup when they're unwell.

There are government guidelines for schools and nurseries about managing specific infectious diseases at GOV.UK. These say when children should be kept off school and when they shouldn't.

If you do keep your child at home, it's important to phone the school or nursery on the first day. Let them know that your child won't be in and give them the reason.

If your child is well enough to go to school but has an infection that could be passed on, such as a cold sore or head lice, let their teacher know.

## Home care is best

Many common winter ailments such as coughs, colds, diarrhoea and sickness will get better in time and can be treated effectively with over the counter or pharmacy medicines. Pharmacists are easily-accessible, highly trained professionals who are qualified to offer advice on how to ease symptoms and prevent conditions getting worse. You don't need an appointment and many pharmacies are open late and at weekends.





## If you're housebound in winter

There may be healthcare services available to you at home such as dental checks and eye tests. Please call **NHS on 111** to find out more (page 51). Some services provide additional support for people newly discharged from hospital, those at risk from falls, or worried about a friend or relative with early signs of dementia. Contact the **Age UK Cornwall Helpline** (page 49) to see what help is available to you.

## British Red Cross mobility aids

**The British Red Cross** provides a voluntarily run, mobility aids loan service that aims to help people who require wheelchairs, toilet frames and commodes on a short-term loan basis, typically for a six to eight-week period for a donation. We also have a range of Independent Living Products that are available to purchase from our local facilities. You can visit us at our base in Tolvaddon, Pool or we can arrange for a local home delivery (for an extra fee). See contacts on page 45.

## Keeping Active

**Activity can be really helpful for keeping well in winter.** The more you keep moving the better your circulation and heart health can be.

**At My Age** uses venues in local communities to give people over 50 access to events and classes. These can be anything from healthy eating courses, dance classes, memory clinics and even Tai Chi. It's about inspiring over 50s to improve their health and wellbeing, and all participants work at their own pace. To find out what's on in your area contact **Age UK Cornwall** (page 49).

**Health and Social Care** provide mobility assessments to check you have the most suitable walking aid, helping to prevent falls. We can also provide adaptations to your home, such as hand rails, ramps, outside lighting in some cases, either from **Health and Social Care** (page 51).

**AskSARA** (page 45) provides a quick and easy to use advice service, which can assist anyone who finds that they have difficulties with everyday tasks. You choose a topic relating to your health, your home or daily living activities, and are asked some questions. You are then given a personalised report with advice and suggestions of small items of equipment that could help.

The One You “How Are You” quiz can help you and your family improve your health. Visit [www.nhs.uk/better-health/how-are-you-quiz](http://www.nhs.uk/better-health/how-are-you-quiz)



## *Look after yourself*

Our health is our most important asset and learning how to take care of ourselves can help us to prevent illness and live longer. For more information, please visit the **Healthy Cornwall** website (page 51).

**Healthy Cornwall** aims to support people living in Cornwall and Isles of Scilly to make healthy choices. The service supports people with weight management, healthy eating, physical activity, stopping smoking, healthy pregnancy and mental wellbeing.

If you have a long-term health condition, the first step to looking after yourself is to understand your own health needs and decide what is right for you. This is where a personalised support plan can help. There is more information available on the ‘Self Care’ pages of the **NHS Integrated Care System (ICS)** website ([icb.nhs.uk](http://icb.nhs.uk)) (page 52), or speak to your GP surgery.

## Health Checks

Are you aged 40 to 74 without a pre-existing condition? Find out about the FREE NHS Health Check. Even though you might be feeling great, if you're over 40 you may be at risk of heart disease, stroke, kidney disease, diabetes or dementia. A FREE NHS Health Check can help you reduce these risks and make sure that you stay healthy. To find out more visit the NHS Choices website and search for NHS Health Checks, or speak to your GP.

## Health Visiting and School Nurse Advice Line

**The Health Visitor and School Nurse Advice Line** provides health advice, guidance and support for families with children and young people aged 0-19 years.

Call 01872 322779 (Monday to Friday, 9am-5pm). If the line is busy you will be able to leave a message and you will receive a call back. You can also email [hvsnadvice@cornwall.gov.uk](mailto:hvsnadvice@cornwall.gov.uk)

## Together for Families

### Facebook page and Parenting Podcasts

Keep up to date with children's services run by Cornwall Council including health, education and social care @TFFCornwall. Explore the brilliant array of Parenting Podcasts by **Together for Families**, and the **Family Information Service** (page 50) with lots of useful advice and local activities, as well as great national programmes such as the BBC's **Tiny Happy People** and lots more!



## Learning Disability Health Checks

People with learning or intellectual disabilities are known to have significantly poorer health than other people. This is because they find it more difficult to talk about symptoms and are less likely to make appointments to talk about their health and health professionals don't always know how to meet their needs. Health checks were introduced through GP surgeries as a way of monitoring the health of this vulnerable group of people. If you are aware of a patient you think should be entitled to a health check or needs extra support, or if you want advice and information, contact the **Learning Disability Liaison Team** (page 51).

## Stop Smoking

Stopping smoking is one of the best things you can do for your health. The physical health benefits of quitting are well known, but not everyone realises it can also boost your mental health and wellbeing. Stopping smoking can improve your mood and help relieve stress, anxiety and depression. There lots of other advantages to quitting too: **Use a Stop Smoking calculator** (page 53) to find out how much money you could save - on average it's £2,000 a year. It's never too late to quit. Many people try to stop using willpower alone, but it's much easier if you have the right help. You can find a range of support on the **Healthy Cornwall** website: [www.healthycornwall.org.uk](http://www.healthycornwall.org.uk) (page 51).





## Eat well

Eating well can help to prevent, and aid recovery from illness. Eating regular hot meals will keep your energy levels up and drinking hot drinks will help you to feel warmer for longer. It's a good idea to stock up on food cupboard essentials to ensure you do not have to go out when it's icy. You can get some ideas for healthy recipes on a budget online at: [endchildfoodpoverty.org/full-time-meals](https://endchildfoodpoverty.org/full-time-meals) and [www.nhs.uk/healthier-families/recipes](https://www.nhs.uk/healthier-families/recipes)

You're more likely to get a cold in winter so making sure your immune system is in tip-top condition is important. As part of a healthy diet, aim to have at least five portions of a variety of fruit and vegetables per day. Fruit and vegetables are a great source of essential vitamins and minerals. Fresh, frozen, dried and canned fruit or vegetables all count towards your five portions a day and winter vegetables can be made into a soup or stew for a comforting meal.



A breakfast like porridge on a cold morning can help to give you energy and help you to feel fuller for longer. If you are having difficulties preparing your own meals, why not consider other options such as using meals on wheels or a frozen meal delivery service, so you can eat at the time of your choosing. You'll find the contact details of meal providers on page 51.

If you, or someone you care for, are losing weight without meaning to, or you are not eating well and are concerned about your nutrition, speak to your nurse or GP.

# Eatwell Guide

Use the Eatwell Guide to help you get a balance of healthier and more sustainable food. It shows how much of what you eat overall should come from each food group.



Water, lower fat milk, sugar-free drinks including tea and coffee all count.  
Limit fruit juice and/or smoothies to a total of 150ml a day.



Check the label on packaged foods

Each serving (150g) contains

Energy	1048kJ	250kcal	1.2%	Fat	3.0g	6%	Saturated	1.3g	3%	Salt	0.9g	15%
					LOW	LOW	HIGH	LOW	LOW	HIGH	MED	HIGH

Typical values (as sold) per 100g: 697kJ / 167kcal of an adult's reference intake

Choose foods lower in fat, salt and sugars



Eat less often and in small amounts

Per day 2000kcal 2500kcal ALL FOOD + ALL DRINKS

## Food banks

There are a number of food banks that can supply food to those in financial crisis. Contact <https://letstalk.cornwall.gov.uk/help-with-food>



## Support if you need food

Cornwall Council can help and offer guidance on accessing our Local Welfare Assistance schemes and/or Crisis and Care awards.

We also have a range of support through our network of Family Hubs, who can sign post people to services in their local area.

We also have, through our partnership with Citizens Advice, money advisors in each locality. To find out more, please visit [www.cornwall.gov.uk/moneyworries](http://www.cornwall.gov.uk/moneyworries) where you'll find the 'Worrying About Money' leaflet, or [www.worryingaboutmoney.co.uk/cornwall](http://www.worryingaboutmoney.co.uk/cornwall).

## Healthy Start Card

**Are you more than 10 weeks pregnant? Do you have a child under 4 years old?** You could be entitled to a Healthy Start Card, which is topped up with £4.25 a week to spend on milk, fresh, frozen and tinned fruit and vegetables, fresh, dried, and tinned pulses such as lentils or beans and infant formula. The Healthy Start Card can also be used to collect free vitamins from a local pharmacy.



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

# SAFE

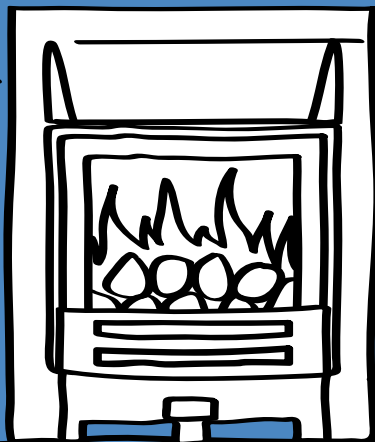


## Snow and ice

**Cornwall Council warns about any disruption owing to severe cold weather – such as school and road closures – on their website: [www.cornwall.gov.uk](http://www.cornwall.gov.uk)**

**This page will be updated frequently in the event of severe cold weather in Cornwall. If you use X (formerly known as Twitter), you can follow updates using the tag [#CCsnow](#) [#CCfloods](#)**

*please get me serviced every year!*





Visit the **Cornwall Council** website (page 50) and search for “**keeping safe**” for information on how to drive safely, how to prepare for winter, and what to do in emergency situations such as flooding. Get Ready for Winter from the **Met Office**, have plenty of useful tips and information to help you prepare for and deal with extreme weather. If you do not have access to the internet, you can call the **Met Office** (page 51) for up-to-date local weather forecasts.

### **Cornwall Fire and Rescue Service** (page 50)

The majority of fires are accidental and could have been prevented by following a few simple measures which can help reduce the risks. It is important to be aware of possible fire hazards around the home, and to then take precautions to protect yourself and your family.

To see if you can have a free home fire safety check visit complete the online home fire safety check [www.safelincs.go.uk/hfsc/](http://www.safelincs.go.uk/hfsc/) the easy-to-follow online tool will offer tips and advice on the steps you can take to reduce these risks and if you are eligible for a free visit someone from CFRS will be in touch to arrange an appointment. All Referral pathways are detailed on p.50.



### **Carbon monoxide**

Carbon Monoxide (CO) is a colourless, odourless, tasteless, poisonous gas which is produced when fuels such as gas, oil, coal and wood don't fully burn. If you have cookers, heaters, boilers, a gas fire, an open fire or log burner which uses any of these fuels you need to fit a CO detector.

- ★ Have your gas appliances checked annually by a gas safe registered engineer. Check their I.D card on both sides to ensure they are competent to carry out the work
- ★ Have your chimney swept annually
- ★ Never ignore symptoms, particularly if more than one person in the home is feeling them

### What are the symptoms of Carbon Monoxide Poisoning?

- \* The most common symptoms include headaches, dizziness, tiredness, nausea and shortness of breath
- \* Symptoms can be mistaken for flu, viruses or even food poisoning (however unlike flu, CO poisoning does not cause a high temperature)
- \* If someone is suffering from these symptoms whilst at home but is fine elsewhere, they may be suffering from CO poisoning.



### What to do if your carbon monoxide alarms sound or you suspect a leak:

- \* Stop using all appliances, switch them off, and open doors and windows to ventilate the property.
- \* Evacuate the property immediately – stay calm
- \* Call the gas emergency number 0800 111 999 to report the incident – or Health and Safety Executive (HSE) Gas Safety Advice Line on **0800 300363**
- \* Seek immediate medical help and advice if you think you have been exposed
- \* If you are feeling unwell after being exposed to carbon monoxide, go immediately to your local accident and emergency department (A&E)
- \* Never go back into the property- wait for advice from the emergency services

### Private Sector Housing

If you rent your house from a private landlord then it should not be excessively cold, damp or hazardous to your health in any way. If the heating does not work adequately or your home becomes cold very quickly after the heating goes off, or you simply keep tripping on an uneven step you should tell your landlord. If they do not help you to improve the situation, please call **Cornwall Council's** Private Sector Housing Team (page 50) to assist you.

## Condensation and mould

**Damp housing and poor ventilation** can lead to the growth of mould (and mould-feeding mites) on walls and furniture which can increase the risk of respiratory illness.

**Condensation is a common cause of mould** and may be caused by a lack of adequate heating and/or suitable ventilation, and excessive moisture in the air. For advice on condensation and mould, contact **Community Energy Plus** (page 49) or see their online advice guides: [www.cep.org.uk/resources/factsheets-and-leaflets](http://www.cep.org.uk/resources/factsheets-and-leaflets).

Insulation and draught proofing will help to keep your home warm so that it is less prone to condensation and mould, but ventilation is equally important. Open windows, or use extractor fans, in the kitchen or bathroom when needed. Dehumidifiers are also effective in removing moisture from the air before it has a chance to condense on cold surfaces and lead to mould growth.

**Burn Better, Breathe Better** - Find out how to burn better with your indoor stove, wood burner or open fire, please make sure you:

- ★ Check it regularly
- ★ Sweep it professionally and at least once a year
- ★ Feed it the right fuels

For more information please go to the DEFRA website <https://uk-air.defra.gov.uk/library/burnbetter/>

## Safety checks

**Chimney Sweeping** - Chimney fires are a frequent occurrence every year. Many solid fuel fired appliances are expected to “work” 24 hours a day, 365 days a year, keeping us warm and supplied with constant hot water. All chimneys must be swept at least once a year, however, if your appliance is used continuously throughout the year, or burns wood and coal, more frequent sweeping is recommended.

**Contact the Solid Fuel Association** (page 52).



# Supportmatch Homeshare

Affordable - Flexible  
Reliable live-in help

- Do you live alone?
- Do you have a spare room?
- Would you like help with household tasks such as cooking, cleaning and shopping?
- Would you like the benefit of a friendly companion?

**Cornwall Council** is partnered with **Supportmatch Homeshare** and Cornwall's **Voluntary Sector Forum** to help people live independently at home.

**Supportmatch Homeshare** matches homeowners who would like some companionship and help with household tasks, such as shopping or cleaning, with people who need an affordable home.

So, if you or someone you know has a spare room, or you would like to share a home with someone needing practical support and save money on accommodation, why not see if the service could be right for you?

Find out more at [www.supportmatch.co.uk](http://www.supportmatch.co.uk)



## Gas safety checks

Your gas supplier may be able to provide you with a free gas safety check. Contact your energy supplier for more information.

## Boiler Servicing

Your boiler should be serviced at least once a year to run safely and efficiently. Having a service could save money by using less fuel, avoiding unexpected breakdowns, reducing expensive repair bills and extend the working life of your boiler.



## Trips and falls

In winter you need to be particularly careful to avoid trips and falls. Some 50,000 people fall each year, many during the winter period. Ice, snow, high winds and wet leaves can make walking outside hazardous. Please avoid going out in severe weather unless it is absolutely necessary.

- \* Wear sturdy footwear, even indoors. Hallways can become slippery when wet weather arrives, but strong, supportive shoes with non-slip soles will help you stay on your feet. While a good pair of slippers is fine for short periods, try to wear shoes around the house instead.
- \* Dress warmly, but be careful to make sure clothing doesn't trail.
- \* Make sure any walking aids you use are checked for wear and tear and have fresh grips. If you use a walker or wheelchair, get the brakes checked.
- \* Keep food and medicine cabinets stocked up so that you can stay in.



## Transport for Cornwall

### Getting from A to B

If you need transport to get to your hospital appointment, **Transport Access People** (TAP - page 49) **TAP** can take folding wheelchair and walking-frame users. There is a charge for this service, payable per mile. **Volunteer Cornwall** (page 53) provide a similar car service, again a charge per mile is payable.

**Cornwall Public Transport** (page 50) represents all public transport operators running services in Cornwall.

**Big Savings by bus!** Any bus, any route in Cornwall will cost no more than £2 until November 2024 for a single fare, or £7 a day and £25 a week. [www.transportforcornwall.co.uk](http://www.transportforcornwall.co.uk)

**Go Cornwall** want to make travelling by bus easier for everyone. If you use a scooter and are not sure if it will fit on the bus, you can arrange a home assessment. If you have trouble seeing your destination, you can use the “help-me” cards. Contact **Cornwall Bus accessibility team** on **0808 196 2632** or visit [www.gocornwallbus.co.uk](http://www.gocornwallbus.co.uk)

If you live in Cornwall and you are an older person or have a permanent disability you may be able to get a **free bus pass**. You can check your eligibility online at LINK, or call the Concessionary Fares team on **0300 1234 222**.

For people who have difficulty with accessing conventional public or private transport there are a number of alternative options through **Community Transport** visit [www.cornwall.gov.uk](http://www.cornwall.gov.uk)



If the weather is particularly bad and you can't get out of the house, **Volunteer Cornwall's** 'Winter Friends' may be able to help you with things like delivering essential supplies and prescriptions. Contact **Volunteer Cornwall** (page 49) to discuss your needs.

## Emergency housing and homelessness

**There is help available for people who are homeless**, or at risk of becoming homeless, to make informed choices about their housing solutions. It is very important that if you feel you may be threatened with homelessness, you contact **Cornwall Council Housing Options** (page 50) as soon as possible at the following link [www.cornwall.gov.uk/housing/homeless-or-at-risk](http://www.cornwall.gov.uk/housing/homeless-or-at-risk) or by phone **0300 1234 161**

**If you are rough sleeping or would like to report a rough sleeper, you can alert the Local Authority Outreach services by:**

1. Making a Streetlink referral on StreetLink - Connecting people sleeping rough to local services ([thestreetlink.org.uk](http://thestreetlink.org.uk)) or scan the QR code
2. Phone **0300 1234 161**
3. Email [roughsleeperaccessservice@cornwall.gov.uk](mailto:roughsleeperaccessservice@cornwall.gov.uk)



## Domestic abuse

Domestic abuse **can be a single incident or a pattern of behaviours**, such as physical abuse, sexual abuse and/or violence, threatening behaviour, control and coercion, financial abuse, emotional and psychological abuse. **The majority of victims are women, but men can also experience abuse**, and everyone deserves to feel safe and free from abuse, violence and fear.

If you're experiencing domestic abuse and feel frightened of, or controlled by, a partner, an ex-partner or family member, **it's important to remember that it's not your fault. There is support available for you** and any children who are also impacted by domestic abuse within the family. There is also support available to help people who want to change their behaviour and develop healthier relationships.



**In Cornwall we have a wide range of services for people impacted by domestic abuse and sexual violence:**

**Safer Futures** is the Cornwall and Isles of Scilly Domestic Abuse and Sexual Violence Service. It provides support and advice for individuals who have experienced domestic abuse or sexual violence and those wishing to change their behaviours.

Call the helpline on **0300 777 4777**. Helpline hours of Mon-Fri 9am-9pm, Sat 9am-5pm or visit **saferfutures.org.uk**

**Devon and Cornwall Sexual Assault Referral Centres (SARC)** provides support and advice on sexual assault.

Call the helpline on **0300 303 4626**





**Cornwall Refuge Trust** provides support, advice and accommodation for individuals experiencing domestic abuse.

Call the 24 hour helpline on **01872 22 5629** or visit [www.cornwallrefugetrust.co.uk](http://www.cornwallrefugetrust.co.uk)

**West Cornwall Women's Aid Helpline** provides support, advice and accommodation for women impacted by domestic abuse and sexual violence.

Call **01736 36 7539** or visit [wcaid.co.uk](http://wcaid.co.uk)

**The Women's Centre Cornwall Helpline** provides support and advice to women who have experienced domestic abuse and/or sexual violence or abuse.

Call **01208 77099**. Helpline opening hours Mon-Fri 10-1pm and Mon 6-9pm or visit [womenscentrecornwall.org.uk](http://womenscentrecornwall.org.uk)

**There are also national helplines:**

**The National Domestic Abuse Helpline** provides support, advice and information on refuges outside of the County.

Call the 24 hour helpline on **0808 200 0247**

**Mankind Helpline** provides support and advice to males experiencing domestic abuse.

Call **01823 33 42 44** or visit [mankind.org.uk](http://mankind.org.uk)

**If you're in immediate danger, call 999**

**If you're unable to speak when you dial 999, use 'The Silent Solution':** Wait for the operator to speak and type 55 on your keyboard. This will alert the operator that you are in need of help.

# HAPPY



**Winter can be a time of festive joy, celebrations and time with family and friends. But for some people it can bring stress, sadness and anxiety.**



## *Mental Wellbeing*

With one in four people in Cornwall affected by mental illness at some point in their lives, we probably all know someone affected; whether they are a family member, friend or colleague. Being aware of those around us and their thoughts and feelings can make a huge difference. If you know someone who is on their own this winter, perhaps you could give them a call, visit or invite them to come and see you.

If you are worried about your own or someone else's mental health you can call the Cornwall and Isles of Scilly 24/7 NHS mental health response line on **0800 038 5300**. It's free to access by anyone, any age, any time, day or night. You can also talk to your GP or call NHS 111.

**1 IN 4**

people experience mental illness  
at some point in their lives

**People in Mind** is a multiagency service that offers personalised 1:1 and peer mental health support to people aged 16+ in Cornwall and Isles of Scilly. Areas of support include:

**Mental health, social isolation and self-harm support.** More information can be found here: [www.peopleinmind.org.uk](http://www.peopleinmind.org.uk) and access to this service is through the Community Gateway on **01872 266383** or [gateway@ageukcornwall.org.uk](mailto:gateway@ageukcornwall.org.uk)

**Community hubs** (also known as Warmth Hubs) are run throughout Cornwall working with NHS Cornwall and Isles of Scilly and partners across the public and voluntary sectors, so that we have provision in place in communities to respond to the issues and well being of our residents.


With energy bills and living costs continuing to rise, we know that this winter is going to be especially hard for people struggling to heat their homes, eat healthy meals and access the help and support they need.

Community hubs could provide a local solution for some people to provide warm, safe places for support, socialising and activities through the winter and beyond.

Find your nearest hub here: **Community hubs - VSF** ([cornwallvsf.org/community-hubs](http://cornwallvsf.org/community-hubs))

Find out about the five steps to mental wellbeing online at:  
[www.nhs.uk/mental-health](http://www.nhs.uk/mental-health)





How are you  
really feeling?

You can also visit our mental health webpages:



[www.cornwall.gov.uk/mentalhealth](http://www.cornwall.gov.uk/mentalhealth) for more help and advice on mental health, including a range of psychological wellbeing guides



[www.cornwall.gov.uk/wellbeingguides](http://www.cornwall.gov.uk/wellbeingguides) which include information on support services and useful resources to help you maintain your mental wellbeing and are available in different languages, BSL/large print formats and in easy read.




<https://citizensadvicecornwall.org.uk/debt-advice/> for debt advice



[pentreath.co.uk](http://pentreath.co.uk) promotes good mental health in Cornwall.

**Mental Health Safety Plans** are tools designed to support people when they are struggling: Think of them as a ‘mental health first-aid kit’. A Mental Health Safety Plan includes different things that will help during a crisis. Take a look at our website for a how-to guide on the creation and use of safety plans, as well as useful templates and other resources: [www.cornwall.gov.uk/mhsafetyplans](http://www.cornwall.gov.uk/mhsafetyplans)



We're here  
for you...

**NHS Talking Therapies** offers free, confidential talking therapies for people who are registered with a GP in Cornwall and Isles of Scilly aged 16+.

Referrals can be via a GP/Health Professional or you can call **01208 871905** or visit <https://www.cornwallft.nhs.uk/talking-therapies>

**Samaritans** (page 52) is a confidential emotional support service; available 24 hours a day to anyone who is experiencing feelings of distress or despair, including those which may lead to suicide. Samaritans volunteers listen in confidence to anyone in any type of emotional distress, without judging or telling people what to do. Samaritans doesn't offer advice, but by encouraging people to talk about their feelings the service can help them explore all the options they have.

You can call the **Samaritans** any time of day or night if you're feeling suicidal. It's really important to tell someone how you feel and talking can ease the mental and emotional pain you may be experiencing. Call **116 123**.

The **Orange Button Community Scheme** is a way of identifying people who have undertaken mental health first aid or suicide prevention training. The distinctive orange badge shows that these volunteers are OK to say or hear the word suicide, and can listen without judgement. Anyone struggling with mental ill health, having thoughts of suicide or worried about a friend or family member, can ask for information and support.



Find out more about the scheme, including how it works and how to get involved at **[www.cornwall.gov.uk/orangebutton](http://www.cornwall.gov.uk/orangebutton)**

**Social Prescribing** is a method of linking people with non-clinical sources of support within the community via a dedicated Link Worker. Link Workers are now working in the majority of the GP practices across Cornwall and the Isles of Scilly. Please contact your GP practice if you wish to talk to a Social Prescribing Link Worker for help and support.

For support with drug and alcohol use please call **We Are With You** on **0333 2000 325 (24 hours)**

**Website and Live Chat: [www.wearewithyou.org.uk/](http://www.wearewithyou.org.uk/)**

For anyone under 18 who would like advice and/or support, please contact **YZUP** on **01872 300816**

## *Hate Crime*

**Safer Cornwall** offers support for any person that finds themselves a victim of an incident motivated by hostility or prejudice.

Visit **<https://safercornwall.co.uk/what-we-do/hate-crime/>**

**Safer Cornwall 24 hour helpline: 0800 138 1625**



**SAD** (Seasonal Affective Disorder) is a type of winter depression that affects around seven percent of the population every winter; in particular during December, January and February. **The SAD Association** (SADA) (page 52) is a voluntary organisation and registered charity which informs, supports and advises sufferers of the condition.

### Join in

Older people can become isolated or lonely in winter. **Age UK Cornwall** (page 49) offer an Active Living Support Service across Cornwall. This service can be delivered from the comfort of your own home, at our Active Living hubs in Falmouth, St Austell and Newquay or within the local community. This service includes aspects of home support, shopping, gardening, social activities within 'care bubbles', companionship, and administration.

Make new friends and get connected in your community. **Active Plus Communities** (page 49) tackles loneliness and isolation and helps older people to get more active, more informed and more involved in their communities through activities facilitated by military veterans.

There's so much on offer at **Your local library** (including virtual services and mobile libraries.) to entertain all ages over the winter months: Children's story time sessions, Bookstart Rhymetimes and computer/internet access to name a few!

Visit: [www.cornwall.gov.uk/libraries-museums-and-archives/libraries/your-local-library](http://www.cornwall.gov.uk/libraries-museums-and-archives/libraries/your-local-library)





Help for  
young people

**StartNow** is a multimedia programme packed full of interactive resources to empower young people to look after their own mental wellbeing. The platform, created by young people, also provides information about where to get help, how to ask for help and how to have your voice heard in schools and the wider community. So whether you would like a virtual dice to help you

explore the Five Ways to Wellbeing; an online personal wellbeing and resilience action plan; some inspiring self-care tips or opportunities to get involved with improving services for children and young people, check out StartNow Cornwall online at [www.startnowcornwall.org.uk](http://www.startnowcornwall.org.uk)



## Combating loneliness and improving wellbeing



**Royal Voluntary Service** (page 52) delivers personal and practical support through local volunteers to support older people. This includes a free Home Library Service, run in partnership with Cornwall Library Service. For those unable to go to the library, volunteers meet them in their home to collect and return library books. They also run luncheon and social clubs for people to get together and socialise, and a community meals-on-wheels service around the Falmouth and Redruth areas, and community transport for social and medical appointments.





## It's good to talk

**Inclusion Matters, CRCC and Partners** (Age UK Cornwall, Disability Cornwall, Inclusion Cornwall, Digital Inclusion CC) Inclusion Matters help people with health and wellbeing needs to:

- \* Develop a sense of belonging
- \* Self-manage their health and well-being
- \* Develop skills to help with daily living

**Great for socialising**

This service will help people to identify local support networks and activities and to make links in their local community. This will include linking people to volunteers that will offer well-being support to people in their own homes and to people leaving hospital. It will also include helping people to identify opportunities to get involved in volunteering and local projects. Contact Inclusion Matters (page 51).

**Age UK Cornwall** runs a dedicated Helpline, which provides information and advice helpline that connects individuals to social groups, clubs and activities.

**The British Red Cross** have a new service that aims to help people who are lonely or socially isolated in the Camborne, Redruth area.

**Give your time**

## Volunteer

**Volunteering** is something you can do all year round and it can help you in a number of ways:

- \* Keeping you active thereby improving your physical and mental health and wellbeing
- \* Helping you make new friends and social networks
- \* Allowing you to gain new skills, experience and abilities – useful whether you are looking for work or retired
- \* Offering a chance for you to play a part in your local community





**Age UK Cornwall** (page 49) has a number of areas which are reliant on the expertise and skills of volunteers. From becoming a digital champion on Cornwall Link to volunteer driving, if you have the time to give, no matter how much, give them a call today.

**Cornwall Rural Community Charity** (CRCC) with its partners DisAbility Cornwall, Promas CIC, Age UK CIOS, Barnardos, deliver a range of high quality support services for unpaid Carers throughout Cornwall, free of charge. These services include, emotional support, information, advice and guidance, statutory assessment, access to grants, community support, carer specific training and dedicated services for Young Adult Carers (16-25 year old Carers) and Young Carers (page 50).

Volunteers are the backbone of the **Citizens Advice Cornwall** charity and work in a variety of interesting roles including advisers, office administration, fundraisers and trustees. No prior experience in these areas is necessary and full training and on-going support is offered. You work as part of a friendly, close-knit team with a passion for helping people in your community in their time of need.

Opportunities are available across the county and travel expenses are paid. For more information visit: [citizensadvicecornwall.org.uk/volunteer-with-us](http://citizensadvicecornwall.org.uk/volunteer-with-us)

### **Cornwall Carers Service**

A carer is anyone who provides unpaid care, for a family member, friend or neighbour who, due to illness, disability, a mental health issue or an addiction cannot manage without their support. Carers have a huge impact both directly, on the lives of the people that they care for and indirectly in the contribution that they make towards society. We believe that carers should have the opportunity to pursue their own goals and aims alongside their caring role.





## Money and Work

Managing money affects many people in Cornwall each year who feel anxious about debt, unemployment, job security or the risk of losing their home. If you are feeling very worried about any of these things, try talking to someone. Visit [www.cornwall.gov.uk/costofliving](http://www.cornwall.gov.uk/costofliving) to check that you are receiving everything you are entitled to.

### **Age UK Cornwall**

Information and Advice volunteers work alongside our Helpline to ensure that people are aware of the benefits they can claim for. They provide practical support with enquiries about entitlements and completion of application forms. This service is free of charge. Age UK Contact Centre (page 49).

**Inclusion Cornwall** (page 51) has information on where to access a wide range of support moving you from welfare, towards and into work.

**Cornwall Council** can help if you are worried about paying your Council Tax. It is called the Exceptional Relief Fund. If you are of working age and receive Council Tax Support go online for further information or call the Benefit Contact Centre (page 49).

**Cornwall Council** can help if you are worried about paying your rent. It is called the Discretionary Housing Payment. If you are receiving rent payments from Universal Credit or Housing Benefit payments which are less than your rent payment and need help to cover the shortfall, go online for further information or call the Benefit Contact Centre page 49).

**Benefit Contact Centre**  
**0300 1234 121**



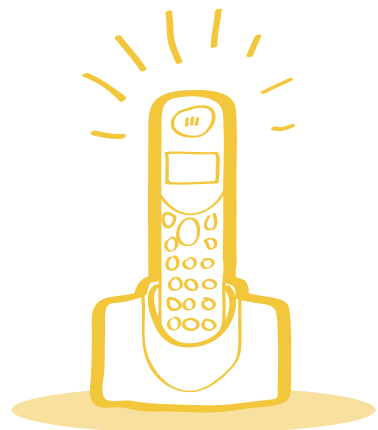
**Pension Credit** is a tax-free means-tested benefit for retired people on a low income under roughly £200 a week. If you are eligible for Pension Credit Guarantee Credit, you can access a host of benefits including Council Tax Relief; financial help with your housing costs; a free TV licence if you're over 75; and help with health costs (free NHS dental treatment, help with the cost of glasses, transport to hospital). It takes minutes to check if you qualify online: [www.gov.uk/pension-credit-calculator](http://www.gov.uk/pension-credit-calculator) or call the Pension Service helpline on **0800 99 1234**.

**Council Tax Support** means if you live on your own, you can claim a discount 25% off your council tax bill. If a member of your household is 'substantially and permanently' disabled, you could reduce your council tax bill by being put in a lower council tax band. Council Tax Support helps people who have no income or a low income; or are claiming certain benefits, to pay some or all of their council tax. You can claim Council Tax Support if you own your own home or rent. You can also claim if you are working or unemployed. Entitlement to Council Tax Support is based on how much income, capital and savings your household has. Contact Cornwall Council to check if you're eligible for Council Tax Support and make an application.

**Disability Information and Advice Line (DIAL)** can help if you need information, advice, and practical support from specialist advisers including a dedicated in-house Citizens Advice disability specialist.

**DIAL can provide support with:**

- \* Money and welfare entitlements
- \* Health and wellbeing
- \* Housing and home environment
- \* Independent living and equipment
- \* Training
- \* Volunteering and employment
- \* Social and leisure enquiries
- \* Rights and discrimination





**DIAL** is also a third-party reporting centre for hate crime and is staffed by professional, friendly advisers. It's open Monday to Friday, 9am-4pm. Call **01736 759500** or email **advice@dialcornwall.org.uk**

**Cornwall Council Crisis and Care (discretionary) Awards** may buy goods or services on your behalf. Crisis Awards of up to £1,500 can help people in emergency or disaster situations with their immediate needs. **Care Awards** help vulnerable people to help them live as independently as possible in their community. The Crisis and Care Award application form is available online or call the Benefit Contact Centre (page 49).

**Citizens Advice Cornwall** (page 49) offer free, confidential and independent advice by phone or webchat for many issues including debt, welfare benefits (including help to complete benefit claim forms) and housing.

You can find out what benefits you might be entitled to by contacting **Jobcentre Plus**. If you are under threat of redundancy, or have been recently made redundant and find that there is a specific gap in your knowledge or experience that is restricting your chances of getting work in the local labour market, **Jobcentre Plus** may be able to help. If the gap could be addressed by some short duration training, call the team for more info (page 51).

**Veteran's Gateway** (page 52) puts veterans and their families in touch with the organisations best placed to help with the information, advice and support they need – from healthcare and housing to employability, finances, personal relationships and more.

**Royal British Legion** (page 52) provides help and support to service men and women, veterans, and their families. This includes financial support during debt and emergency situations, advice on resettlement and training, welfare breaks, advice on benefits and helping with home adaptations.



# INFORMED

**An alphabetical list of contacts to help you stay safe and well this winter.**

**A Active Plus**  
[www.activeplus.org.uk](http://www.activeplus.org.uk)  
☎ 01326 567 174  
✉ [admin@activeplus.org.uk](mailto:admin@activeplus.org.uk)

**Adult Social Care**  
[www.cornwall.gov.uk/health-and-social-care](http://www.cornwall.gov.uk/health-and-social-care)  
☎ 0300 1234 131

**Age UK Cornwall**  
[www.ageukcornwall.org.uk](http://www.ageukcornwall.org.uk)  
☎ 01872 266 383

**AskSARA**  
[www.cornwall.gov.uk/asksara](http://www.cornwall.gov.uk/asksara)  
☎ 0300 1234 131 - adults  
☎ 0300 1234 101 - children

**B BBC Cornwall**  
[www.bbc.co.uk/cornwall](http://www.bbc.co.uk/cornwall)

**Benefit Contact Centre**  
(Cornwall Council)  
[www.cornwall.gov.uk](http://www.cornwall.gov.uk)  
☎ 0300 1234 121

**British Red Cross**  
[www.redcross.org.uk](http://www.redcross.org.uk)  
Mobility Aids  
☎ 01209 614 928  
Emergency response  
☎ 01209 614 921

**C Changing Lives Project**  
[www.volunteercornwall.org.uk](http://www.volunteercornwall.org.uk)  
☎ 01872 265 305

**Citizens Advice Cornwall**  
[www.citizensadvicecornwall.org.uk](http://www.citizensadvicecornwall.org.uk)  
☎ Freephone 0800 144 8848  
Textphone: 0800 144 8884

☎ Free Debt Helpline 0800 240 4420 or text Debt Advice to 78866  
For details of drop-in sessions:  
[www.citizensadvicecornwall.org.uk/get-advice](http://www.citizensadvicecornwall.org.uk/get-advice)

**Community Energy Plus**  
[www.cep.org.uk](http://www.cep.org.uk)  
☎ 0800 954 1956  
✉ [advice@CEP.org.uk](mailto:advice@CEP.org.uk)

**Connecting Communities - British Red Cross**  
(Helping to support people who feel lonely and isolated)

☎ 07912080912  
✉ [CTreloar@redcross.org.uk](mailto:CTreloar@redcross.org.uk)  
Emergency Response - Free and Confidential Coronavirus Support Line  
☎ 08081 963 651  
10am to 6pm daily

### **Cornwall Carers Service**

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

☎ 01736 756655

✉ [hello@carersadvice.org.uk](mailto:hello@carersadvice.org.uk)

### **Cornwall Community Directory**

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

### **Cornwall Council**

[www.cornwall.gov.uk](http://www.cornwall.gov.uk)

☎ 0300 1234 100

### **Cornwall Council Housing Options**

☎ 0300 1234 161

<https://www.cornwall.gov.uk/housing/homeless-or-at-risk/>

### **CC Home Solutions Team**

[www.cornwall.gov.uk/housing/home-solutions](http://www.cornwall.gov.uk/housing/home-solutions)

☎ 01872 224 707

### **Cornwall Fire and Rescue Service**

(Home Fire Safety Check) Living Safe and Well

[www.safelincs.co.uk/hfsc/](http://www.safelincs.co.uk/hfsc/)

24hr helpline

☎ 0800 358 1999

### **Cornwall Link**

(Connecting you to your community)

[www.cornwall-link.co.uk](http://www.cornwall-link.co.uk)

☎ 01872 266 383

### **Cornwall Neighbourhoods for Change**

(Winter crisis support; winter fuel payments; housing support; benefit and debt support and larder.

[www.cn4c.org.uk](http://www.cn4c.org.uk)

☎ 01209 310610

### **Cornwall Partnership NHS Foundation Trust**

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

☎ 01208 251 300

### **Cornwall Public Transport**

[www.cornwall.gov.uk](http://www.cornwall.gov.uk)

☎ 0300 1234 222

### **Cornwall Rural Community Charity (CRCC)**

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

☎ 01872 273 952

### **Council of the Isles of Scilly**

[www.scilly.gov.uk](http://www.scilly.gov.uk)

☎ 0300 1234 105



### **Devon and Cornwall Police**

[www.devon-cornwall.police.uk](http://www.devon-cornwall.police.uk)

☎ 101 (non emergency)

### **DisAbility Cornwall and Isles of Scilly**

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

☎ 01736 759500

### **Disabled Living Foundation**

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

☎ 0300 999 0004



### **Family Information Service**

☎ 0800 587 8191

✉ [fis@cornwall.gov.uk](mailto:fis@cornwall.gov.uk)

### **Fuel Bank (Camborne)**

☎ 01209 719415

✉ [admin@transformationcpr.org](mailto:admin@transformationcpr.org)

**G Get Active Cornwall**  
[www.getactivecornwall.co.uk](http://www.getactivecornwall.co.uk)  
☎ 01872 323 346

**H Health and Social Care**  
[www.cornwall.gov.uk/health-and-social-care](http://www.cornwall.gov.uk/health-and-social-care)  
☎ 0300 1234 131

**Healthy Cornwall**  
[www.healthycornwall.org.uk](http://www.healthycornwall.org.uk)  
☎ 01209 615 600

**Healthy Start vouchers**  
[www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)  
☎ 0845 607 6823

**Highways Agency**  
[www.highways.gov.uk](http://www.highways.gov.uk)  
☎ 0300 123 5000

**Housing and Homelessness**  
[www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk)  
☎ 0300 1234 161

**I Inclusion Cornwall**  
[www.inclusioncornwall.co.uk](http://www.inclusioncornwall.co.uk)  
☎ 01872 326 440  
✉ [hello@inclusioncornwall.co.uk](mailto:hello@inclusioncornwall.co.uk)

**Inclusion Matters**  
[cornwallrcc.org.uk/projects](http://cornwallrcc.org.uk/projects)  
☎ 01872 266383

**J Jobcentre Plus**  
[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)  
☎ 0845 604 3719

**Jobcentre Plus  
Redundancy support**  
☎ 01872 355 068

**K Kernow Credit Union**  
[www.kernowcreditunion.co.uk](http://www.kernowcreditunion.co.uk)  
☎ 01209 314449

**L Learning Disability Liaison Team**  
[www.cornwallft.nhs.uk/learning-disability-team](http://www.cornwallft.nhs.uk/learning-disability-team)  
☎ 0300 1234 131

**LiveWest**  
[www.livewest.co.uk/cost-of-living](http://www.livewest.co.uk/cost-of-living)  
☎ 0300 123 8080

**M Meal Providers**  
Oakhouse Foods  
[www.oakhousefoods.co.uk](http://www.oakhousefoods.co.uk)  
☎ 0333 370 2514

Supreme Cuisine  
☎ 01579 347 346

Wiltshire Farm Foods  
[www.wiltshirefarmfoods.com](http://www.wiltshirefarmfoods.com)  
☎ 01326 378444

**Met Office**  
[www.metoffice.gov.uk](http://www.metoffice.gov.uk)  
☎ 01392 885 680

**N NHS 111**  
[www.nhs.uk](http://www.nhs.uk)  
☎ Dial 111 free

**National Domestic Abuse  
Helpline**  
[nationaldomesticabusehelpline.org.uk](http://nationaldomesticabusehelpline.org.uk)  
☎ 0808 2000 247

### **National Grid**

(previously Western Power Distribution)

General contact enquiries:

☎ 0800 096 3080

Power cuts and emergencies:

☎ 0800 6783 105 or 105

Web chat: [nationalgrid.co.uk](http://nationalgrid.co.uk)

Minicom: 0845 601 2318

### **NHS Integrated Care System (ICS)**

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

☎ 01726 627 800

### **NHS Mental Health 24/7 Response Line**

☎ Freephone 0800 038 5300

### **NHS Talking Therapies (IAPT)**

Cornwall Partnership NHS Foundation Trust

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

☎ 01208 871905

### **O Out of Hours GP services**

☎ Dial 111 free

### **P Patient Advice Liaison Service**

**(PALS)** Cornwall Partnership

NHS Foundation Trust PALS

☎ 01208 834 620

RCHT PALS

☎ 01872 252 793

### **Pentreath Ltd.**

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

☎ 01726 862 727

### **Private Sector Housing Team**

[www.cornwall.gov.uk/housing](http://www.cornwall.gov.uk/housing)

☎ 01872 324110

✉ [psh@cornwall.gov.uk](mailto:psh@cornwall.gov.uk)



### **Rough Sleeper Services**

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

☎ 0800 151 3441

☎ 0300 500 0914

### **Royal British Legion**

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

☎ 0808 802 8080

### **RCHT West Cornwall Hospital and St. Michaels Hospital**

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

West Cornwall Hospital

☎ 01736 874000

St Michael's Hospital

☎ 01736 758854

Volunteering in hospitals

☎ 01872 253 737

### **Royal Voluntary Service (RVS)**

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

☎ 0330 555 0310

☎ 01209 218179



### **SADA (SAD Association)**

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

☎ 0808 169 8313

### **Samaritans**

[www.samaritans.org](http://www.samaritans.org)

☎ 116 123

### **Solid Fuel Association**

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

☎ 01773 835 400



### Stop Smoking Calculator

[www.nhsinform.scot/stopping-smoking/calculate-my-savings](http://www.nhsinform.scot/stopping-smoking/calculate-my-savings)

### St Petrocs

[www.stpetrocs.org.uk](http://www.stpetrocs.org.uk)  
☎ 01872 264 153

### T TAP Transport services

☎ 01872 223 388

### Transformation Cornwall

[transformation-cornwall.org.uk](http://transformation-cornwall.org.uk)  
☎ 07485 476 598  
✉ [info@transformation-cornwall.org.uk](mailto:info@transformation-cornwall.org.uk)

### Truro City Council

[www.truro.gov.uk](http://www.truro.gov.uk)  
☎ 01872 274 766

### V Veterans' Gateway

[www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)  
☎ 0808 802 1212

### Victim Support

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)  
☎ 0808 1689 111 - 24/7  
☎ 0300 3030 554 - Mon-Fri  
local support available 12-6pm

### Volunteer Cornwall

[www.volunteercornwall.org.uk](http://www.volunteercornwall.org.uk)  
Winter Friends  
☎ 01872 265 305  
Transport  
☎ 01872 265 300  
✉ [enquires@volunteercornwall.org.uk](mailto:enquires@volunteercornwall.org.uk)

### Volunteers in Partnership

☎ 01726 873 255

### W Wales & West Utilities

☎ 0800 912 2999  
[www.wwutilities.co.uk](http://www.wwutilities.co.uk)

### Warm West

☎ 01656 747623  
✉ [information@warmwest.org.uk](mailto:information@warmwest.org.uk)

### We Are With You

[www.wearewithyou.org.uk](http://www.wearewithyou.org.uk)  
☎ 0333 2000 325 (24hrs)

### Winter Fuel Payments

[www.gov.uk/winter-fuel-payment/overview](http://www.gov.uk/winter-fuel-payment/overview)  
☎ 0800 731 0160

### Y YZUP

☎ 01872 300 816





**Cornwall and  
Isles of Scilly**

## Where is best this winter?

There are many different people and places that can help you over winter



### Self care at home

Treat headaches, coughs and colds, small cuts and grazes at home.



### Use NHS 111

Feeling unwell? Need medical advice? GP practice or dentist closed?



### Visit your local pharmacy

For emergency supply of repeat medicines. Advice on minor infections and ailments.



### Contact your GP practice

For persistent symptoms, concerns about aches and pains. Vomiting. Asthma.



### Visit a minor injury unit

For sprains and strains, broken bones. Minor scalds and burns. Minor head injuries.

# 999

### Call 999

Please only call 999 in a life-threatening emergency.



### Mental health support

Cornwall's 24/7 mental health helpline 0800 038 5300

Scan for advice





**“The HANDi App has been incredibly beneficial for me since becoming a mum.”**

“Hi, my name is Gemma, I live in Plymouth and I am a full-time Mum of three children aged 4, 6 and 11 years old. When my children were slightly younger, I got myself into a routine of regularly ringing the doctors whenever any of them started to show any unusual health-related symptoms – from a high temperature to skin conditions and everything in-between. I always want to make sure I am treating symptoms correctly and not mistaking them

for something more serious. It was not until my friend recommended that I download the HANDi App, that I realised how easy it is to get the professional medical advice I need and as a result, educate myself at the same time to improve my medical know-how. To any parents who want to learn how to check and treat their children’s symptoms when they are unsure, I definitely recommend downloading the HANDi App to put your mind at ease.”



**Download the HANDi App on your Apple or Android smart-phone or tablet.**





For help this Winter call  
**0800 954 1956**

or email  
**advice@cep.org.uk**

This guide has been produced by Inclusion Cornwall on behalf of the Winter Wellbeing Partnership and funded by Wellbeing and Public Health. To ask for more copies of this Winter Wellbeing Guide please email [phdesk@cornwall.gov.uk](mailto:phdesk@cornwall.gov.uk) or call **01872 323583**

