

Your Cornwall guide to

WINTER Wellbeing



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

 0800 954 1956 |  advice@cep.org.uk

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.



WELCOME!

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

Dynnargh dh'agas kevarwodh Sewena Gwav, dhe ri gweres dhywgh omwitha tomm, lowen ha salow y'n gwav ma.'

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 45 for the services and providers we talk about.

“Keeping warm is vital for all ages to stay healthy, particularly for those who are more vulnerable to the cold such as older people and those with long term health condition. One of our top priorities is to reduce fuel poverty and prevent illness and deaths from the cold weather. This winter is the second winter with coronavirus (COVID-19) circulating, and it's essential we all do all we can so our communities can stay safe and well and to ensure that the NHS and social care are not overwhelmed. COVID-19 amplifies cold-related risks and our Winter Wellbeing service can help support actions to prevent harm, particularly to those most vulnerable.”

Rachel Wigglesworth - Director of Public Health, Cornwall Council and Council of Isles of Scilly



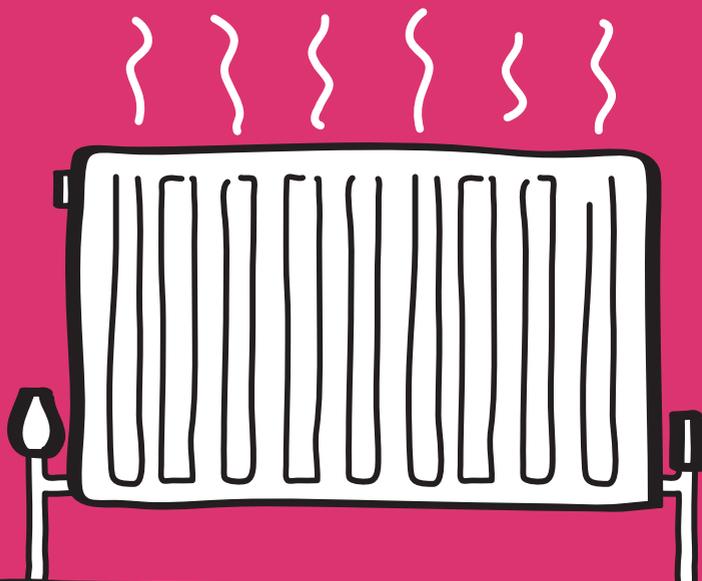


WARM

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

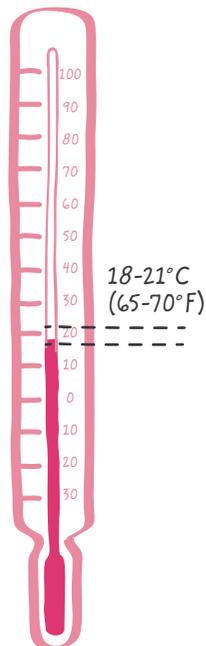




Winter Wellbeing, advice, information and grants

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 45). Citizens Advice Cornwall have specialist energy advisers and have specific services for social housing tenants, NEETs (Not in Education, Employment or Training) and young people leaving care. Contact **Citizen's Advice Cornwall** (page 45).



Insulate your home

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

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).

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 46), **Age UK Cornwall** (page 45) or **Royal Voluntary Service** (page 48).

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

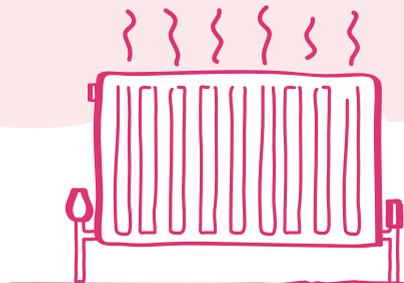
Help with heating costs

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 47) or **Citizen's Advice Cornwall** (page 45) or visit www.gov.uk/cold-weather-payment.

Warm Home Discount Scheme can provide you with a discount of up to £140 on your electricity bill. If you receive **Pension Credit** then you should automatically receive this discount. If you're on a low income or receive certain benefits then you may still be eligible for the scheme. To find out if you qualify, call **Community Energy Plus** (page 45) or **Citizen's Advice Cornwall** (page 45), or apply directly with your electricity supplier.



1,100 HOUSEHOLDS
now have central heating for
the first time.

Winter Fuel Payments

(page 49) of up to £300 are available depending on the date you were born. For more information contact **Citizen's Advice Cornwall** (page 45).

“We have now had Gas Central Heating installed and... The house is warmer and drier than ever before and our health has improved”

Camborne Fuel Bank (page 47)

Customers must have a food bank voucher to qualify and check with the energy provider. Vouchers worth £49 per month are available on a first come first served basis. Eligible customers will receive a voucher to pay for energy on pre-payment meters.

Furniss Coal Charity

Assistance is limited to the Parish of Truro to help residents in need who use coal as the primary source to heat their home. Please contact your local Truro City Councillor (page 49).

LiveWest (page 47) provides a number of different ways to support its tenants throughout the winter months. Tenants can use the in-house Tenancy Sustainment team, welfare advice, access grants and hardship support and find out about a range of other support available.



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:



Energy

- Understanding your energy bills, managing energy debt and speaking to your supplier.
- Tariff advice and switching.
- 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.



Money

- Advice on saving energy and money.
- Advice and help to apply for the Warm Home Discount and a range of other benefits.
- Information about discounted tariffs available from South West Water.
- Referrals to local and national organisations for help dealing with debt and money management issues.



Health & Wellbeing

- 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



COMMUNITY
ENERGY PLUS



Priority Services Register

Western Power Distribution and **Wales & West** (page 49) operate Priority Service Registers to identify and support vulnerable customers with specific needs or who are medically dependent on their energy supply. It's free to join and ensures that pensioners, people who are disabled, chronically sick, or have a hearing or visual impairment get extra help with their energy accounts, support during power cuts, advance notice if their electricity supply needs to be turned off. Contact your energy supplier and **Western Power Distribution** to find out how you can join their 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. They help people who can no longer use their gas cooker safely and could put themselves and their home at risk by leaving gas unignited or forgetting to turn the hob off. This helps people remain safely in their own homes, and gives peace of mind to family or carers, knowing they won't come to harm when they are alone. Contact **Wales & West** (page 49) to find out if you could be eligible.

Join Cornwall's energy buying clubs

You can make significant savings on your energy bills by switching tariffs. **Community Energy Switch** (page 45) is led by **Community Energy Plus** (page 45) and helps households in Cornwall to understand the tariff options available to keep energy bills as low as possible.

If your heating system runs on oil you could save money by joining an oil buying club. **Community Energy Club** (page 45) has over 2,000 members and can help you buy your heating oil at a competitive price, without the need to get quotes from several suppliers.



Fuel Poverty

Citizen's Advice Cornwall (page 45) and **Cornwall Rural Community Charity (CRCC)** (page 46) provides support to rurally isolated older people to improve their financial security and reduce fuel hardship.

CRCC offers FREE remote digital skills telephone support and helps people who may be experiencing problems or issues with their laptop, tablet or smartphone or who wish to find out more about accessing online services. Please call or 01872 243557 or 01872 243534.

Smart meters and energy monitors can save you money.

Contact your energy supplier who can install one for free.

Citizens Advice Energy Projects

Citizens Advice Cornwall (Page 45) have a number of energy projects to help people better manage their energy, stay warm and avoid large energy bills and falling into debt. The **Powerhouse** project works with NEETs and young people, **EmPOWER** with social housing tenants and the **Energy Advice Programme** is for anyone experiencing fuel debt or fuel poverty.

Support is available to those who have fallen behind with their fuel payments, by accessing benefits to help pay their bills. We 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.

TOP TIPS

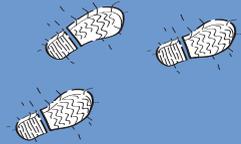
WINTER Wellbeing

for staying warm and well this winter

Call us on **0800 954 1956**



- 1 Keep warm and set your heating 18°C and 21°C (living areas) 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 You could save money by switching energy tariffs
- 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 Drive safely, consider weather conditions before you drive





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**



COVID-19

Cases in Cornwall are **HIGH**.

Please take precautions:



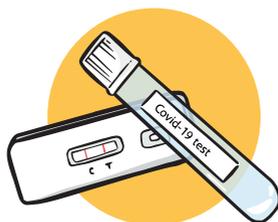
Wear a face covering



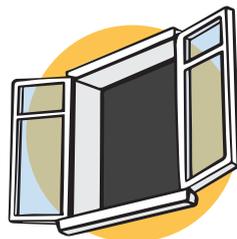
Get vaccinated



Wash your hands often



Test regularly



Open windows if meeting indoors

COVID -19 Booking Vaccinations for COVID Jobs and Booster Jobs. The NHS is coordinating the Covid-19 vaccinations. To book an appointment please use the NHS online booking service at www.nhs.uk or call 119.

You can use this service if you're aged 16 or over and registered with a GP surgery in England. You will be able to pick a site, date and a time. 12-15 year olds will have the opportunity to get their jab at school or will be invited to community clinics.

There are local pop up vaccination clinics in town centres across Cornwall, find out where your nearest one is on the NHS Kernow website. More information can be found the NHS Kernow website: www.kernowccg.nhs.uk

Testing

Do I need to get tested for Coronavirus?

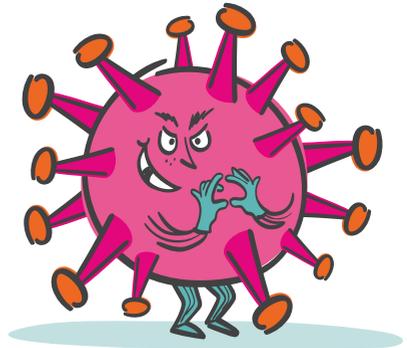
The Government recommends that everyone does 2 lateral flow tests (LFDs) every week, even if you don't feel unwell. If you do feel unwell and you're not sure if it's Covid, you can book a more sensitive PCR test online at www.gov.uk/get-coronavirus-test.

Most people with the virus have at least one of these symptoms:

- * A fever
- * A new, continuous cough
- * A loss of sense of taste or smell

Other common Covid symptoms:

- * Blocked/runny nose
- * Sore throat
- * Headache
- * Lethargy/tiredness
- * Diarrhoea
- * Hay fever like symptoms



If you are unsure you can use the NHS Coronavirus online symptom checker at <https://111.nhs.uk/covid-19/> or call 111.

If you think you have symptoms you should stay at home and isolate and only leave home to get a test. You should isolate for 10 days. If you are self-isolating or in quarantine, having been in contact with somebody positive, then a negative test result does not mean you can end isolation early.

The virus can take time to develop and so a test early on does not prove that you won't go on to develop the virus. That means you could still be at risk of spreading the disease to other people.

Covid spreads quickly within households.

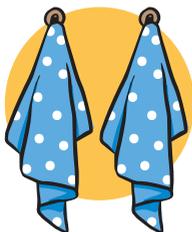
If you are required to self-isolate make sure you follow this advice to protect family members:



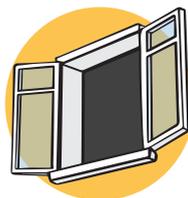
Use
separate
crockery



Clean
surfaces
often



Don't
share
towels



Ventilate
rooms where
possible.



Try **not** to spend time in close
proximity i.e. watching tv as
a family



CORNWALL
COUNCIL
one and all • onen hag oll



www.cornwall.gov.uk/coronavirus



Wash your hands
regularly with
warm water
and soap

Common winter illness

Norovirus is the most common cause of sickness and diarrhoea. Symptoms include vomiting, diarrhoea, high temperature, aches and pains. Most people will recover within two to three days and should stay at home and drink plenty of water to replace lost fluids. Medical attention may be needed for dehydration, particularly for those with a long-term health condition or children under 5 years

of age. Anyone can catch Norovirus, so it is important to avoid passing it on. It is very easy to take the illness into hospitals, care homes and schools. Norovirus is easily spread between people and can survive on surfaces for several days. To reduce the spread, clean hands with soap and warm water and stay away from work, hospitals or GP surgeries until symptom-free for two days. Call your GP or NHS 111 if your symptoms do not improve within 72 hours.

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
- * 111 will tell you what to do. They can arrange a phone call from a nurse or doctor if you need one.

Winter flu

Seasonal flu usually happens in the winter. People who are at most risk of complications of flu are recommended to get the flu vaccine every year. This year it is more important than ever because of the combination of COVID-19 and flu circulating together. Research shows that if you get both flu and COVID-19 (coronavirus) you may be more seriously ill. We want to keep you well and stop people going to hospital with a serious illness caused by flu.

People sometimes think having a bad cold is flu, but having flu is often much worse than a cold – you may need to stay in bed for a few days. For some people it can increase the risk of developing more serious illness such as bronchitis and pneumonia, or can make existing conditions worse. Respiratory disease (not including Covid) is the biggest cause of excess winter deaths.

All primary school children and, for the first time, Year 7 children will be offered the flu ‘nasal spray’ in schools to reduce community transmission. Two and three-year olds will be offered the vaccine through their GP.

You can get a free flu vaccine if you:

- * are 50 and over (including those who'll be 50 by 31 March 2022)
- * have certain health conditions
- * have a learning disability
- * live with someone who is more likely to get infectious (such as someone who has HIV, has had a transplant or is having certain treatments for cancer, lupus or rheumatoid arthritis)
- * are pregnant
- * receive a carer's allowance



Visit
www.nhs.uk/flujob
to find out if you
are eligible for
a free flu jab.

Visit the NHS website
www.nhs.uk to
find a pharmacy offering
NHS Flu Vaccinations
near you.

- * are the main carer of an older or disabled person who may be at risk if you get sick
- * are in long-stay residential care
- * are a frontline health or social care worker

You can also get your free flu vaccine from a GP surgery or pharmacy if you're a health and social care worker employed at a:

- * registered residential care or nursing home
- * registered homecare organisation hospice
- * Or if you provide health and social care through direct payments or personal health budgets.

Once uptake has been maximised in the most at-risk groups, the newly eligible 50-64-year olds will be offered the free flu vaccine. Anyone who is 50-64 years old with a long-term health condition will be offered it sooner.

Those at high risk are also offered the pneumonia and shingles jabs. For more information, please visit:

Pneumonia

www.nhs.uk/conditions/vaccinations/pneumococcal-vaccination

Shingles

www.nhs.uk/conditions/vaccinations/shingles-vaccination

JUST GET YOUR FLU JAB

The flu virus kills thousands every year.
The flu vaccine is the best protection
for you and those around you.

FREE TO THOSE MOST AT RISK

Ask your pharmacist or GP if you're eligible.

Flu
vaccine

help us
help you



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 48). 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 45) 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 45).

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 47).

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 the NHS website and search “**How Are You**”



Go to:
www.cornwall.gov.uk



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 47).

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 Kernow** website (page 48), 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 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 0-1.9 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

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 47) 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 47).

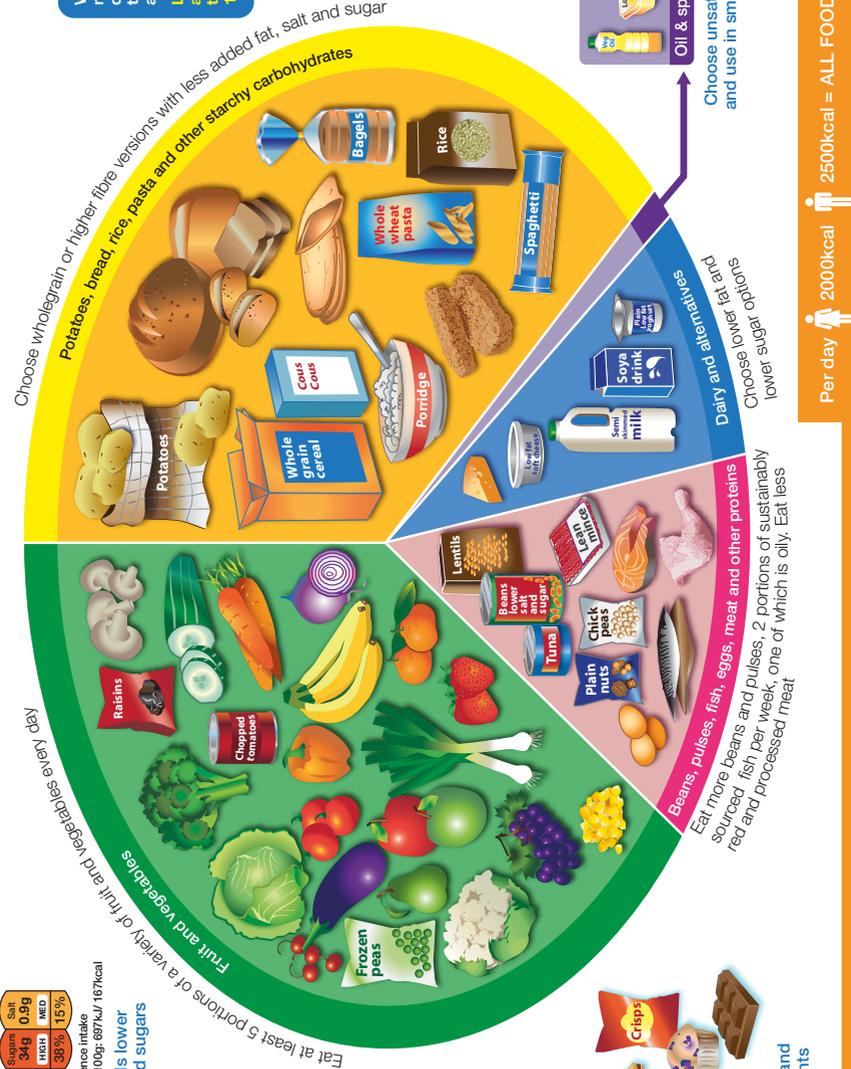
Eatwell Guide

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	13%
Fat	3.0g	LOW	4%
Saturated fat	1.3g	LOW	7%
Sugar	24g	HIGH	33%
Salt	0.9g	MED	15%

Typical values (as sold) per 100g: 697kJ / 167kcal

Choose foods lower in fat, salt and sugars



Eat less often and in small amounts

Per day 2000kcal 2500kcal = ALL FOOD + ALL DRINKS

Source: Public Health England in association with the Welsh government, Food Standards Scotland and the Food Standards Agency in Northern Ireland

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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 in the Eat Well Spend Less guide which can be ordered through the **Healthy Cornwall Information and Resource Centre** (page 47).

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 47.

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.



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>

There are also resources available on the Cornwall Council website. Please visit www.cornwall.gov.uk to find out more.

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 the [Transformation Cornwall Website](#) (page 49), where you'll find the 'Worrying About Money' leaflet.

Healthy Start vouchers

If you are pregnant, or have a child under four years old, you could get Healthy Start vouchers to help buy milk, formula milk, fruit or vegetables, or swap for vitamins. Pregnant women and children over one and under four years old can get one voucher per week. Children under one year old can get two vouchers per week. Your midwife or health visitor will be able to tell you where you can swap your coupon for vitamins in your area.



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

This page will be updated frequently in the event of severe cold weather in Cornwall. If you use Twitter, you can follow updates using the tag **#CCsnow #CCfloods**

please get me serviced every year!



Visit the **Cornwall Council** website (page 46) 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 48) for up-to-date local weather forecasts.

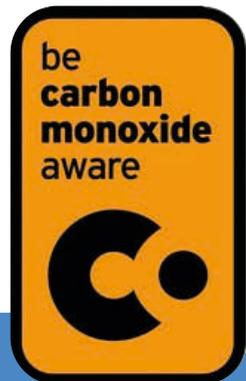
Cornwall Fire and Rescue Service (page 46)

The majority of fires are accidental and could have been prevented by following a few simple measures which help to reduce the risks including installing smoke alarms and additional fire safety equipment, like fire blankets, fire extinguishers or sprinklers. Vulnerable groups can receive a free smoke alarm and home fire safety check through **Living Safe and Well**, including older people, people who live alone, people with a disability or limiting condition, families on low incomes or lone parents. www.cornwall.gov.uk/livingsafe

Carbon monoxide

If the things you use to cook and heat your home that burn fossil fuels, such as oil, wood, gas and coal, are not put in properly they may make a gas called carbon monoxide. Carbon monoxide can make you ill, **you can't see it, taste it or smell it and it can kill you.**

- * 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.





The symptoms of carbon monoxide poisoning:

A headache is the most common symptom of mild carbon monoxide poisoning. Other symptoms include:

- * dizziness
- * nausea (feeling sick) and vomiting
- * tiredness and confusion
- * stomach pain
- * shortness of breath and difficulty breathing

Symptoms of carbon monoxide poisoning can be similar to those of food poisoning and the flu. However, unlike flu, carbon monoxide poisoning does not cause a high temperature (fever).

If your carbon monoxide alarm sounds or you suspect a leak:

- * stop using all appliances and **evacuate the property immediately** - stay calm and avoid raising your heart rate
- * **call the gas emergency number on 0800 111 999** to report the incident - or Health and Safety Executive (HSE) **Gas Safety Advice Line on 0800 300 363**
- * **do not go back into the property** - wait for advice from the emergency services
- * **get immediate medical help** - you may not realise if you're badly affected by the carbon monoxide and going outside into fresh air won't treat any exposure by itself

Cornwall Fire and Rescue Service (page 46) may be able to provide you with a free carbon monoxide detector.



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 anyway. 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 48) 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 45).

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.

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. The best time to have your chimney swept is at the start of the heating season.

Contact Solid Fuel Association (page 49).



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. **Cornwall Council Home Solutions Team** (page 46) for eligible homeowners to have main gas safety checks done. They also offer around the year help to eligible home owners with gas servicing, small repairs and safety checks of all gas appliances.

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 in Cornwall and the Isles of Scilly 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.



Getting from A to B

If you need transport to get to your hospital appointment, **Transport Access People** (TAP - page 49) have a fleet of car drivers across Cornwall who will organise transport for you. **TAP** can take folding wheelchair and walking-frame users. There is a charge for this service, payable per mile.

Cornwall Public Transport (page 46) represents all public transport operators running services in Cornwall. **Volunteer Cornwall** (page 49) provide a similar car service, again a charge per mile is payable.

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.



Get help with travel



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 Housing** (page 46) as soon as possible.

If you find or know of someone sleeping rough, please contact Rough Sleepers Scheme (page 48). **St Petroc's Street Outreach service** will provide advice and guidance to help them find accommodation. During very cold weather, **Cornwall Housing** (page 46), **St Petroc's** (page 49) and other partners can provide emergency accommodation for rough sleepers.

Domestic violence

Both women and men can be victims of domestic violence, although women are the victims in three out of four incidents reported to the police. It isn't just the victim who is harmed but their families and all who are close to them. An average of 35 violent episodes are experienced before police are called, and many incidents remain unseen and unreported. Contact the **National Domestic Violence Helpline** (page 48).

Citizens Advice Cornwall have dedicated advisers to help those that have suffered domestic abuse or been victims of crime with housing, finance and relationship advice.

Victim Support in Cornwall and Isles of Scilly (page 49) provides free, confidential support to victims and witnesses of crime. This support includes practical advice (insurance claims, seeking medical help, home and personal security advice) and emotional support.



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

1 IN 4
people experience mental
illness at some point in
their lives

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.

You can also visit our mental health webpages:

-  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 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.

Find out about the five steps to mental wellbeing online at:
www.nhs.uk/mental-health





How are you
really feeling?

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

Outlook South West (page 48) offer talking therapies if you feel you need some extra support or to talk things through. Call **01208 871905** or visit www.cornwallft.nhs.uk/outlook-south-west.

Samaritans (page 49) 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**.

Social Prescribing is a method of linking people with non-clinical sources of support within the community via a dedicated Link Worker. Six Charities, led by **Volunteer Cornwall**, have teamed up to deliver this in a range of locations and you can access the support via your GP (depending where you live).

For more information visit www.socialprescribingcornwall.org.uk or phone: **01872 266991**



We're here
for you...

Safer Cornwall 24 hour helpline
0800 138 1625

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/>



Feeling SAD in winter

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 41) 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 during this difficult time and are not always able to get out so much. **Age UK Cornwall** (page 45) 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 45) 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. Groups meet for half a day each week for a mixture of fun activities, information sessions and a good mug of tea. Groups are also supported to develop activities, events or projects that benefit the wider community.



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



Combating loneliness and improving wellbeing

Royal Voluntary Service (page 48) 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.



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



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

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 47).

Age UK Cornwall offers a dedicated Helpline, which provides information and advice and 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.



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 45) 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 46).



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.



Lifestyle Support Scheme

Available until 31 March 22

Disability Cornwall & IoS have a fantastic, dedicated team to help in times when you need extra support. We take a person-centred approach for people who live alone, are older, have a long-term health condition, disability or other complex needs. Until 31st March 2022 we can help free of charge with:

Great for
socialising

- * Coordinating services and support around an individual including acting as a single point of contact & advocating where necessary, brokering services, crisis & community grants, sourcing goods, equipment & referrals for independent living adaptations
- * A Personal Lifestyle Assistant for short term support within the home.
- * A welfare benefits check to maximise household income, including social tariffs on energy bills etc.
- * A deep clean or declutter of the home environment should you have been unable to manage to keep on top of this.

Call **01736 697055** or email: **comf@disabilitycornwall.org.uk**



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.

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 45).

Inclusion Cornwall (page 47) 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 46).

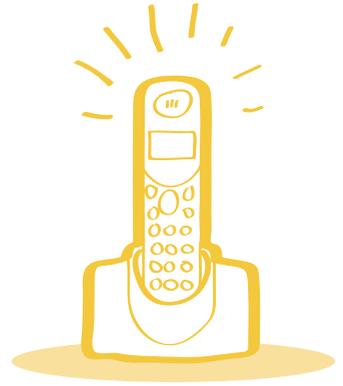
Cornwall Council can help if you are worried about paying your Rent. It is called the Discretionary Housing Payment. If you are receiving rent payments from Universal Credit or Housing Benefit payments which are less than your rent payment and need help to cover the shortfall. If you go online for further information or call the Benefit Contact Centre (page 46).

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 45).

Citizens Advice Cornwall (page 45) 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.

Benefit Contact Centre
0300 1234 121

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 47).

Veteran's Gateway (page 49) 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 48) 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.

WARM & WELL
Cornwall

Try to keep your living room between **18 and 21°C (65-70°F)**

27
24
21
18
15
12
9

Call **Community Energy Plus** to find out how we can help you to be warm and well in your home on **0800 954 1956** or visit **www.cornwall.gov.uk/warmandwell**

INFORMED

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

- A** **Active Plus**
www.activeplus.org.uk
☎ 01326 567 174
✉ admin@activeplus.org.uk
- Addaction**
www.wearewithyou.org.uk
☎ 0333 2000 325 (24hrs)
- Adult Social Care**
www.cornwall.gov.uk/health-and-social-care
☎ 0300 1234 131
- Age UK Cornwall**
www.ageukcornwall.org.uk
☎ 01872 266 383
- AskSARA**
www.cornwall.gov.uk/asksara
☎ 0300 1234 131 - adults
☎ 0300 1234 101 - children
- B** **BBC Cornwall**
www.bbc.co.uk/cornwall
- Benefit Contact Centre**
(Cornwall Council)
www.cornwall.gov.uk
☎ 0300 1234 121
- British Red Cross**
www.redcross.org.uk
Mobility Aids
☎ 01209 614 928
Emergency response
☎ 01209 614 921
- C** **Changing Lives Project**
www.volunteercornwall.org.uk
☎ 01872 265 305
- Citizens Advice Cornwall**
www.citizensadvicecornwall.org.uk
☎ Freephone 0800 144 8848
Text the word **Advice** to 78866
Textphone: 0800 144 8884
- Community Energy Club**
www.communityenergyclub.org.uk
☎ 0800 954 1956
- Community Energy Switch**
cep.org.uk
☎ 0800 954 1956
- Community Energy Plus**
cep.org.uk
☎ 0800 954 1956

Connecting Communities - British Red Cross

(Helping to support people who feel lonely and isolated)

☎ 07912080912

✉ CTreloar@redcross.org.uk

Emergency Response - Free and Confidential Coronavirus Support Line

☎ 08081963651 10am to 6pm daily

Cornwall Carers Service

www.cornwallcarers.org.uk

☎ 01736 756655

✉ hello@carersadvice.org.uk

Cornwall Community Directory

www.supportincornwall.org.uk

Cornwall Council

www.cornwall.gov.uk

☎ 0300 1234 100

CC Home Solutions Team

www.cornwall.gov.uk/housing/home-solutions

☎ 01872 224 707

Cornwall Fire and Rescue Service

(Home Fire Safety Check) Living Safe and Well

www.cornwall.gov.uk/keepingsafe

☎ 0800 358 1999

Cornwall Housing

www.cornwallhousing.org.uk

☎ 0300 1234 161

Cornwall Link

(Connecting you to your community)

www.cornwall-link.co.uk

☎ 01872 266 383

Cornwall Neighbourhoods for Change

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

www.cn4c.org.uk

☎ 01209 310610

Cornwall Partnership NHS Foundation Trust

www.cornwallft.nhs.uk

☎ 01208 251 300

Volunteers in Partnership

☎ 01726 873 255

Mental Health Response Line

☎ Freephone 0800 038 5300

Cornwall Public Transport

www.cornwall.gov.uk

☎ 0300 1234 222

Cornwall Rural Community Charity (CRCC)

www.cornwallrcc.org.uk

☎ 01872 273 952

Council of the Isles of Scilly

www.scilly.gov.uk

☎ 0300 1234 105



Devon and Cornwall Police

www.devon-cornwall.police.uk

☎ 101 (non emergency)

DisAbility Cornwall and Isles of Scilly

www.disabilitycornwall.org.uk
☎ 01736 759500

Disabled Living Foundation

www.dlf.org.uk
☎ 0300 999 0004

E EmPower

✉ empower@citizensadvicecornwall.org.uk

F Family Information Service

☎ 0800 587 8191
✉ fis@cornwall.gov.uk

Fuel Bank (Camborne)

☎ 01209 719415

G Get Active Cornwall

www.getactivecornwall.co.uk
☎ 01872 323 346

H Health and Social Care

www.cornwall.gov.uk/health-and-social-care
☎ 0300 1234 131

Healthy Cornwall

www.healthycornwall.org.uk
☎ 01209 615 600

Healthy Start vouchers

www.healthystart.nhs.uk
☎ 0845 607 6823

Highways Agency

www.highways.gov.uk
☎ 0300 123 5000

Housing and Homelessness

www.cornwallhousing.org.uk
☎ 0300 1234 161

I Inclusion Cornwall

www.inclusioncornwall.co.uk
☎ 01872 326 440
✉ hello@inclusioncornwall.co.uk

Inclusion Matters

cornwallrcc.org.uk/projects
☎ 01872 266383

J Jobcentre Plus

www.gov.uk/contact-jobcentre-plus
☎ 0845 604 3719

Jobcentre Plus Redundancy support

☎ 01872 355 068

K Kernow Credit Union

www.kernowcreditunion.co.uk
☎ 01209 314449

L Learning Disability Liaison Team

www.cornwallft.nhs.uk/learning-disability-team
☎ 0300 1234 131

LiveWest

www.livewest.co.uk
☎ 0300 123 8080

M Meal Providers

Oakhouse Foods
www.oakhousefoods.co.uk
☎ 0333 370 2514
Supreme Cuisine
☎ 01579 347 346

Wiltshire Farm Foods
www.wiltshirefarmfoods.com
☎ 01326 378444

Met Office

www.metoffice.gov.uk
☎ 01392 885 680

NHS 111

www.nhs.uk
☎ Dial 111 free

National Domestic Violence Helpline

nationaldomesticviolencehelpline.org.uk
☎ 0808 2000 247

NHS Kernow

www.kernowccg.nhs.uk
☎ 01726 627 800

Out of Hours GP services

☎ Dial 111 free

Outlook South West

www.cornwall.nhs.uk/outlook-south-west
☎ 01208 871 905

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
☎ 01726 862 727

Powerhouse (Citizens Advice Cornwall)

www.citizensadvicecornwall.org.uk
☎ Freephone 0800 144 8848
✉ powerhouse@citizensadvicecornwall.org.uk
Text **Advice Powerhouse** to 78866

Private Sector Housing Team

www.cornwall.gov.uk/housing
☎ 01209 615629
✉ psh@cornwall.gov.uk

Rough Sleeper Scheme

www.streetlink.org.uk
☎ 0800 151 3441
☎ 0300 500 0914

Royal British Legion

www.rbl.org.uk
☎ 0808 802 8080

RCHT West Cornwall Hospital and St. Michaels Hospital

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
☎ 0330 555 0310
☎ 01209 218179

SADA (SAD Association)

www.sad.org.uk
☎ 0808 169 8313

Samaritans

www.samaritans.org

☎ 116 123

Solid Fuel Association

www.solidfuel.co.uk

☎ 01773 835 400

St Petrocs

www.stpetrocs.org.uk

☎ 01872 264 153

T TAP Transport services

☎ 01872 223 388

Transformation Cornwall

transformation-cornwall.org.uk

☎ 07485 476 598

✉ info@transformation-cornwall.org.uk

Truro City Council

www.truro.gov.uk

☎ 01872 274 766

V Veterans' Gateway

www.veteransgateway.org.uk

☎ 0808 802 1212

Victim Support

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

Winter Friends

☎ 01872 265 305

Transport

☎ 01872 265 300

✉ enquires@volunteercornwall.org.uk

W Wales & West Utilities

☎ 0800 912 2999

www.wvutilities.co.uk

Warm West

☎ 01656 747623

✉ information@warmwest.org.uk

Western Power Distribution

General Enquiries

☎ 0800 678 3105

Emergencies

☎ 105 (emergency number)

Minicom: 03456 012318

Webchat:

westernpower.co.uk

SMS service: 07537 402 105

Winter Friends

☎ 01872 265305

Winter Fuel Payments

www.gov.uk/winter-fuel-payment/overview

☎ 0800 731 0160

Y YZUP

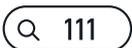
☎ 01872 300 816





Just think 111 online first

When you think you need A&E,
go to [111.NHS.UK](https://www.nhs.uk/111)



FEELING ANXIOUS? SIMPLE BREATHING EXERCISES COULD HELP

Get a free, personalised
Mind Plan and discover
simple steps to look after
your mental wellbeing.

Search Every Mind Matters

**Better
Health**

**every mind
matters**



A Partnership between Cornwall Council, Council of the Isles of Scilly, Community Energy Plus, Department of Business, Energy and Industrial Strategy, Cornwall Rural Community Charity, Inclusion Cornwall, NHS Kernow and OVO, Cornwall Partnership NHS Foundation Trust supported by Age UK Cornwall, Coastline Housing, Citizens Advice Cornwall, Cornwall Community Foundation, Cornwall Housing, Cornwall Rural Housing Association, Cornwall Voluntary Sector Forum, Cornwall Fire and Rescue, LiveWest, Ocean Housing, Penwith Community Development Trust, Royal British Legion, Royal Voluntary Services, St Petroc's, Volunteer Cornwall, Warm Homes Fund and Warm West.

For more information call: **01726 627802**



For help this Winter call **0800 954 1956** or email **advice@cep.org.uk**

To ask for more copies of this Winter Wellbeing Guide please email **phdesk@cornwall.gov.uk**