

# Keep Warm and Comfortable

Enfield Council's guide  
for wellbeing during the  
winter months

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For further advice contact:

Health Housing and Adult Social Care  
Private Sector Housing Team  
Enfield Council  
Civic Centre  
Enfield  
EN1 3XL

 **020 8379 1000**

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



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Every effort has been made to ensure that all the information in this guide is correct at the time of publication. If you see anything that is incorrect, or know of some information that should be included in the next edition, please let us know.

Please note all benefits and costs quoted are for April 2015 to March 2016

# Introduction

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## ***Winter Warmth***

Keeping warm is a vital part of good health in winter, especially for the elderly. Reduced mobility, low income and poor quality housing are just some of the factors, which can increase vulnerability.

This publication has been put together for you to use and we are sure you will find it a helpful guide for services you may need.

Keep this guide handy and refer to it often for useful tips, website addresses and telephone numbers.

If you would like to see more in it (or less!) do let us know. Contact the Private Sector Housing Team on:



020 8379 1000

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## ***Get ready for winter with the Flu Jab***

The NHS recommends you should have a flu jab if you are aged 65 or over. However many people with heart, chest, kidney and some other problems can benefit from a flu jab too.

All GP surgeries in the borough offer the seasonal flu jab free of charge to people who are at risk to make sure they are protected against catching the flu and developing serious complications. The vaccine is updated every year to combat the latest flu strains, so even if you had the jab last year, you will need it again this year.

For more information visit your local doctor  
or

[www.nhs.uk/conditions/vaccinations/pages/flu-influenza-vaccine.aspx](http://www.nhs.uk/conditions/vaccinations/pages/flu-influenza-vaccine.aspx)

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To find out how to cope with flu read *Keep Warm Keep Well* (by *the NHS*). Get a copy of 'Keep Warm Keep Well' from:

## **NHS 111**

Enfield Council  
Private Sector Housing Team  
Civic Centre  
Enfield EN1 3XL  
 020 8379 1000

Age UK Enfield  
Unit 2, Vincent House  
2E Nags Head Road  
Enfield EN3 7FN  
 020 8375 4120

Also available from the following websites:

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

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

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

## Section 1: Keeping your home warm

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## Keeping your home warm

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Here is some help and advice to help you keep warm in your home.

### *Tips for keeping warm in your home*

If you are exposed to a short period of extreme cold or a prolonged period of mild cold you could be at risk of hypothermia, which can become a dangerous medical condition.

If the room temperature falls below 16°C (61°F) then anyone in that room could be at risk from hypothermia. Common signs are:

- Shivering and pale, cold, dry skin.
- Disorientation, apathy or irrational behaviour.
- Impaired consciousness or lethargy.
- Slow and shallow breathing.
- Slow and weakening pulse.
- In extreme cases the heart may stop.

Ideally every room should be kept at a temperature of 21°C (70°F). Using a thermometer to check the temperature can be extremely useful in cold conditions.

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If you are worried that leaving the heating on constantly would be too expensive, bring the temperature in your bedroom up to a comfortable level before bedtime. In difficult and cold conditions, living and sleeping in one room can help reduce cost and keep you warm. If you need to move things into one room, make sure you get help to move them, as some items may be heavier than you think.

If you have any concerns, contact your Doctor or contact NHS 111 on:

 Helpline 111

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

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## ***Hot water bottles and electric blankets***

Hot water bottles and electric blankets can provide warm comfortable sleeping conditions.

You should check them annually to make sure they are safe to use. **Remember: never** use a water bottle and an electric blanket together as it can be extremely dangerous. Always make sure they are in good condition to avoid accidents.

Once your electric blanket is out of its guarantee period, have it serviced once a year or in accordance with the manufacturer's instructions. Never use a faulty electric blanket and replace it if:

- any connections are loose
- the fabric is worn or frayed
- it is marked or scorched
- it has no overheat protection
- the flex is worn or damaged
- it displays an old BEAB kite mark.

New blankets must have the European Certification Mark to conform to the latest standards.

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## ***Less fuel means smaller fuel bills***

You can save heat and money by insulating your home from the cold. Energy efficiency installations such as low energy light bulbs, draught excluders, loft insulation, double-glazed windows and condensing boilers can make savings on fuel bills.



Your local DIY store will supply materials required if you need to take immediate action.

You can also get free professional advice and may be able to get a grant from the Energy Saving Trust.

For more information visit the Energy Saving Trust on:  
[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

The Energy Saving Trust website will give you free advice and information on access to grants, which could make significant long-term savings to your fuel bills.

If you have electric storage heaters or an immersion heater don't forget to turn them off if you are going away.

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Your gas central heating boiler should be checked annually by a CORGI approved engineer. This will ensure safety and energy efficiency. Replacing a 15 year-old boiler could save you over 20% on your fuel bills, if you install a condensing boiler you could save 32%, this could increase to 40% if you also install the right heating controls - an electronic timer, and thermostatic radiator valves. Your boiler will be more efficient if you insulate all associated pipe work.

Taking action to reduce energy consumption (carbon dioxide Co2 emissions), can save you money on your fuel bills, and help the environment. For example a 3 bedroom mid-terrace property can make the following annual savings if the following actions are taken:

Cavity wall insulation	£70-£200
Loft insulation (200mm)	£40-£130
Draught proofing	£20-£128
Double glazing	£80
Under floor insulation	£15-£25
Filling gaps in-between boards	£5-£10
Energy saving light bulbs	£40
Turning off standby appliances	£30

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How long it takes to recover the initial investment depends on the size of your property and if you are able to do the insulation work yourself.

Further savings can be made if you purchase 'A' rated energy efficient domestic appliances such as 'A' rated fridge, freezer or washing machine.

Check the energy efficiency of your home and learn how to save fuel and money by visiting the Energy Saving Trust website:

 0300 123 1234

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



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## ***Paying Fuel Bills***

Gas and electricity bills can be worrying but there are ways of paying for fuel that may make it easier for you. Here are some tips for paying bills - Budget Schemes:

- **Monthly, fortnightly, weekly budget schemes or payment plans** involves a direct debit or standing order from your bank account paid regularly throughout the year.
- **Flexible Payment Schemes** may be useful if your income varies during the year. You can build up credit on your fuel account while your income is higher to reduce your payments during quieter periods.
- **Prepayment meters** are the most expensive way to pay for fuel bills, but enables you to pay as you go, and gives you greater control over your weekly bill.
- **Saving stamps** can be bought from the Post Office and allow you to build up credit towards your next bill.

Not all fuel companies provide the above ways of paying, so you should contact your service provider(s) to find out what they offer.

In addition the government make special winter payments that can be claimed to help pay your bills.

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## ***Home Heat Helpline***

The Home Heat Helpline is a free, central phone number offering practical energy advice for people concerned about paying their energy bills.

The Home Heat Helpline website also has a range of useful information and advice to help you through the winter months.

 **Freephone 0800 33 66 99**

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



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## **Ofgem**

If you have an energy problem, the first thing to do is to contact your energy supplier. If you are not satisfied with their response, you should ask for your complaint to be raised higher, as part of the supplier's complaint handling procedures. If you are still not satisfied your complaint can be investigated by the Energy Ombudsman.

The Citizens' Advice Bureau can also provide independent information and advice on how to progress your complaint.

 020 8375 4170

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

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## ***Energy Ombudsman***

There are rules about when the Energy Ombudsman can accept a complaint. Look through their website for details.

[www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk)

If after looking through the Energy Ombudsman website you are still unsure if your complaint is one that they can handle, give them a call.

 **0300 440 1624**

**Monday to Friday 9am to 5pm**

Fax: 0330 440 1625

Textphone: 0330 440 1600

The Energy Ombudsman take calls from those using RNID  
Typetalk Relay and TextDirect Services at:

Ombudsman Services: Energy

PO Box 966

Warrington

WA4 9DF

Email: [enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)

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## Keeping finances in check

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Here is some advice for helping you to increase your income and manage your money better.

### ***Winter Fuel Payments***

Are you getting the benefits you are entitled to?

#### **Government Winter Fuel Payments**

The Government offers help with winter fuel payments in three ways:

- You cannot claim a winter fuel payment for 2015 to 2016 after 31<sup>st</sup> March 2016.
- A Winter Fuel Payment of between £100 and £300. If you were born on or before 5<sup>th</sup> July 1953, you may be entitled to claim. To claim or find out more about the scheme call:

 **03459 15 15 15**

Lines are open 8.30am to 4.30pm  
Monday to Friday  
Calls are charged at local rate

Textphone: 0845 606 0285

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- A Cold Weather Payment is paid automatically following a seven-day period of exceptionally cold weather. This payment is made to people receiving income support, Employment and Support Allowance (income-related), income-based Jobseeker's Allowance, and Pension Credit.

For more information see  
[www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)

### ***Pension Credit Service***

You could be entitled to more money, if you are:

- Single, over 65 and receiving less than £148.35 a week or
- A couple, over 65 and receiving less than £226.50 a week

To find the Pension Credit Service nearest to you call:

 **Helpline 0800 731 7898**  
8am to 6pm Monday to Friday

Textphone: 0800 731 7339

[www.gov.uk/contact-pension-service](http://www.gov.uk/contact-pension-service)

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## ***Veterans UK***

Veterans UK gives help and advice on pension matters and any problems facing war pensioners and their families. It is a part of the Ministry of Defence. Their welfare managers can visit you at home, and they work very closely with the Employment Services, Disablement Employment Adviser (DEA), Local Authorities and voluntary organisations. Contact them for more information on:

 **Helpline 0808 1914218**

Monday to Thursday 7.30 to 18.30

Friday 7.30 to 17.00

Email: [veterans-uk@mod.uk](mailto:veterans-uk@mod.uk)

Veterans UK website: [www.gov.uk/veterans-uk](http://www.gov.uk/veterans-uk)

### ***Reminder - Making fuel payment arrangements***

If you have gas or electricity bills that you can't pay, let your supplier know right away. They will want to help you find a way of settling the amount, perhaps by spreading out repayment over a longer period. It is best to contact them quickly rather than let the debt mount up. For more information about fuel payment arrangements see page 19 in this guide.

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## ***Loan Sharks***

If you need to borrow money always consider if you can afford the terms and conditions of repayments. Get independent advice first. Avoid loan sharks at all cost and look for companies that offer affordable repayment rates.

The gov.uk website explains a range of ways to borrow money, including borrowing from Credit Unions:

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

## ***Credit Unions***

Credit Unions are financial co-operatives owned by their members. They form a worldwide movement covering 80 countries, with nearly 40,000 credit unions and in the region of 100 million individual members.

### ***Borrowing from a Credit Union***

In some circumstances there is a requirement for you to have saved with the Credit Union for a time prior to being granted a loan. However under the Handyloan scheme, loans of around £500 can be considered to those needing emergency help.

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Any lending is subject to the approval of the Credit Committee, who are annually elected members of the Credit Union.

There will also be a credit search on all applicants requesting a loan before they are processed and members may be interviewed upon application. An answer can almost always be given within seven days of receipt of an application, and usually much quicker.

Remember, whatever you save with a Credit Union will be fully protected by insurance and guaranteed by the government. So even in the unlikely event of the Credit Union failing, depositors will be compensated for 100% of their savings.

For more information call:

 **020 8366 8244**

North London Credit Union  
3 George Mews  
Enfield, Middlesex EN2 6JL

[www.northlondoncreditunion.com/](http://www.northlondoncreditunion.com/)

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## ***Independent financial advice***

If you are having problems paying your bills, get help right away.

The **Debt Support Trust** is registered charity providing debt advice and support for people struggling to manage their debt.

 Helpline **0800 085 0226**  
[www.debtsupporttrust.org.uk](http://www.debtsupporttrust.org.uk)

The **National Debtline** provides free confidential and independent advice on how to deal with debt problems.

 Helpline **0808 808 4000**  
[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

The **Money Advice Service** is an independent service set up by the government to provide clear, independent advice on money matters and free information guides.

 Helpline **0300 500 5000**  
8am to 8pm Monday to Friday, 9am to 1pm Saturday  
[www.moneyadvice.org.uk](http://www.moneyadvice.org.uk)

The Money Advice Service have produced a budget calculator, this can be useful in managing your bills.  
[www.moneyadvice.org.uk/en/tools/budget-planner](http://www.moneyadvice.org.uk/en/tools/budget-planner)

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## Keeping yourself warm

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Here are some tips for coping with the cold and staying warm and comfortable.

### ***Eat a Well Balanced Diet***

We are what we eat, so eat wisely. A sensible and varied diet can help to make eating more enjoyable, prevent the onset of illness, and help you stay healthy and active.

It is natural for us to eat less as we get older because we become less physically active and our body adapts and adjusts to our overall intake of food. This makes it more important to eat a well balanced diet.

It is important that you have at least one hot meal a day, and have regular hot drinks. It is a good idea to stock up on some basic food supplies in case you are forced to stay in during cold or icy weather. It is important to heat chilled or frozen food to a temperature of 75°C, and ensure it is thoroughly cooked before eating.

Poor dental health can affect your ability to chew food and eat a well balanced meal. Ensure you have a regular dental check-up. Try to avoid the cold weather by going in late summer for your check up.

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For question and answers on healthy eating in later life visit the Which? Website:

[www.which.co.uk/home-and-garden/staying-independent-at-home/reviews-ns/nutrition-for-the-elderly](http://www.which.co.uk/home-and-garden/staying-independent-at-home/reviews-ns/nutrition-for-the-elderly)

If you have any concerns, contact your Doctor or NHS Direct on:

 **Helpline 111**

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



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## **Home Meals Service**

If you experience difficulty preparing food, you may wish to consider a Home Meals Service. For a well balanced diet, which contributes to general health and wellbeing, the service provides hot and frozen meals to meet ethnic, cultural and dietary needs.

You will need to contact the companies directly, Enfield Council currently uses these three companies:

Apetito

 0808 271 6600

[www.apetito.co.uk/private-home-deliveries/](http://www.apetito.co.uk/private-home-deliveries/)

Sodexo

 0208 804 6318

[uk.sodexo.com/uk/en/services/personal-home-services/meal-service](http://uk.sodexo.com/uk/en/services/personal-home-services/meal-service)

Wiltshire Farm Foods

 0800 077 3100

[www.wiltshirefarmfoods.com](http://www.wiltshirefarmfoods.com)

The delivery staff are not allowed to leave the meal on the doorstep, or with a neighbour. They are instructed to deliver your meal to you in person.

If you have any difficulties contacting these providers, please contact Adult Social Care who will be happy to put you in touch with the provider of your choice:

 **020 8379 1001**

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## ***Wrap up Well***

- Wrap yourself up well at all times even when going to bed. It is better to wear several layers of thin clothing than one thick layer. Thermal clothing is effective, but natural fibres tend to give better insulation than manmade materials such as polyester.
- If you are seated for long periods a blanket over your knees, along with a hat, scarf and gloves, will help keep you warm.
- Try to keep as active as possible. Walking to the shops, or up and down stairs, doing house-hold chores, or performing a simple exercise routine, are activities that will help keep you warm. But remember all activities must be carried out at a comfortable pace.

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## ***Leisure Activities***

Maintaining good health is very important to how well you cope with the cold weather.

Enfield Council's Sports Development Team, has an Adult and 50+ programme of indoor and outdoor activities which includes: badminton, bowls, keep fit, swimming and walking to name a few.

Enfield Council also encourages sporting activities for the disabled within the community.

For more information please contact the Sports and Play Administration Team:

PO Box 58  
Civic Centre  
Silver Street  
Enfield, EN1 3XJ

 **020 8379 1000**

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

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Enfield Council hosts some of the regions largest public events including vintage vehicle pageants, traditional town and country shows and a large number of varied and colourful community events. For further information on events, guided walks and attractions around the Borough, including details on facilities, please contact the Arts and Museum Team on:

 **020 8379 1000**

Walking can, not only keep you warm, but also fit and healthy. A brisk walk is excellent exercise.

Walking could halve your risk of coronary heart disease, help prevent the onset of some cancers and reduce stress.

Enfield is one of the greenest London boroughs.

The Walking for Health website provides information on local walks.

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

There is also a programme of informative guided walks and countryside rambles.

In addition to the local guided walks, if you are interested in London wide walks and events please contact Transport for London.

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## To get walking:

Email: [friendsofparks@enfield.gov.uk](mailto:friendsofparks@enfield.gov.uk)

 020 8449 2459

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

## Age UK Enfield

 020 8375 4102

[www.ageuk.org.uk/enfield/](http://www.ageuk.org.uk/enfield/)

For more information visit the Transport for London website:  
[www.tfl.gov.uk/modes/walking](http://www.tfl.gov.uk/modes/walking)



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The Older Person's Essential Guide 2012-2014 provides a list of social groups and activities which might interest you. Select an activity that helps you to maintain your physical and mental well-being.

Get a copy of the Older Person's Essential Guide from:

Age UK Enfield  
Unit 2, Vincent House, 2E Nags Head Road, Enfield EN3 7FN

Enfield Council  
Private Sector Housing Team  
 020 8379 1000

Also available on the Enfield Council website:

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

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## ***Health Trainer Sessions***

Free one to one support is available to lose weight, eat more healthily, increase your physical activity and quit smoking.

Health Trainers provide information and practical support for people who want to make a healthy lifestyle change.

For more information call:

 020 8379 5269

[www.enfield.gov.uk/healthandwellbeing/info/1/your\\_health/120/health\\_trainers](http://www.enfield.gov.uk/healthandwellbeing/info/1/your_health/120/health_trainers)

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## Keeping safe in your home

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Here is some help and advice so that you can keep safe in your home.

### ***Safe and Connected***

Safe and Connected enables older and younger vulnerable residents to maintain their independence at home. The service works alongside the Council's housing and social care departments, the police and other emergency services, to help reassure and protect.

This service enables you to signal for help and assistance from the call centre in emergencies. The service is subject to assessment by community and adult social services. You will be financially assessed to determine associated costs, including maximising your benefits.

Contact the Safe and Connected service for more information on:

 020 8803 1524

[www.enfield.gov.uk/safeandconnected](http://www.enfield.gov.uk/safeandconnected)

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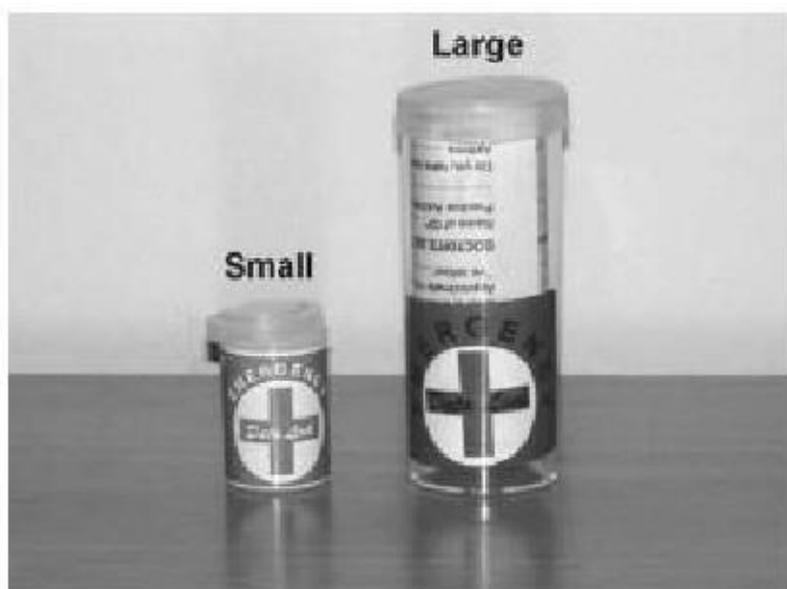
## Message in a Bottle scheme

This scheme helps the emergency services to help you.

### ***How it works***

Write down your medical condition and or medication details and place the information in the bottle provided. Put the bottle in the fridge. Place one of the special stickers on the outside of your fridge door. The other special sticker should be placed on the inside of your front door for the emergency services and other caring agencies to find your medical details in an emergency.

Two sizes of bottles are freely available from your Doctor, Home Carer, Home Meals Delivery Person, Age Concern or Social Services.



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## ***Disabled Living Foundation***

A national charity that provides free, impartial advice about all types of daily living equipment and mobility products for disabled adults and children, older people, their carers and families. The service can help you find independent living solutions that enable you to stay active and improve your quality of life.

For more information contact the  
Disabled Living Foundation  
380-384 Harrow Road  
London W9 2HU

 **0300 999 0004**

10am to 4pm Monday to  
Friday

[helpline@dlf.org.uk](mailto:helpline@dlf.org.uk)

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



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## ***Occupational Therapy / AT Home Centre***

Occupational Therapy aims to help people of all ages with everyday activities. The service assesses the needs of people who have significant difficulties in carrying out essential activities of daily living.



If following Occupational Therapy assessment, you need community equipment, they can arrange for the Integrated Community Equipment Service to deliver the items. Alternatively, a direct payment system is in place if you wish to arrange your own equipment.

Independent Living Resource Centre  
The Assessment Suite  
14 Centre Way, Claverings Estate  
Edmonton N9 0AH

 020 8379 1000 / 6937

Fax: 020 8379 6901  
Monday to Friday 9am to 5pm

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## ***Private Sector Housing Team***

The Private Sector Housing Team provides information, advice, and financial assistance for making your home safe and comfortable.

Help is available to homeowners, housing association tenants and privately rented tenants, through:

- Disabilities Facilities Grants
- Small Works Grants
- Decent Homes Grants
- Enfield care and Repair – home improvement agency and housing options service

Due to limited resources, all grants are means tested to ensure that the most vulnerable are given appropriate assistance.

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## ***The Disabled Facilities Grant***

This is a mandatory grant that provides adaptations for disabled people to enable them to continue living safely and comfortably in their home. The grant is given following an assessment by an Occupational Therapist from (Social Care) AT Home Centre.

The grant is available to owner-occupiers or tenants. If you are not receiving means tested benefits, a form will need to be completed to find out if you need to make a contribution towards the cost of the adaptation.

Grants are available for essential facilities such as:

- central heating
- hoists, through the floor and stair-lifts
- ramps, steps and enlarged door frame
- lever taps, level access and over bath showers

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## ***Small Works Grant***

This grant provides interest free repayable financial assistance to help with the cost of essential repairs, such as:

- Badly leaking roofs
- Dangerous electrical installations
- Breakdown of existing plumbing and heating services

To apply you must have owned your property for at least three years and have a vulnerable person living in the home. If you are not receiving means tested benefits, a financial assessment will be carried out to determine if you need to pay a contribution.

If the dwelling is sold, the Council will require the grant to be repaid in full.

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## ***Decent Homes Grant***

This is a repayable interest free grant to assist home owners in need of repairs to live in properties that meet the Housing Health and Safety Standards.

The works required need to be substantial and likely to cost more than £3,000. The grant provides financial help towards homes in a bad state of repair, such as:

- lacking basic amenities such as a bathroom or toilet facilities
- lacking acceptable heating and insulation with extensive dampness

If you are not receiving means tested benefits, a form will need to be completed to find out how much money you would need to pay towards the work to be carried out.

If the dwelling is sold, the Council will require the grant to be repaid in full.

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## ***Enfield Care and Repair***

### **Home Improvement Agency**

Enfield Care and Repair, home improvement agency provides free independent advice, support and practical help. The service supports older people and adults or children with disabilities living in privately owned homes.

To enable vulnerable people live comfortably, and independently, in their own home the agency can provide a professional surveying and architectural service for adaptations, home improvements, draught proofing, insulation, heating and security works.

Fees are charged for the professional service, however in some cases the fee can be met by the grants.

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## ***Enfield Care and Repair***

### **Housing Options Service**

The Housing Option Service provides information, advice, support and practical help for older people. Assistance is available to older people living in poor quality or unsuitable housing who are considering options for moving home.

Listed below are some of the housing options:

- sheltered housing (with or without care)
- owner occupied housing
- rented properties
- moving in with family or friends
- retirement housing to rent or to buy
- shared ownership accommodation
- residential and nursing homes
- access to grants, loans or equity release
- home-share

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If you would like more information please contact:

Private Sector Housing Team  
Community Housing Services  
PO Box 59 Civic Centre  
Silver Street  
Enfield EN1 3XL

 020 8379 1000

Fax: 020 8379 4257

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

### ***Department of Work and Pensions (DWP)***

If you are in receipt of Income Support and require essential repairs to your property you may qualify for assistance from the DWP. Contact your local office for advice.

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

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## ***Help at Home Service***

The Age UK Help at Home service brings together practical services to help people live independently within the community.

Through the service, people can access information, advice, support and practical help. There is a cost for this service.

For information on the range of services provided, get a copy of 'The Home Support Network' leaflet from:

Sarah Gibbs  
Supporting Independent  
Lifestyles  
Age UK Enfield  
Unit 2, Vincent House  
2E Nags Head Road  
Enfield EN3 7FN

 020 8375 4120

Fax: 020 8375 4138

Email: [SILs@ageukenfield.org.uk](mailto:SILs@ageukenfield.org.uk)

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## ***The Handy Persons Service***

The service is aimed at increasing the personal safety and security of older and vulnerable people by carrying out minor repair work in the home. For example:

- Corgi registered plumber and electrician
- NICEIC registered electrician
- installation of grab-rails
- door locks and chains or
- improving inadequate lighting
- small decorating jobs

There is a cost for this service. Workers are CRB checked.

For more information contact the Handy Persons Service on:

Reanna Kirwan  
Supporting Independent  
Lifestyles  
Age UK Enfield  
Unit 2, Vincent House  
2E Nags Head Road  
Enfield EN3 7FN



020 8375 4120

Email: [SILS@ageukenfield.gov.uk](mailto:SILS@ageukenfield.gov.uk)

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## ***Fire Prevention***

The London Fire Brigade has published 'A Guide for Older People', which gives important tips and advice on how to protect your home from fires and make your home safer.

Read the guide as it could save your life.

### **What to do in the case of a fire**

- Alert other members of the household
- Get out and stay out
- Call the Fire Brigade on 999

### **Fire Exit Plan**

Be aware of fire hazards in your home, fit a **working smoke alarm**. Develop a fire exit plan in case of emergency.

- Make sure door lock keys are always at hand.
- Ensure that any passage leading to safety is never obstructed.
- Have a torch handy for use in an emergency.

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## ***Kitchen Fires***

A common cause of fire is cooking.

- Never leave cooking unattended.
- Never fill a chip pan more than one-third full of fat.
- Overheated oil or fat can catch fire without warning.
- Never leave a chip or fat pan unattended.
- Never throw water on burning fat or oil.

**Remember:** turn off the cooker if you leave the kitchen.

## **Bedroom Fires**

Before you go to bed:

- Switch off and unplug all unnecessary electrical appliances
- Empty ashtrays making sure that the contents are cold
- Switch off any portable heaters
- Close all doors. This slows down heat and smoke in the event of a fire
- Never smoke in bed or if you are tired

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## ***Home fire safety checks***

Did you know? Nearly 60 per cent of people who die in fires are aged 60 or over. The winter period is the time of greatest risk, as the use of heaters and cooking appliances increases.

The fire service offer a free home fire safety check and free smoke alarm.

 Freephone 08000 28 44 28

Fax: 020 8536 5913

[www.london-fire.gov.uk/HomeFireSafetyVisit.asp](http://www.london-fire.gov.uk/HomeFireSafetyVisit.asp)

Email: [smokealarms@london-fire.gov.uk](mailto:smokealarms@london-fire.gov.uk)  
(service covered: Monday to Friday 8am to 5pm)

## Section 5: Keeping safe while out and about

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## Keeping safe while out and about

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Here is some help and advice to keep you safe while out and about.

### ***Safer Neighbourhoods***

To find out about Safer Neighbourhoods in your area, log onto:  
[content.met.police.uk/site/saferneighbourhoods](http://content.met.police.uk/site/saferneighbourhoods)

### **Metropolitan Police**

There is a new number to call in non-emergency situations to improve your access to all Metropolitan Police services.

 101

[content.met.police.uk/site/crimeprevention](http://content.met.police.uk/site/crimeprevention)

In an emergency always dial:

 999

### **Crimestoppers**

Crimestoppers is an independent charity. If you have information about crime in your area and you would rather not speak to the police, you can give information anonymously to Crimestoppers on:

 0800 555 111

[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

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## ***Tips for improving security***

### **Beware of Bogus Callers**

Don't become a victim to callers at your door.

**If you have any doubt about someone at your door, do not open it.** Ensure the door is chained and check their identification. Ring their office to confirm they are genuine, but do not ring a number given by the caller on their card or letter, as it could be false.

Remember:

- Fit a security chain and use it.
- Ask the caller for proof of identity, check it carefully, but keep the chain on the door.
- Ask the caller to come back if you are alone (never let them know you are alone).
- Be cautious – even if they are in uniform.
- Think before you open the door.

Treat every stranger with caution. If you are still worried, dial 999 immediately and ask for the police.

### **Safe House Scheme**

To be assessed for security by the Crime Prevention Officer as part of the Safe House Scheme please contact Enfield's Community Safety Team on:



020 8379 1000

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## ***Travel Concessions - Freedom Passes***

The Council can offer the following services for older people and people with disabilities:

Travel permits for bus, underground and train journeys.

### **Freedom Passes**

The Freedom Pass allows free travel for older and eligible disabled people on bus, underground and rail services in Greater London. You can travel on local buses free after 9am on weekdays and any time on weekends and bank holidays. You can use tube and local rail services after 9.30am.

People over 60 who live in the London Borough of Enfield automatically qualify for a Freedom Pass and should apply at main Post Offices. You will need to complete an application form, supply two passport-sized photographs and provide proof of residence and age.

The freedom pass scheme is managed by London Councils on behalf of all local London borough councils.

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## ***Disabled Person's Freedom Passes***

The Disabled Person's Freedom Pass allows free travel for older and eligible disabled people on bus, underground and rail services in Greater London and on local bus services in England. On buses and tubes you can travel free at any time. You can use local rail services after 9.30am. You can travel on local buses only between 9.00am and 11.00pm, when using the pass outside the London area.

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## **I am under 60, can I qualify for a disabled person Freedom Pass?**

If you are under retirement age and have one of the following disabilities you may also qualify for a Freedom Pass. If you:

- have a permanent physical disability that substantially affects mobility
- are registered blind or partially sighted
- are registered deaf
- are without speech
- are without arms or without the long-term use of both arms
- are not eligible to hold a driving licence on the grounds of medical fitness (except through misuse of drugs or alcohol)
- have a long-term mental health problem
- have a severe learning disability

### ***Freedom Pass - How to apply***

Pick up an application form from the post office or download an application form from the Freedom Pass website:

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

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To find out if you qualify for a Freedom Pass contact the  
Concessionary Travel Service:

Enfield Council  
Civic Centre  
Silver Street  
Enfield EN1 3XA

Walk in sessions at Enfield Civic Centre  
Monday to Friday 9am to 4.30pm (excluding Bank Holidays)

 020 8373 1000

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

Freedom Pass Website:  
[www.freedompass.org](http://www.freedompass.org)

For enquiries about Freedom Passes, please contact London  
Councils:

 0300 330 1433

Email: [info@freedompass.org](mailto:info@freedompass.org)

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

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## ***Travel Information***

Transport for London Information Line:

<https://tfl.gov.uk/plan-a-journey/>

 0343 222 1234

London Buses:

[www.tfl.gov.uk/buses](http://www.tfl.gov.uk/buses)

 0343 222 1234

London underground:

<https://tfl.gov.uk/modes/tube/>

 0343 222 1234

National Rail Enquiries:

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

 08457 484 950

N.R.Enquires (MINICOM)

 08456 050 600

Docklands Light Railway:

<https://tfl.gov.uk/modes/dlr/>

 0343 222 1234

Tramlink:

<https://tfl.gov.uk/modes/trams/>

 0343 222 1234

Oyster:

<http://www.tfl.gov.uk/fares-and-payments/oyster>

 0343 222 1234

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## ***Disabled Person's Blue Badge***

This is a national scheme that gives on street parking concessions for drivers or passenger with disabilities who travel by car.

You will need to be assessed to see if you are entitled to a Disabled Person's Blue Badge.

The Disabled Person's Blue Badge Scheme is a national scheme that gives on-street parking concessions for drivers or passengers with disabilities who travel by car. The Scheme is designed to help people with severe mobility problems, who travel either as drivers or passengers, by allowing them to park close to their destination.

You can get a badge if:

- you are registered blind 'severely sight impaired'
- you receive the higher rate of the mobility component of the Disability Living Allowance
- you receive a War Pensioners' Mobility Supplement
- you use a motor vehicle supplied for disabled people by the Department of Work and Pension (DWP) by the Motability Scheme



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You will not qualify if:

- you do not meet the above criteria
- you have a temporary disability, such as a broken leg or are waiting for a knee or hip replacement
- you experience a psychological disorder that does not cause severe discomfort
- you only experience walking problems when carrying shopping

To find out if you qualify for a Blue Badge contact the Concessionary Travel Service:

Civic Centre  
Silver Street  
Enfield EN1 3XA

Walk in sessions at Enfield Civic Centre  
Monday to Friday 9am to 4.30pm  
(excluding Bank Holidays)

 020 8373 1000

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

## ***Congestion Charges***

For information on Congestion Charging please contact Transport for London on

 0343 222 2222

[www.tfl.gov.uk/modes/driving/congestion-charge](http://www.tfl.gov.uk/modes/driving/congestion-charge)

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## ***Disabled Toilet Keys***

Radar Toilet facility keys are available from the Civic Centre Reception Desk priced at £3.60 each.

To obtain a key, proof of disability must be shown at the Civic Centre Reception Desk:

- Department of Work and Pensions Disability Living Allowance
- Registration with the London Borough of Enfield as having a physical and or sensory disability

Enfield Council  
Civic Centre Reception  
Silver Street  
Enfield EN1 3XA

 020 8373 1000

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

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## **Highway Services**

### **Street Lighting**

In the winter months, the dark evenings can sometime be a problem. The Highway Services is committed to providing a safe street environment, and will respond to all reported defects as quickly as possible with priority being given to the most dangerous damage.

Not all street lights located on Enfield Council's housing estates are maintained by Highway Services as a number of them remain the responsibility of the Housing Estate. The first thing to do is to contact Bouygues Energy and Services Ltd on:

 0800 032 6788

If you are told the lighting is not maintained by Highway Services you should report the fault to the local Housing Officer at Enfield Homes on:

 0800 40 80 160

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Highway Services covers issues such as:

- 'keep left' bollards
- broken paving
- street furniture
- local safety schemes
- bus stop improvements
- cycling facilities
- pedestrian facilities
- emergency call out/gritting
- insurance claims

This is not a complete listing, please contact Highway Services for more details.

 020 8379 1000

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

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## ***Street Hawks Are in Your Neighbourhood***

The Street Hawks scheme is a revolutionary and exciting initiative, aimed at reflecting the clean and healthy street environment that the Enfield community deserves.

Initially starting in N18 the Street Hawks scheme allows residents, businesses and the local Council to actively work together.

As a volunteer Street Hawk you have the opportunity to act as the 'eyes and ears' of your local community.

This not only includes reporting on things like fly-tipping, dog fouling and abandoned vehicles but the dynamic structure of the Street Hawks scheme allows volunteers to actively take part in the management and improvement of the local environment. To find out more visit the Street Hawks website on:

[www.enfield.gov.uk/streethawks](http://www.enfield.gov.uk/streethawks)

## Section 6: Keeping you informed

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## Keeping you informed

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### ***Council Services***

Enfield Council provides many services. It is not possible to include every service the Council provides in this guide.

More information can be viewed on the Council website or the Customer Service Team will be happy to help.

Enfield Council Customer Service Team



020 8379 1000

24-Hour Service

Textphone: 020 8379 6551

Fax: 020 8379 6458/ 6459

Website: [www.enfield.gov.uk](http://www.enfield.gov.uk)

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## ***How to contact your local Councillor***

If you want to find out who your Ward Councillor is, you can check [www.enfield.gov.uk](http://www.enfield.gov.uk) or contact 020 8379 1000.

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## ***Patient Advice and Liaison Service (PALS)***

All the local hospitals and Primary Care Trusts have a PALS Service. It is there to help resolve patients' or carers' concerns quickly and efficiently. The service aims to resolve difficulties as they arise to improve the outcome of care.

PALS provide a general help line to enable patients and the public:

- easy access to the new system of patient and public involvement
- collect patients' views and opinions on services
- improve information and in a style patients need

For more information about the PALS Service contact:

North Middlesex University Hospital  
Trust

 020 8887 4172

[www.northmid.nhs.uk/Patients-Visitors/Patient-Support-and-Feedback/Patient-Advice-Liaison-Service](http://www.northmid.nhs.uk/Patients-Visitors/Patient-Support-and-Feedback/Patient-Advice-Liaison-Service)

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## ***Useful Telephone Numbers***

Throughout this publication you will find lots of telephone numbers and Email: addresses we hope you will find useful. A selection of key telephone numbers are listed below:

Council Customer Service Centre	020 8379 1000
Private Sector Housing	020 8379 1000
AT Home Centre	020 8379 6900
Adult Social Care	020 8379 8085
Enfield Homes	0800 4080 160

Age UK Enfield	020 8375 4120
Disability Information and Advice	020 8373 6234
Enfield Vision	020 8351 7259
Royal Nat Institute for the Blind	0845 766 9999
Royal British Legion	0808 802 8080

Metropolitan Police - Emergency	999
Met. Police – non-emergency	101

Thames Water/Sewers	0843 459 7676
Energy Saving Trust	0300 123 1234

The Post Office Helpline	0345 611 2970
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## **NHS 111**

NHS 111 is a 24 hour nurse-led confidential helpline for when you need non-life threatening medical help or advice.

 111

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

Royal Free London NHS Foundation  
Trust

 020 3758 2000

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

## **NHS Walk in Centre**

North Middlesex Hospital NHS Trust

Sterling Way

Edmonton, London N18 1QX

 020 8887 2000

## **St John Ambulance**

For information and advice on medical emergencies visit the St John Ambulance website:

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

 08700 10 49 50

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***Your personal notes***

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***Your personal notes***



This programme brings all the guided walks together that are going on both in the Borough and just outside it, during the coming months. The majority of them are FREE and have a dedicated walk leader that could take you to parts of Enfield you have never been to before.

### **Ongoing Health Walks throughout the year:**

Monday - Grovelands Park (The Bourne/Broad Walk, Winchmore Hill, meet outside the cafe) - 10:30am-11:00am

Monday - Grovelands Park (The Bourne/Broad Walk, Winchmore Hill, meet outside the cafe) - 11:00am-11:30am

Tuesday - Jubilee Park (Access via Hadleigh Road/Galliard Road, Edmonton, meet at Community building) - 9:30am-10:30am

Wednesday - Broomfield Park (Meet at Rangers Office by tennis courts) - 10:30am-11:30am

Thursday - Town Park (Cecil Road, Enfield - meet at main entrance opposite central library) - 2:00pm-3:00pm

All walks must be booked online at:

[www.enfield.gov.uk/sport](http://www.enfield.gov.uk/sport)





# HOME HEAT HELPLINE

**0800 33 66 99**



Keep Warm and Comfortable (PSH-12/14)