

# Factsheet



Factsheet 6 • December 2012

improving people's lives

## Staying warm and well in Devon

The **Staying Warm and Well Service** runs until the end of March 2013. It has been created to provide support for people in Devon who are living in a cold home and who may need extra support over the winter or who have a heating emergency. The Service is run on behalf of Devon County Council by a group of three trusted providers who can help with:

- **wellbeing assistance from voluntary organisations, including:**
  - food and medicine supplies in bad weather
  - welfare calls and alerts
  - maintaining social contacts and help with transport
  - room thermometers
  
- **economic support from Citizens Advice Bureau, including:**
  - an income maximisation check at home
  - fuel debt advice and help with fuel switching
  - fuel grants
  
- **warm and safe homes support from Devon Care and Repair, including:**
  - emergency help with boiler breakdowns and burst pipes
  - getting heaters and dehumidifiers
  - advice on how your home can be more energy efficient
  - help to apply for insulation, boiler replacement and housing grants
  - help with loft clearance before insulation is installed
  - a warm homes pack, which includes a blanket and socks
  - a room temperature alerter for people at risk
  - installation of smoke alarms, Carbon Monoxide detectors and handrails to help prevent accidents.

## How do I get help?

If you are having difficulty staying warm and well in the winter phone the **Staying Warm and Well Service** on freephone **0808 168 5282** or complete the online referral form at **[www.dacvs.org.uk](http://www.dacvs.org.uk)**

The Staying Warm and Well Service will work with you to develop a **winter action plan** and arrange the support you need.

## How can I help others?

Be aware of vulnerable family, friends or neighbours who:

- are living in a cold or damp home, particularly older people who live alone and people who have an existing health condition
- have a winter warmth emergency such as their boiler breaks down or pipes burst or their home floods
- are struggling to keep warm because their home is poorly insulated or their fuel costs are high.

If you know someone in this situation give them a copy of this factsheet or contact the **Staying Warm and Well Service** on freephone **0808 168 5282** or complete the online referral form at **[www.dacvs.org.uk](http://www.dacvs.org.uk)**

You can find more general information on staying warm and well at **[www.devon.gov.uk/keeping\\_warm\\_in\\_winter](http://www.devon.gov.uk/keeping_warm_in_winter)** and at **[www.nhs.uk/Livewell/winterhealth/Pages/Verycoldweather.aspx](http://www.nhs.uk/Livewell/winterhealth/Pages/Verycoldweather.aspx)**

**Produced by Devon County Council working in partnership with:**

- NHS Devon
- Age UK
- Devon Association of CVS
- Citizens' Advice Bureau
- Devon Care and Repair

If you need more information or a different format phone **0845 155 1015**, email **[customer@devon.gov.uk](mailto:customer@devon.gov.uk)** or text **80011** (start your message with the word Devon), textphone **0845 155 1020** or write to: Devon County Council, County Hall, Topsham Road, Exeter. EX2 4QD

