A winter guide 2007/2008

Keep Warm
Keep Well

Advice on:
Keeping warm and healthy
Home improvements grants
Heating your home
Help with bills
Phone call charges
This booklet gives contact numbers for a number of different organisations.

If calling from a BT landline:
- all 0800 and 0808 numbers are free
- all 0845 numbers cost a maximum of 5 pence per minute
- all calls to 0870 numbers cost a maximum of 7.5 pence per minute

Calls from mobiles and other networks may vary. Your service provider may charge a minimum cost per call.

Keep Warm Keep Well is a national campaign to reduce cold-related illnesses and deaths during winter. It is a partnership between the Department of Health, the Department for Environment, Food and Rural Affairs, the Department for Work and Pensions and the Department for Business, Enterprise and Regulatory Reform.
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Why keeping warm matters

We are all more likely to catch cold or flu in winter. The cold weather can also cause other serious health problems – like heart attacks, stroke and pneumonia. This means it’s essential to keep warm in winter.

What’s in this booklet

This booklet has advice on how to stay warm and well this winter. It looks at three areas: health, lifestyle and home heating.

Each section has information on how to prepare for winter, tips for what to do in cold weather and contact details for where you can get more help and advice.

There is also information about:

- help for people aged 60 or over – a £200 Winter Fuel Payment to help towards the cost of keeping your home warm (this is £300 for people aged 80 and over) (see page 26)
- government grants available for heating and insulation home improvements (see page 24 – Warm Front Scheme).
Looking out for neighbours

If you have an older person as a neighbour or a relative, please look out for them in the winter months and pass on the advice in this booklet. If curtains aren’t opened during the day, or there are no lights on in the evening, there may be something wrong. Try phoning or knocking on the door to see if there’s an answer. If not, contact a relative or friend who you think may have a key. If you think there are serious grounds for concern, contact the emergency services.
Top ten tips for keeping warm and well

1. **Insulate your home**
Fit draught proofing, insulate your walls and attic space. Grants are available from the Warm Front Scheme and your energy supplier – check whether you are eligible.

2. **Update and improve your heating system**
Grants are available from the Warm Front Scheme for installing efficient and modern forms of central heating. Again, check whether you are eligible.

3. **Get financial support**
The Pension Service, the Warm Front Scheme and the Home Heat Helpline offer advice to increase energy efficiency and reduce fuel bills. You should make sure you claim all the benefits you are entitled to.

4. **Heat well**
Try to keep a temperature of 21°C (70°F) in the main rooms you use during the day; your bedroom should be kept above 18 degrees. Use a hot water bottle or electric blanket (not both for safety reasons) if your bedroom is cold at night.

5. **Dress well**
Wear plenty of layers and put on a good coat, hat, scarf and gloves when you go outside to help you keep warm.
6. Eat well
Food is a vital source of warmth, so try to have regular hot meals and drinks throughout the day.

7. Keep moving
Moving around is good for your health and generates extra body heat, so any exercise or activity will help keep you warm. If possible, try and move around at least once an hour.

8. Stop smoking
Stopping smoking will boost your health for the winter, reduce your chances of a heart attack and improve your body’s circulation.

9. Get a flu jab
This is available free from your GP if you are 65 or over, or if you have a serious respiratory condition, heart, kidney or liver disease, diabetes or lowered immunity, or if you have had a stroke.

10. Stay safe, look out for neighbours
Get your heating system serviced and your chimney swept every year – be aware of the dangers of carbon monoxide poisoning and protect yourself against them. If you have an older neighbour or relative, keep an eye out for them in the winter months and make sure they are safe and well.
Staying healthy

As well as increasing the chances of slips and falls, cold winter weather can cause problems by lowering your body temperature – which can increase the risk of heart attacks, strokes and breathing difficulties.

Preparation – stopping smoking

Whatever your age, stopping smoking will improve your health and make you more ready for winter. Within eight hours of stopping smoking, blood oxygen levels return to normal, and your chances of having a heart attack start to fall. Within two to twelve weeks of stopping, circulation improves throughout the body and walking and exercise get easier.

For confidential advice and details of local NHS Stop Smoking Services, call the NHS Smoking Helpline on 0800 169 0 169 or textphone 0800 169 0 171.
Preparation – have a free flu jab
As well as being an extremely unpleasant experience, flu can be a serious health hazard. You should talk to your GP about having a free flu jab if you:

- are aged 65 years or over
- have serious heart disease, serious renal disease, diabetes or serious respiratory disease (including asthma)
- have lowered immunity caused by a disease or medical treatment
- if you have had a stroke/TIA.

Your GP may also suggest you have a flu jab if you have serious liver disease or a serious neurological disease. When you see your GP, also ask whether you need the ‘pneumo jab’ to protect against serious forms of pneumococcal infection. It’s available to everyone aged 65 or over and for younger people with certain serious medical conditions.

Preparation – reduce the risk of catching colds and flu
Flu and colds are commonly spread by the airborne viruses expelled from the nose and mouth when people cough and sneeze. If you cough or sneeze into your hands, you are likely to spread germs to anything or anyone you touch. You can also pick up germs by touching infected surfaces.
By following some simple hygiene measures you can reduce your risk of catching and spreading infections:

• always cover your nose and mouth with a tissue when you cough or sneeze
• throw away used tissues promptly and wash your hands
• regular hand washing with soap and water can reduce germs spreading from your hands to your face or to other people and reduce your risk of catching infections.

Finally, you should also stock up on over-the-counter remedies to tackle coughs or colds. Your local pharmacist can advise on how to manage minor ailments and can also provide advice on promoting a healthy lifestyle, for example, stopping smoking or improving your diet.

**During winter – coping with flu**

If you get flu, the best way to deal with it is to:

• stay at home and rest
• drink plenty of non-alcoholic drinks – to replace the fluid you lose from sweating
• eat if you feel able to.

If you live on your own, let a friend or neighbour know you’re ill so they can check on you.

**Contact your GP if:**

• you already have a heart or chest complaint, diabetes, or a serious medical condition
• the symptoms persist or get worse
• you have chest pains or become short of breath.

**During winter – hypothermia**

Hypothermia is a condition where the body becomes dangerously cold. It can be caused by brief exposure to extreme cold or by prolonged exposure to mild cold.
That means it's a serious concern for older people who might be prone to falls or collapses. If it's not treated quickly, hypothermia is fatal.

The danger signs are:

• very cold skin even under clothes, for example, across the stomach or under the arms
• drowsiness and slurred speech
• loss of sensation – not feeling cold even when it is cold.

What to do:

• call an ambulance immediately – dial 999
• try to warm the person gradually by warming the room and giving them a warm drink. Don't give them alcohol or try to warm them up quickly.

Help and advice – NHS Direct

NHS Direct provides confidential health advice and information 24 hours a day. If you are feeling ill and are unsure what to do, would like to find out more about a condition, or need details of local health services, NHS Direct can help.

• visit www.nhsdirect.nhs.uk
• go to NHS Direct Interactive on digital TV – on Sky Digital, press the 'Interactive' button and scroll down the menu to page 2; on Freeview, go to Channel 108
• call 0845 4647 – or textphone 0845 606 4647
  if you are deaf or hard of hearing

NHS Direct has interpreters so you can get advice in your own language. For patients' safety, all calls are recorded.
Living well

The best way to get through winter is to keep warm and to follow as healthy a lifestyle as possible. What you eat and drink, and the exercise you take, can make a big difference. Wearing the right clothes is also very important.

During winter – healthy eating

During cold weather it is best to eat regular hot meals to help keep warm. Try to make sure you have good stocks of food available at home, including tinned or frozen foods, so that you do not have to go out in cold weather. To have a healthy diet, most people should:

- eat at least ‘5 a day’ of fruit and vegetables
- eat more starchy foods, such as potatoes, bread, chapatis, pasta and oats
- eat more wholegrain cereals and wholemeal bread, which are rich in fibre
- have regular hot drinks in cold weather to keep warm
- reduce salt intake - don’t add salt to food while cooking or at the table
- eat some protein-rich foods, such as meat, fish, eggs and pulses
- reduce sugar intake by avoiding sugar in drinks and cutting down on sweet foods
- reduce overall fat intake, especially saturated fats - choose lower fat alternatives where possible
- moderate daily alcohol intake, no more than 2-3 units for women and 3-4 units for men.

If you are on a special diet, talk to your doctor before you make any changes to what you eat or drink.

For further information on healthy eating, visit www.eatwell.gov.uk
During winter – clothing
We are in the right kind of clothes can help keep you much warmer.

At home
Wear several thin layers of clothes – this traps body heat better than one thick layer. Clothes made from wool, cotton, or fleecy synthetic fibres are best. In very cold weather, make sure you keep warm in bed at night. Bed socks, thermal underwear, a nightdress or pyjamas and a head covering – like a nightcap or a scarf round your head – are all good ideas.

Outdoors
Again, wear several thicker layers of clothing under your coat, rather than one thick layer. You lose a lot of heat through your head, so wear a hat or headscarf. To keep your feet warm and to stop you falling, wear flat, dry, warm, non-slip shoes or boots.
During winter – exercise

Staying active is good for your health – whatever the time of year. Moderate exercise, like walking, for example, can be very beneficial. If you have an exercise routine, try to keep it up in winter as it will help keep you warm. Don’t take risks in wet or icy weather, though. And, if you are outside in the cold for whatever reason, try to keep moving rather than standing or sitting.

At home, try not to stay sitting still for long periods. If you space chores out through the day, you can alternate between rest and activity.

There are easy exercises you can do while sitting down that will help you to stay warm and mobile.

Further information about these activities is available from Age Concern (see over the page for contact details).
Help and advice

General help for older people

Age Concern

Age Concern provides a range of services for older people. These include information and advice, benefits checks, tips for healthy living and in some places a handyperson scheme. Look up your local branch in your phone book to find out what services are available or:

- phone the Age Concern Information Line on 0800 00 99 66
- write to: Age Concern Information Line, Freepost (SWB 30375), Ashburton, Devon TQ13 7ZZ
- or visit www.ageconcern.org.uk
Help the Aged
Help the Aged’s Senior Line gives information for older people and their carers about welfare and disability benefits, and about residential and community care issues.
• call 0808 800 6565 (9am to 4pm, Mon-Fri)
• or write to: Help the Aged, 207-221 Pentonville Road, London N1 9UZ
• or visit www.helptheaged.org.uk

WRVS
WRVS is a charity that helps older people get more out of life. Its volunteers provide help and services in the home, in hospitals and in the community.
• call 029 2073 9000
• write to WRVS Customer Service Centre, Beck Court, Cardiff Gate Business Park, Cardiff CF23 8RP
• or visit www.wrvs.org.uk
Help for people with disabilities

Disabled and Independent Living Centres
Disabled and Independent Living Centres give carers, older people and healthcare workers the opportunity to try out products and equipment to help them manage the tasks of daily life. Assist UK is a national organisation that co-ordinates Disabled and Independent Living Centres across the UK and is able to give you the details of your nearest centre. To find details of your nearest centre:

• call 0870 770 2866
• e-mail general.info@assist-uk.org
• or write to: Assist UK, Redbank House, 4 St Chad’s Street, Manchester M8 8QA

Disabled Living Foundation
The Disabled Living Foundation gives advice on equipment to assist with all aspects of daily living.

• call their helpline on 0845 130 9177 (10am to 4pm, Mon-Fri)
• or write to: Information Officer, The Disabled Living Foundation, 380-384 Harrow Road, London W9 2HU
Keeping your home warm

Preparation – get your home ready for winter

To stay healthy it is important to have a warm home that’s free of damp and mould. One way of keeping heating costs down is to make sure your home is well insulated. You should:

- fit draught-proofing – to help seal gaps around windows and doors
- insulate your property – to reduce heat loss
- lag your hot water cylinder and pipes, including those in your loft
- have your heating system serviced annually by registered engineers (see page 18).

Lofts should have 270mm (10 inches) of loft insulation. If yours is less than this then you should see about getting it topped up. If you have cavity walls, insulating them will also significantly reduce heat loss. For information on energy saving measures, including the Warm Front Scheme, see page 24.
The other thing you can do is try to maximise your income. Billions of pounds of benefits go unclaimed every year. To find out if you might be eligible for financial support, you can have a benefit check – go to page 32 for details. You can also get independent advice on finding an energy supplier and tariff that’s best for you – see page 23 for more information.
Preparation – check your heaters and fires are safe

Protecting against carbon monoxide
Carbon monoxide kills more than 50 people each year in England and Wales. Levels that don’t kill can cause serious harm to health if breathed in over a long time. Carbon monoxide is given off by incorrectly installed, poorly maintained or poorly ventilated cooking and heating equipment. Because you can’t see, smell or taste carbon monoxide, the best way to protect yourself is to have all gas and fossil fuel cooking and heating appliances and flues and chimneys serviced regularly. The servicing (and any installation) should be done by trained, reputable, registered engineers, eg. CORGI (for gas appliances), HETAS (for solid fuel appliances) and OFTEC (for oil appliances) – do not DIY.

Other tips:
• keep rooms well ventilated when using an appliance
• get your chimney swept from top to bottom at least once a year by a qualified sweep (e.g. a member of NACS, GMS or APICS)
• fit an audible carbon monoxide alarm that meets British or European Standards (BS Kitemark or EN 50291)
• do not use gas cookers for heating
• if you plan to install a gas fire in a bedroom, use a CORGI-registered installer; do not use unflued appliances like paraffin heaters and cabinet heaters
If you’re planning to buy individual fires or heaters, you can get advice from the Energy Saving Trust advice centre on 0800 512 012.

If you plan to buy an electric heater, make sure it has a thermostat.

If you’re buying a new open fire, check it has an air control to regulate the burning rate and that the room you are putting it in has enough ventilation. For advice on open fires, call the Solid Fuel Association on 0845 601 4406 or visit www.solidfuel.co.uk
If you’re a tenant, check if your landlord can provide a heater or if there are any restrictions on the types of heater you can have.

The symptoms of carbon monoxide poisoning can be like food poisoning, viral infections, flu or simple fatigue. They include headaches, feeling tired, difficulty in thinking clearly and feeling sick. If you suffer from these symptoms and you think they could be caused by carbon monoxide exposure:

- stop using ALL your cooking and heating appliances
- open the windows in your home
- see your doctor at once and
- call a suitably qualified engineer to check all your cooking and heating appliances.

For more information, please contact:

- HSE Gas Safety Line – call 0800 300 363 or visit www.hse.gov.uk/gas/domestic/index.htm
- CORGI helpline – call 0800 915 0480 or visit www.trustcorgi.com
- Solid Fuel Association (SFA) helpline – call 0845 601 4406 or visit www.solidfuel.co.uk
- OFTEC helpline – call 0845 65 85 080 or visit www.oftec.org
- CO-Awareness – call 0771 589 9296 or visit www.co-awareness.co.uk
During winter – heating your home

Here's some advice on keeping your home warm.

In the day

Set your thermostat at around 21°C (70°F) – and heat all the rooms you use in the day. If you can’t, make sure you keep your living room warm throughout the day and heat your bedroom before going to bed. Set the timer on your heating to come on before you get up and switch off when you go to bed. In very cold weather, rather than turn the thermostat up, set the heating to come on earlier. This means you won't be cold while you wait for your home to heat up.

If you have glass-fronted solid fuel fires, fill the firebox to the top and let the thermostatic air control manage the heat. If you have an open coal fire, keep the grate filled with 3 to 4 inches (75-100 mm) of fuel. Use the air control to set the burning rate.

Do's and Don'ts

• Do put guards on all open fires
• Don't sit too close to a fire
• Don't hang washing up to dry too close to fires – it causes condensation and is a fire risk
• Don't block up air bricks in your walls – fires and heaters need ventilation
At night

If you use a fire or heater in your bedroom during winter, open the window or door a little at night for ventilation.

An electric blanket or a hot water bottle will help you keep warm. You should never use them together, however, as you could electrocute yourself. Check what type of electric blanket you have – some are designed only to warm the bed before you get in, not to be used throughout the night.

Make sure your electric blanket is safe to use by getting it tested every three years. Fires caused by defective electric blankets often result in injury and most of the casualties are aged over 60. Trading Standards, the Fire Brigade and Age Concern may be able to test your electric blanket. Keep a look out in your local press for details of a scheme near you.

During winter – managing your fuel bills

Reducing your fuel bills

By following some simple energy saving tips, you can reduce your bills:

• shut outside doors and close curtains at night
• boil only the water you need – rather than filling the kettle completely
• let food cool to room temperature before you put it in the fridge or freezer
• don’t leave appliances like televisions in stand-by mode – they still use electricity. Instead, switch them off properly.
If you are struggling to pay your gas or electricity bill
It's very important that you can afford to heat your home adequately. If you are struggling to pay gas or electricity bills, the consumer watchdog energywatch may be able to help you avoid getting into debt. As well as advice on bills, energywatch can help take up complaints, help you switch suppliers, register you for free services through your supplier, and let you know about grants and benefits that you may be missing out on.

You can contact the energywatch Priority Consumer Team by:
• calling 0845 688 9594
• writing to Freepost RLYB/HJHH/THKS, Percy House, Percy Street, Newcastle NE1 4PW
• or emailing priority.consumers@energywatch.org.uk

Age Concern, the Home Heat Helpline and your local Citizens Advice Bureau also offer free, independent advice.

If you are of pensionable age, have a disability, long-term ill-health, or are blind or visually impaired, then you can sign up to your energy supplier's Priority Services Register. This entitles you to a range of free services, including a free gas safety check and a password protection scheme to protect you against bogus callers pretending to be your gas or electricity supplier.

A safety net procedure has been set up to ensure that no vulnerable customers are disconnected from their gas or electricity supply at any time of year.
Financial support – insulation and home improvement

Warm Front Scheme

The Warm Front Scheme gives grants worth up to £2,700 to make homes warmer and more energy-efficient. You may qualify if you own your own home or rent it from a private landlord, and you receive a disability benefit or an income related benefit – like Disability Living Allowance, Attendance Allowance, Pension Credit or Council Tax Benefit, among others.

The scheme offers energy-efficiency advice, two free energy-efficient light bulbs and a package of insulation and heating improvements, which are tailored to each home. These improvements can include installing or repairing gas, electric or oil central heating. (Some homes that need oil central heating may receive a larger grant of up to £4,000.)

The Warm Front Scheme is funded by the government and runs in England. It is managed by eaga plc. To apply:

• call 0800 072 0151 or

• pull out and complete the application form on the centre page of this booklet, and send it to: The Warm Front team, eaga plc (MK723), Freepost NAT 13708, Newcastle upon Tyne NE2 1ZL
If you live outside England, you can get details of similar schemes in your area by contacting:

- Home Energy Efficiency Scheme (Wales) 0800 316 2815
- Warm Homes (Northern Ireland) 0800 181 667
- Warm Deal (Scotland) 0800 316 6009
- Central Heating Programme (Scotland) 0800 316 1653

**Warm Front Benefit Entitlement Check**
If you might be eligible for Warm Front but are not sure if you are claiming all the benefits or credits you are entitled to, you can receive help and advice from the Warm Front team on 0800 072 9006.

**Heating Rebate Scheme for the over 60s**
If you are over 60, own your own home or rent privately, and you do not receive a Warm Front qualifying benefit, you could claim a £300 heating rebate to help pay towards repairing or installing a heating system. Funds are limited and retrospective claims are not allowed. For more information on the Warm Front £300 Heating Rebate Scheme, call 0800 316 6012.
Financial support – Winter Fuel Payment

This winter, the Government will be making payments to people aged 60 and over to help with the costs of keeping warm in winter.

Qualifying

You should qualify for a Winter Fuel Payment if you are aged 60 or over on or before 23 September 2007 and normally live in Great Britain.

You are not entitled to a payment if during the week 17-24 September 2007:

• you are in hospital receiving free in-patient treatment and have been for more than 52 weeks

• you are getting Pension Credit, income-based Job Seeker’s Allowance and you live in a care home, an independent hospital, or Ilford Park Polish Resettlement Home and have been for the preceding 12 weeks

• you are subject to immigration control and are not entitled to help from DWP

• you are serving a custodial sentence.

Value of the payments

The payments are:

• a Winter Fuel Payment of up to £200 for people aged 60-79

• up to £300 for people aged 80 and over.
The amount of money you get depends on your age and circumstances during the week of 17-24 September 2007. Couples receiving Pension Credit or income-based Job Seeker’s Allowance will get only one payment made to the person receiving that benefit, other couples will get £100 each (£150 each if both partners are aged 80 or over) if both partners are aged 60 or over and entitled to a Winter Fuel Payment.

**When you receive the money**

If you receive a State Pension or other social security benefit (excluding Housing Benefit, Council Tax Benefit, or Child Benefit) during the week of 17-24 September 2007, you should get your Winter Fuel Payment automatically.

Winter Fuel Payments will be made over a number of weeks from November 2007. So don’t worry if you receive your payment at a different time to someone else in your household, or other people who live near you.

You should also be paid automatically if you received a payment last winter and your circumstances have not changed. All automatic Winter Fuel Payments should be made by Christmas 2007. If you have not had your Winter Fuel Payment by then, you should make a claim.

The deadline for receiving completed claim forms is 30 March 2008.
More information
For advice on any aspect of Winter Fuel Payments, call the helpline on **08459 15 15 15** (8.30am to 4.30pm, Mon-Fri). If you are deaf or hard of hearing, please use textphone **0845 601 5613**. Please have your National Insurance number ready when you call. You can also visit the website **www.thepensionservice.gov.uk/winterfuel**

Financial support – Cold Weather Payment
Cold Weather Payments are given in periods of exceptionally cold weather to help with extra heating costs. The payment is worth £8.50 and is automatically paid for each week of very cold weather to anyone who's eligible.

For the purpose of the payment, a period of ‘very cold weather’ is when the average temperature for the area in which you live is recorded as, or forecast to be, 0°C (32°F) or below over seven consecutive days. You may be eligible for a cold weather payment if you get:

- Pension Credit or
- Income Support or income-based Jobseeker’s Allowance, and you have a pensioner or disability premium, or a child who is disabled or under the age of five.
Help and advice

The Home Heat Helpline

The Home Heat Helpline is an independent telephone service that helps people who are struggling to pay their energy bills or keep warm in winter. This free service is staffed by trained advisors who can provide information and advice on keeping warm and using energy efficiently, as well as social tariffs, payment plan options and how those with special needs can become a Priority Service Customer.

Contact the Home Heat Helpline on 0800 33 66 99 (minicom 0800 027 2122). You can also access the service online at: www.homeheathelpline.org
Home Improvement Agencies
There are about 250 Home Improvement Agencies in the UK, which give advice on repairs and home improvements to older and disabled people. To find your nearest agency:

- call 0145 789 1909
- write to Foundations, Bleaklow House, Howard Town Mill, Glossop, Derbyshire SK13 8HT
- or visit www.foundations.uk.com, which has a searchable directory of agencies

The Energy Saving Trust's advice centres
Local advisors can provide you with free, impartial advice on how to make your home more energy efficient and talk to you about the grants available in your area to implement energy efficient measures. Call 0800 512 012 for more information.

National Energy Action (NEA)
NEA is a charity that campaigns for affordable warmth and improved energy efficiency in the homes of people who are vulnerable to the cold. Contact them by:

- writing to NEA, St Andrew's House, 90-92 Pilgrim Street, Newcastle NE1 6SG
- emailing info@nea.org.uk
- or visiting www.nea.org.uk

Citizens Advice Bureaux
Citizens Advice Bureaux provide advice on benefits, debt, heating and on grants that may be available. Visit www.adviceguide.org.uk or contact your local bureau.
Local council grants

If you have a low income, your local council may be able to offer financial help with:

- house renovation and improvement – including insulation
- home repairs for small work and
- facilities to help disabled people to live independently in their own home.

How much you get will depend on the cost of the work and your own financial circumstances. You shouldn’t start any work before your application is approved. To apply, contact your local council. Age Concern or other local organisations may be able to help with the paperwork.

As part of the process, your council may need to send someone to inspect your home. Always ask for proof of identity before letting anyone in.

Pension Credit

Pension Credit is an entitlement for people aged 60 and over who are living in Great Britain. It could top up your weekly income to a guaranteed minimum level of £119.05 a week if you are single or £181.70 if you have a partner.
Pension Credit also rewards people aged 65 or over who have modest savings or income. This is called savings credit and could increase your income by up to £19.05 a week if you are single or £25.26 if you have a partner. You may still qualify for savings credit if your income is up to around £167 a week if you are single or £245 if you have a partner.

You may be entitled to more if you are a carer, are severely disabled or have housing costs.

The Pension Service can now also help you claim Housing Benefit and Council Tax Benefit at the same time as you apply for Pension Credit over the phone.

To find out more about Pension Credit call 0800 991 234 (or textphone 0800 169 0133 if you are deaf or hard of hearing). You can also go to www.thepensionservice.gov.uk/pensioncredit

Grants and loans
In some circumstances, you may be able to get community care grants, budgeting loans or crisis loans.

Benefit Enquiry Line
A confidential telephone helpline is available giving advice on benefits for disabled people and carers.

Call 0800 882 200 (8.30am to 6.30pm, Mon-Fri, and 9.00am to 1.00pm on Saturdays). If you are deaf or hard of hearing, please use textphone 0800 243 355.

Calls are also welcome from RNID Typetalk.
Information about this booklet

This booklet is available to download from www.direct.gov.uk/keepwarmkeepwell in the following languages: English, Arabic, Bengali, Cantonese, French, Gujarati, Hindi, Polish, Portuguese, Punjabi, Somali, Spanish, Turkish and Urdu. An English audio cassette, a large print version of the booklet, an easy read guide for people with learning disabilities and multiple copies of the English booklet are available to order.

- call 0870 155 5455
- fax 0162 372 4524
- visit www.direct.gov.uk/keepwarmkeepwell
- or write to DH Publications, PO Box 777, London SE1 6XH
We would like to thank all those who contributed to this booklet, and in particular the following partners, for supporting the Keep Warm Keep Well campaign: Age Concern, energywatch, Help the Aged, NEA (National Energy Action) and WRVS.

Useful Telephone Numbers

WARM FRONT SCHEME
0800 072 0151
grants to make homes warmer

WINTER FUEL PAYMENT
08459 15 15 15
for people aged 60 and over

For further information on keeping warm and well in winter, visit www.direct.gov.uk/keepwarmkeepwell

Supported by the NHS