



Safe, Healthy & Well

A Bedford Borough one-stop information leaflet which brings together existing services offered by Bedford Borough Council, and other organisations that can help residents keep safe, healthy and well.



Introduction

This leaflet provides tips on keeping warm, and information on where to find advice and support to help you keep safe, healthy and well.

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Keep warm with these top tips:

Reduce Your Energy Bills:

- **Check** with your current energy supplier to see if you are on the best tariff and payment method for your circumstances, or if they can offer you any discounts to cut your bills.
- **Switch** your tariff or energy supplier if you are able to get a better deal. Try using an energy price comparison service.
- **Save** on your energy bills by reducing wasted energy: close your curtains at dusk to stop heat escaping through the windows and avoid leaving appliances such as TVs on standby.
- **Insulate** your loft, to the recommended depth of 270mm (10 inches) to reduce heat loss. Insulating the cavity walls of your home will also keep the heat in and reduce your energy bill.

Keeping Warm:

- Try to keep the temperature of your living room at the recommended temperature of 70°F (21°C) and the rest of the house heated to at least 64°F (18°C).
- Make sure that you have some warm slippers or shoes that have a good grip. Try to keep your feet up as the air is cooler at ground level.
- Put on several warm, light layers of clothing which will keep you warmer than one thick layer. Have hot drinks, use a hot water bottle and if you're sitting down, put a blanket over you.
- Keep moving, avoid sitting down for long periods as muscles become stiff and slow when they are cold. Even housework will generate body heat and help to keep you warm.



Energy Efficiency and Home Improvements



Sustainability Team:

Advice and information on saving energy and home efficiency.

Eligibility Criteria

Residents of Bedford Borough.

Contact Details

 www.bedford.gov.uk/sustainability

Home Improvement Team:

Disabled Facilities Grant (DFG) and Home Repair Assistance Grant.

Eligibility Criteria

Eligibility criteria apply.

Contact Details

 **01234 718294**

 www.bedford.gov.uk/housing/housing_grants.aspx

Handyperson Scheme:

Low cost repairs in the home: fitting grab rails or stair rails (must be referred by an Occupational Therapist), installing key safes, fitting small ramps, door / window repairs and adjustments, minor joinery work, minor plumbing repairs, locks and security chains, draught proofing, and similar small works.

Eligibility Criteria

Residents of Bedford Borough, over 50 years of age. Charge of £18.00 per hour, unless in receipt of a qualifying benefit then no charge for labour, but there will be a charge for materials.

Contact Details

 Building Works: **01234 718051**

 otworks@bedford.gov.uk



Energy Efficiency and Home Improvements



Handyperson Service:

Work undertaken includes:

- Fitting and supplying grab and stair rails
- Fitting and supplying key safes
- Light carpentry work
- General DIY
- Fitting and supplying smoke alarms
- Hot packs and small winter aids available.

Eligibility Criteria

Residents of Bedfordshire, over 50 years. Charge of £18 per hour.

Contact Details

 **01234 360510**

 www.ageuk.org.uk/bedfordshire

 78 - 82 Bromham Road, Bedford, MK40 2QH



Energy Companies Obligation (ECO):

Government scheme, funded by the energy suppliers to provide help for energy-saving improvements for those on certain benefits and who own or privately rent their home.

Eligibility Criteria

Must own or privately rent property and be in receipt of certain benefits.

Contact Details

 Energy Saving Advice Service: **0300 123 1234** to check whether you might be eligible, and to apply if you are.

 www.gov.uk/energy-company-obligation

 www.gov.uk/energy-grants-calculator



Security Improvements

The Bobby Scheme



Home Security Checks:

Improved security and advice from Bedfordshire Police Partnership Trust Scheme. Can install door chains, window locks and smoke alarms etc. Advice on securing the home and dealing with bogus callers.

Eligibility Criteria

Generally for residents over 60 years or vulnerable.

Contact Details

 **01234 842619** (leave a message if answer phone)



Bedfordshire
Fire and Rescue Service

Free Home Fire Safety Check:

Includes expert, tailored advice and supply and fit of a free smoke alarm, where necessary.

Eligibility Criteria

Available for residents at most risk from fire: the elderly, those with chronic health problems or disabilities; those living in areas of deprivation, particularly young single parent families; those living in low cost housing, or those on lower incomes.

Contact Details

Email name, full address and contact number to:

 contact@bedsfire.com

 **0800 043 5042**



Security Improvements



Key Safes:

Supplied and fitted outside the property, within 48 working hours. Charge of £59 to supply and fit.

Eligibility Criteria

Residents of Bedfordshire, over 50 years.

Contact Details

 **01234 360510**

 www.ageuk.org.uk/bedfordshire

 78 - 82 Bromham Road, Bedford, MK40 2QH

Maximising Your Income and Related Advice



BEDFORD
BOROUGH COUNCIL

Advice on Housing Benefit & Council Tax Support:

Including a Housing Benefit calculator.

Eligibility Criteria

Residents of Bedford Borough.

Contact Details

 **01234 718097**

 www.bedford.gov.uk/advice_and_benefits/benefits

 Customer Service Centre, 2 Horne Lane, Bedford, MK40 1RA

 customerservices@bedford.gov.uk



Maximising Your Income and Related Advice



Citizens Advice Bedford:

Information and advice on various topics including:

- Debt: Comprehensive money advice service
- Benefits: Benefit calculations, completing claims and helping with appeals
- Housing: Problems include repossession, establishing the rights of tenants and landlords, homelessness.
- Budgeting: Managing your money, finding the best deals for gas, electricity, broadband and telephones.
- Saving Money: Finding best deals for gas, electricity, broadband and telephones.

Eligibility Criteria

Free, independent, confidential and impartial advice for those who live or work in Bedford Borough.

Contact Details

 **0844 245 1290**

 www.bedfordcab.org.uk

 7a St Pauls Square, Bedford, MK40 1SQ



Maximising Your Income and Related Advice



Independent information, support and advice:

Topics include:

- Benefits (can arrange home visits to help complete benefit application forms)
- Finance
- Residential and non-residential care
- Health
- Housing issues
- Finding help at home, including Home Help, Gardening and Accompanied Shopping.

Eligibility Criteria

Residents of Bedfordshire, over 50 years.

Contact Details

 **01234 360510**

 www.ageuk.org.uk/bedfordshire

 78 - 82 Bromham Road, Bedford, MK40 2QH

 enquiries@ageukbedfordshire.org.uk



Maximising Your Income and Related Advice



BRCC - Just Ask! Village Agents:

Provide free signposting and 1 to 1 information, advice and support:

- State pensions & benefits, including free and confidential home visits to help complete application forms (e.g. Attendance Allowance and blue badges).
- Health & housing issues.
- Feeling safer at home.
- Keeping warm at home, including accessing national & local initiatives such as the Warm Home Discount, if eligible, and local oil-buying schemes.
- Rural transport options to increase access to local facilities, services and social opportunities.
- A limited number of free winter warmth items available for eligible residents.

Eligibility Criteria

Residents of all villages in Bedford Borough.

Contact Details

 **0800 039 1234**

 www.bedsrcc.org.uk/just-ask-village-agents



Assists residents into work, training or enterprise.

Services include:

- Individual help with CVs, job applications and interviews
- Access to job vacancies and internet access for job searching
- Advice about education and training, including Apprenticeships
- Business start-up workshops and enterprise coaching

Eligibility Criteria

Bedford Borough residents of all ages.

Contact Details

 **01234 223510**

 thejobshub@bedford.gov.uk

 15 Greyfriars, Bedford, MK40 1HJ



Maximising Your Income and Related Advice



**Community
Covenant**

Armed Forces Personnel and Veterans information:

- Including useful contacts and related links.
- National Forces Discount Schemes.

Eligibility Criteria

In-Service and Ex-Service personnel and Reservists.

Contact Details

 [www.bedford.gov.uk/council_and_democracy/civic_and_ceremonial/
armed_forces.aspx](http://www.bedford.gov.uk/council_and_democracy/civic_and_ceremonial/armed_forces.aspx)

Healthy Living and Wellbeing



Bedfordshire Rural Communities Charity Good Neighbour & Village Care Scheme Network:

Groups of volunteers that help to keep an 'extra eye' on vulnerable residents all year round but particularly during cold weather with lifts to appointments, collecting shopping, etc.

Eligibility Criteria

Residents in: Brickhill, Felmersham & Radwell, Sharnbrook and Wilstead, Willington and Wootton.

Contact Details

 **01234 832648**

 justineh@bedsrcc.org.uk



Healthy Living and Wellbeing



Bedford Borough Stop Smoking Quit with us:

We have dedicated specialist advisors who can offer you free support, coping strategies and advice throughout your quit attempt so that you quit for good!

Your advisor will tailor a programme to suit you; you'll get up to 12-16 weeks of nicotine replacement therapy or medication (prescription charges may apply). You will be offered as much or as little support as you need.

If you have been thinking about using an e-cigarette to help you quit please book to come in to talk to an advisor who can discuss ALL of your options with you.

Eligibility Criteria

Anyone wishing to quit smoking.

Contact Details

 **0800 013 0553 and select option 2**

 www.smokefreebedfordshire.co.uk - sign up for a free Quit kit



BEDFORD
BOROUGH COUNCIL

Centre of Independent Living's Equipment Demonstration Area:

Service which provides support to view and try out various pieces of equipment to enable residents to be more independent in their home.

Appointments available 10am to 3pm (Monday to Friday) or attend a Drop In session, every Wednesday from 11am to 3pm.

Eligibility Criteria

Available for residents who need help to remain independent at home.

Contact Details

 **01234 276102**

 Centre of Independent Living, Gadsby Street, Bedford MK40 3HP



Healthy Living and Wellbeing

NHS Falls Prevention

Bedfordshire Clinical Commissioning Group Being cold can affect mobility and increase the risk of falls, and other accidents and serious injuries. It can also increase the risk of illness.

Keep warm and reduce the risk of falls by preparing for winter and keeping the heat in your home:

- Can you claim financial support to help with heating bills?
- Is your home fully insulated, and is your heating set for the right time and temperature?

Eligibility Criteria

Free information for everyone

Contact Details

 For falls prevention information visit: www.ageuk.org.uk and search “Staying Steady”.

 [Falls Prevention Tips - A guide to Keeping Warm](#)



Mind BLMK

Mind provides a range of information, advice and support to promote positive mental health and wellbeing. This includes access to talking therapies, 1:1 mentoring, social activities and support groups, alongside an information point and phone line. We encourage people to deal with difficulties early, staying well and helping people to look after themselves, with help when needed.

Eligibility Criteria

Aged 18 upwards and resident in Bedford Borough

Contact Details

 0300 330 0648



Healthy Living and Wellbeing



Headway Bedford

Headway Bedford exists to help in the long term rehabilitation of previously capable people who have acquired a brain injury through accident or illness and to support their families and carers. It works closely with the NHS, Social Services and many other agencies.

The centre is open to clients Monday to Thursday 10am to 3:30pm. Call 01234 310310 if you would like more details about becoming a client or a volunteer.

Eligibility Criteria

The injury should have been acquired since birth and behaviour should not be a danger to themselves or others.

Contact Details

 01234 310310

 mail@headwaybedford.org.uk

 Headway House, Bedford Health Village
Kimbolton Road, Bedford MK40 2NT



NHS Health Checks:

An NHS Health Check is like a midlife MOT and will predict your risk of developing cardiovascular disease.

Eligibility Criteria

Those aged 40-74 years who have not had an NHS Health Check within the past 5 years and who are not under regular review with a GP for any of the following: diabetes, heart disease including high blood pressure and high cholesterol, kidney disease, stroke or dementia. Look out for an invitation from your GP.

Contact Details

 For more information call your GP surgery or visit:

www.nhs.uk/nhshealthcheck



Healthy Living and Wellbeing

Flu Immunisations:

Flu jabs are available annually to:

- Pregnant women
- Children aged 2 and 3 years
- Children aged 2 to 18 with a long term health condition
- Adults aged 65 and over
- People under 65 with a serious medical condition
- Health and social care workers or formal and informal carers in receipt of carers allowance
- People living in a residential or nursing home

Eligibility Criteria

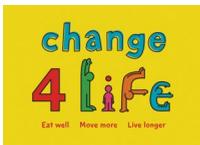
Free to people in the listed groups.

Contact Details



For more information go to:

www.nhs.uk/conditions/flu/Pages/Introduction.aspx



Change4Life:

Aims to help families and adults make small, sustainable yet significant improvements to their diet, activity levels and alcohol consumption.

Eligibility Criteria

Free information for everyone.

Contact Details



0300 123 4567



www.nhs.uk/change4life

Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Për Informacion

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برای اطلاع

Per Informazione

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Informacja

Za Informacije

তথ্যের জন্য



01234 718259



Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford
MK42 9AP



energy.team@bedford.gov.uk