Keep Warm
Keep Well

Advice on...
Saving money on fuel
Staying well and healthy

Easy read version
This booklet is about keeping warm in winter.

It gives useful advice for older people, disabled people and people who do not have much money.

There are some difficult words in this booklet. So there is a list of these words and what they mean on pages 24–25.

These words are in red letters in the booklet.

You might like to have someone to support you when you look at the booklet.
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What is Keep Warm Keep Well?

Keep Warm Keep Well is the name of a government campaign to help people keep warm and well during the winter.

Keep Warm Keep Well is for:

- people over the age of 60
- disabled people
- people with a **long-term illness** (an illness that lasts a long time). This could be an illness like asthma or diabetes
- families who do not have much money.
Keep Warm Keep Well gives you important advice about:

- how to keep your home warm in winter

- saving money on heating your home

- where to get help to pay for heating your home

- things to do to help you and your family stay well.

The advice in this booklet comes from the Department of Health and some other parts of government.
Heating your home

There are a lot of things you can do to help you save money on heating your home.

**Top tips for heating your home**

- **Set your heating to the right level:**
  The thermostat controls the heat in your home. Set the thermostat in the living room and bedroom to between **18°C** and **21°C** (70°F). The rest of the house should be set to at least **16°C** otherwise it will be too cold.

- **Set your heating to:**
  Come on just before you get up.
  Switch off soon after you go to bed.

- **If it is very cold, set your heating to:**
  Come on earlier.
  Switch off later.
  This is cheaper than turning up the thermostat.

- **If you cannot heat all your rooms:**
  Heat your living room during the day.
  Heat your bedroom just before you go to bed.

- **Close curtains and shut doors:**
  To keep heat in.
  To keep cold air out.
• **If you have an open fire:**
  Make sure the fire gets enough air. Use a fireguard to stop people or pets getting too close to the fire. **Do not** hang washing near the fire.

• **If you use a gas fire or heater in your bedroom at night:**
  Always keep a window and door open and leave plenty of space around the fire.

• **If you have an electric blanket:**
  Follow the instructions that came with it. Get it tested every **3 years**. **Never** use an electric blanket and a hot water bottle together.

• **Switch off machines like TVs and microwaves:**
  Do not leave them on standby. Standby is when you do not turn the machine off properly so it is still using electricity.

For more advice about saving money on heating, call **0800 316 2805** or visit [www.warmfront.co.uk/energy-efficiency-advice.htm](http://www.warmfront.co.uk/energy-efficiency-advice.htm)
Grants to keep your home warm

A grant is money you may be given to help you pay for things. If you find it hard to keep your home warm, you may be able to get a grant to help you:

- to make your home more energy efficient. Energy efficient means using less fuel but still keeping warm and comfortable. Fuel is the electricity, gas or oil you use to heat your home and run things like your cooker, lights and the TV.

- to repair or put in a new heating system.

There are a number of different grants.

The rules about who can get a grant have changed. You may be able to get a grant now, even if you could not get a grant before. We cannot say which grants you may be able to get. You need to check this for yourself.

We tell you who to ask for help in boxes like this one.
Winter Fuel Payment for older people

This is a benefit to help pay for heating during winter.

You can claim this benefit if:

☑ you are aged 60 or over and

☑ you normally live in Great Britain.

How much could I get?

How much you get depends on your age and how much money you have.

This year you could get:

• up to £250 if you or someone in your home is aged 60 to 79

• up to £400 if someone in your home is aged 80 or over.
How will I be paid?

You will be paid if:

- you get a **State Pension** or some other types of **benefit**

- you got a payment last winter and your needs have **not** changed.

You should be paid **before Christmas**.

If you have **not** had the money by Christmas, you should ask for it.

You can ask for **Winter Fuel Payment** up until **30 March 2011**.

To find out about **Winter Fuel Payment**, call **08459 151515** (textphone 0845 601 5613) **8.30am to 4.30pm Monday to Friday**, or visit [www.direct.gov.uk/winterfuel](http://www.direct.gov.uk/winterfuel)
Warm Front Scheme

The Warm Front Scheme gives grants to people on disability benefit or an income-related benefit to help them pay to heat their homes and to put in better insulation. Insulation helps to keep the heat in your house.

You may be able to get this grant if you:

☑ own your own home or rent it from a private landlord, and

☑ get a disability benefit or an income-related benefit like Pension Credit or Housing Benefit, and

☑ are pregnant or have a child under 16.

☑ live in England.

To find out which Warm Front Scheme grants you may be able to get, call 0800 072 9006
How much could I get?
You could get:

- up to £3,500 if your home needs better heating or insulation

- up to £6,000 if your home needs oil central heating.

You can also get advice on how to save money on your fuel bills.

How can I ask for a Warm Front grant?
You can:

- call 0800 316 2805 or

- visit www.warmfront.co.uk to get a form to fill in.
Heating Rebate Scheme
If you cannot get a grant from the Warm Front Scheme, you may be able to claim up to £300 to help you put in or repair your heating system.

To find out more about the Heating Rebate Scheme, call 0800 316 6012 and quote MK851

Cold Weather Payment
When the weather is below freezing (0°C or 32°F), or might be below freezing, for 7 days in a row, you could get a Cold Weather Payment.

You may be able to get a Cold Weather Payment if you:

☑ are aged 60 or over
☑ get Pension Credit

☑ are getting Income Support, income-based Jobseeker’s Allowance or Employment and Support Allowance, and

☑ are disabled, or someone in your family is disabled, or

☑ have a disabled child or a child under 5 years old.

To find out more about the Cold Weather Payment, visit www.direct.gov.uk
Getting ready for winter

We all feel the cold in winter. But for some people, cold weather can cause serious health problems like heart attacks, strokes or chest problems.

Winter can be dangerous for older and disabled people and young children.

If you are not able to move around very much, it is important that you find other ways to keep warm and stay well.

It is also important to keep children warm.
Making your home ready for winter

Good **insulation** helps to keep your home dry and warm. Insulation also helps to keep your heating costs down.

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**Top tips for making your home ready for winter**

- **Seal gaps around windows and doors.**
  You can seal the gaps round windows with special foam. You can stop cold air coming under your doors with special strips of metal or rubber.

- **Use insulation:**
  Make sure your loft has at least 270mm (10 to 11 inches) of insulation. You may need someone to help you insulate your loft. You may get a **grant** to do this.

  If you have cavity walls, get them insulated too. Cavity walls have a gap in the middle which can be filled to help keep in the heat. You will need someone who is an expert to do this for you.

  Insulate your hot water tank and pipes.

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For advice on what you need and who can help, call the Energy Savings Trust on **0800 512 012**
Getting yourself ready for winter

It is not just your home that needs to be ready for winter. There are things you can do to help yourself stay warm and well too.

Try not to catch colds or flu

Colds and flu spread very easily. But there are some easy things you can do to help protect yourself and other people.

Top tips about colds and flu

- Always cover your nose and mouth with a tissue when you cough or sneeze.

- Make sure your children cover their nose and mouth when they cough or sneeze.

- Throw away used tissues as soon as possible.

- You and your family should wash your hands often with soap and water.

- Buy some cough and cold cures that do not need a prescription.
Get a free flu jab

A flu jab is an injection you can get from your doctor to help stop you getting flu.

People with a long-term illness especially children and older people need to be extra careful.

You can get a free flu jab to help stop you getting seasonal flu, if you:

☑ have a serious heart, lung, kidney or liver problem, asthma or diabetes

☑ have a weak immune system. Your immune system is the parts of your body that fight off disease and keep you well

☑ have had a stroke or TIA (a less serious or mini stroke)

☑ are pregnant, or

☑ are 65 years old or more.

Your doctor should be able to tell you more about the flu jab.
Eat well
Eating well can help you stay well.

Top tips for eating well

• Eat regular meals. This will help to give you energy.

• Eat as many different sorts of food as you can.

• Have hot food and drinks.

• Plan your meals ahead. Stock up on tinned and frozen foods so you do not have to go shopping when it is very cold.

Healthy Start vouchers
Some parents on benefits may be able to get free vouchers every week. You can swap these for milk, fruit, vegetables, special milk for babies and vitamins.

To find out if you can get these vouchers and for more tips on healthy eating, call 0845 607 6823 or visit www.healthystart.nhs.uk
Stay active

Exercise is good for your health. Exercise can also keep you warm in winter.

Top tips for staying active

• Try to move around at least once an hour.

• Try to get as much exercise as you can. But talk to your doctor before you start doing a lot of exercise.

Disabled people should try to get exercise too. Some groups work to help disabled people do more sports.

To find out about sports for disabled people, visit www.direct.gov.uk
Carbon monoxide

You need to keep warm, but you also need to keep safe.

If the things you use to cook and heat your home are not put in properly they may make a gas called carbon monoxide. Carbon monoxide can make you ill. It also kills more than 50 people a year in England and Wales.

Top tips about carbon monoxide

• Make sure your cooker, fires and boiler have a service every year.

• Make sure air can get in and out of rooms where you use a cooker, fires or a boiler.

• If you have a gas fire on in the bedroom, make sure you leave a door and window open.
More top tips about carbon monoxide

• Get a carbon monoxide alarm fitted. This will make a noise if there is too much carbon monoxide in the air.

• If you think a fire, oven or boiler might be making carbon monoxide, turn it off and do not use it.

• If you feel unwell and you think it may be because of carbon monoxide, visit your doctor. Or to find out more, see the information in the box below.

To find out more about carbon monoxide safety, call **0800 300 363**, or for health advice visit [www.nhs.uk/carbonmonoxide](http://www.nhs.uk/carbonmonoxide)
Help and advice

There are lots of places you can ask for help and advice.

Age UK
Age UK is the new name of Age Concern and Help the Aged and they:
• check you are getting the right benefits
• give you tips about healthy living
• in some areas, help with jobs around the home. This is called the Handy Person Scheme.

For information or advice, call free on 0800 169 6565 or visit www.ageuk.org.uk

Citizens Advice Bureau (CAB)
Your local CAB will be able to give you advice on benefits, heating and grants. They can also give you advice if you owe money.

For more information or to find your local CAB, visit www.citizensadvice.org.uk
Scope and DIAL UK

Scope and DIAL UK give information and advice on living with disability.

To find your nearest advice centre, call 01302 310 123 (textphone 01302 310 123), visit www.dialuk.info or email informationenquiries@dialuk.org.uk

To contact Scope, call the freephone helpline on 0808 800 3333 (9am to 5pm weekdays and closed at weekends and on Bank Holidays), or email response@scope.org.uk or visit www.scope.org.uk
Gingerbread
Gingerbread helps and supports single parent families.

Call the helpline free on 0800 802 0925 (9am to 5pm on Mondays, Tuesdays, Thursdays and Fridays, and 9am to 8pm on Wednesdays) or visit www.gingerbread.org.uk

Call charges
If you call from a BT landline:

• **0800** and **0808** numbers are free
• **0845** numbers cost no more than 5p a minute
• **0870** numbers cost no more than 7.5p a minute.

Calls from mobile phones and other networks may be different.
# What the words mean

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td>benefit</td>
<td>Money from the Government to help people who need it</td>
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<tr>
<td>carbon monoxide</td>
<td>A poisonous gas from faulty heaters, boilers and cookers</td>
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<tr>
<td>Cold Weather Payment</td>
<td>A <strong>grant</strong> from the Government to help pay for extra <strong>fuel</strong> in very cold weather</td>
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<tr>
<td>Employment and Support Allowance</td>
<td>Benefits for either people of a working age who are out of work, or those that do not have much money</td>
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<tr>
<td>energy efficient</td>
<td>Using less <strong>fuel</strong> but still keeping warm</td>
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<tr>
<td>flu jab</td>
<td>An injection you can get from your doctor to help stop you getting flu</td>
</tr>
<tr>
<td>fuel</td>
<td>The electricity, gas or oil you use to heat your home and run things like the cooker, lights and the TV</td>
</tr>
<tr>
<td>grant</td>
<td>The money you may be given to do a particular thing</td>
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<tr>
<td>immune system</td>
<td>The parts of your body that fight off disease and keep you well</td>
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<tr>
<td>income-based</td>
<td>Something like a <strong>grant</strong> or a <strong>benefit</strong> that depends on how much money you need</td>
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<tr>
<td>income-based Jobseeker’s Allowance</td>
<td>A <strong>benefit</strong> for people of working age who are out of work</td>
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<tr>
<td><strong>income-related benefit</strong></td>
<td>A <strong>benefit</strong> that depends on how much money you get from other places – benefits like Disability Living Allowance, Attendance Allowance, <strong>Pension Credit</strong>, Housing Benefit, Child Tax Credit, Working Tax Credit or Council Tax Benefit</td>
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<tr>
<td><strong>Income Support</strong></td>
<td>A <strong>benefit</strong> for people under the age of 60 who do not have much money</td>
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<tr>
<td><strong>insulation</strong></td>
<td>Something that helps to keep the heat in your house</td>
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<tr>
<td><strong>long-term illness</strong></td>
<td>An illness that lasts a long time – for example, asthma or diabetes</td>
</tr>
<tr>
<td><strong>Pension Credit</strong></td>
<td>Extra money for people over the age of 60 who need it</td>
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<tr>
<td><strong>social security benefit</strong></td>
<td><strong>Benefits</strong> from the Government</td>
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<tr>
<td><strong>State Pension</strong></td>
<td>The pension paid by the Government</td>
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<tr>
<td><strong>thermostat</strong></td>
<td>The part of your heating system that controls the heat in your home</td>
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<tr>
<td><strong>TIA</strong></td>
<td>Transient ischaemic attack – a less serious or minor stroke</td>
</tr>
<tr>
<td><strong>Warm Front</strong></td>
<td>A <strong>grant</strong> to help people on disability benefit or an <strong>income-related benefit</strong> pay to heat their homes and to put in better <strong>insulation</strong></td>
</tr>
<tr>
<td><strong>Winter Fuel Payment</strong></td>
<td>A tax-free <strong>benefit</strong> to help pay for heating during winter</td>
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</tbody>
</table>