

## Latest News November 2010

### Winter hotline helps residents keep warm

Keep Warm, Keep Well – that's the message being sent out to vulnerable and older residents in Solihull today.

A special Solihull Winter Warmth helpline is now open on 0121 704 8080 for people who need urgent help this winter. Advisors are available throughout the winter; Monday to Friday from 10am – 4pm.



Free hot soup and winter giveaways were handed out as part of today's Winter Warmth Campaign launch, attended by the Mayor Cllr Ian Courts. A stand outside Library Square was set up by partnering organisations offering free advice and information to residents on how to keep warm this winter.

Representatives from local organisations including Solihull Council, Solihull NHS Care Trust, Age UK Solihull, West Midlands Fire Service, Solihull Community Housing, Citizens Advice Bureau, Enable, and Solihull's Children's Centres, were on hand at the event to make sure residents have the help and advice they need to be warm enough in their homes.

The Winter Warmth Helpline provides information and advice for vulnerable residents who need urgent help such as:

- Finding a tradesperson for emergency repairs
- Help with an emergency heater if the central heating system breaks down
- An electric blanket if they cannot afford to heat their bedroom

- Warm clothing if they are struggling to afford it
- Emergency food supplies
- Debt advice and assistance to pay bills.

People can also get general advice about their energy bills, and the grants and loans available for installing insulation or replacing central heating by calling the Energy Saving Trust Advice Centre on 0800 512 012.

Cabinet Member for Healthier Communities, Councillor Sue Rose said: “We want people to know that they are not alone this winter and there is help on offer to make sure that they can stay warm and healthy in their homes. I would urge anyone with concerns to phone our new helpline and I would also ask other residents for their help in keeping an eye on their older and vulnerable friends or neighbours this winter.”

Top tips for keeping warm this winter:

- Keep internal doors closed to stop draughts
- Have at least one hot meal and hot drinks throughout the day
- Layer up - many layers of clothing are best
- Close curtains at dusk
- Ensure your heating is 21°C in your home
- Keep your heating on overnight
- Ensure your home is well insulated and boiler serviced
- Contact your energy supplier about Social Tariffs or Priority Register Schemes.

Residents are urged to visit [www.solihull.gov.uk](http://www.solihull.gov.uk) for more information and to download the **Winter Warmth Leaflet (available overleaf)**.

**PIC CAPTION: Councillor Sue Rose, Cabinet Member for Healthier Communities, and The Mayor of Solihull Councillor Ian Courts share a cup of hot soup at the launch of today’s Winter Warmth Campaign.**

***For media enquiries please contact Rav Jagdev, Partnership Marketing and Communications Officer, on 0121 704 8117 or [rjagdev@solihull.gov.uk](mailto:rjagdev@solihull.gov.uk)***



# Winter Warmth

Keeping Solihull Warm

You're not alone this winter.

For advice ring the Solihull Winter Warmth Helpline on:

**0121 704 8080**

Between 10am – 4pm

**The Solihull Partnership**

Also working in partnership with:



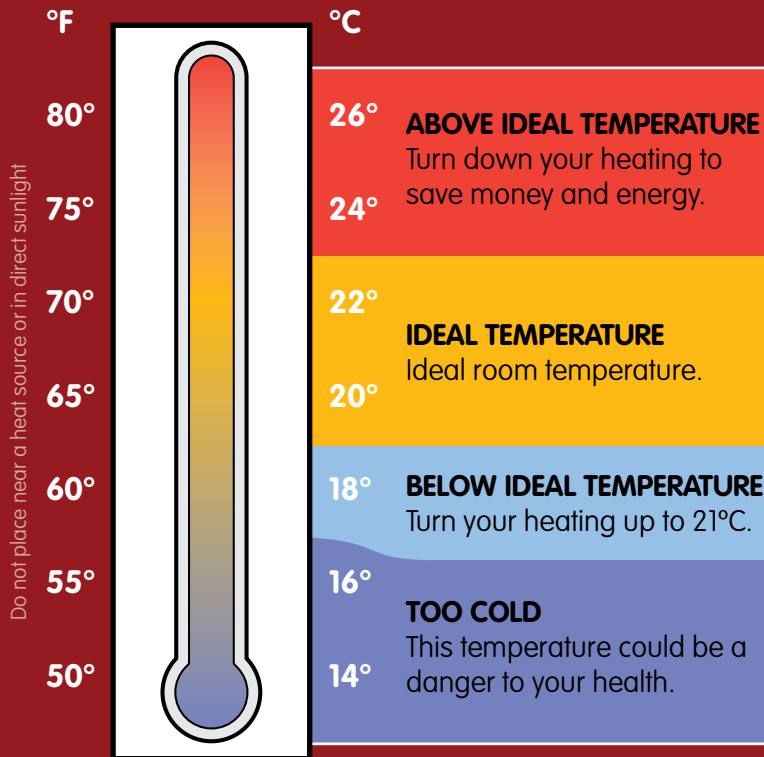
This information is also available online at [www.solihull.gov.uk/solihullpartnership](http://www.solihull.gov.uk/solihullpartnership)

Other formats are available on request



# Winter Warmth

Keeping Solihull Warm











For more information contact Solihull Winter Warmth Helpline **0121 704 8080**

**The Solihull Partnership**

We are working together to help keep you warm this winter. We can give you advice, tips and practical help on keeping warm and making your home energy efficient.



## The Solihull Winter Warmth Helpline may be able to help you with:

-  Finding a tradesperson for emergency repairs
-  An emergency heater if your central heating breaks down
-  An electric blanket if your bedroom isn't heated
-  Finding your cheapest energy supplier
-  Warm clothing if you're struggling to afford it
-  Benefits and debt advice
-  Help with Social Tariffs and Priority Register Schemes
-  General advice and practical help on making your home warmer this winter and for the future

## Tips for keeping warm this winter:

-  Keep internal doors closed to stop draughts
-  Have at least one hot meal a day. Have hot drinks throughout the day
-  Layer up – many layers of clothing are best
-  Use an electric blanket or heat pad
-  Close curtains at dusk
-  Ensure your heating is 21°C in your home
-  Keep your heating on overnight and close windows
-  Contact your energy supplier to find out about Social Tariffs or Priority Register Schemes
-  Ensure your home is well insulated & boiler serviced

Keep warm this winter, call

our helpline on **0121 704 8080**