Winter Resilience

HELPING THE PEOPLE OF COLCHESTER

STAY SAFE, WELL, WARM & CONNECTED

DURING THE COLDEST MONTHS



This information is also available in an electronic version. Scan here to download

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STAY SAFE, WELL, WARM & CONNECTED

This booklet was compiled in October 2023. Some services may still be affected by changes since publication, so do check with individual organisations if there is a particular service you would like to access.

The cost of living crisis is having an ongoing impact on our lives.

Colchester City Council has up to date information on support available to you including help accessing food, financial support and physical and mental wellbeing

www.colchester.gov.uk/cost-of-living-support

The One Colchester Community Hub at 4-6 Long Wyre St CO1 1LH (next to Savers) is open for support and information Monday – Saturday 10am – 3pm.

You can also drop in for a chat and a cuppa, to meet new people or learn new skills. You will find a friendly welcome at our Monday morning community café and then throughout the week when the Hub hosts a range of activities, including a women's group, textiles projects with The Clothing Clinic, craft sessions, walking groups and special events. Our ITea group run by volunteers are on hand twice a week to help you make the most out of your tablet, smartphone or laptop.

We hope you find the information useful. Please reach out to us if you need help – if we can't help directly, we will usually know someone who can.

T: 01206 505250

E: information@community360.org.uk w: www.community360.org.uk

STAY SAFE

https://www.esneft.nhs.uk/your-visit/ feeling-unwell-now/urgent-treatment-centres-in-essex/

There are Urgent Treatment Centres at:

- Colchester Hospital
 - Clacton Hospital
 - Harwich Hospital

Before attending any Urgent Treatment Centre please contact NHS 111. They will give you the best advice – whether it is to attend UTC, a Pharmacy or to go to an Emergency Department (A&E).

Covid-19 and Flu vaccinations

You may be able get the NHS flu and COVID-19 vaccines if you:

- are aged 65 or over (including those who will be 65 by 31 March 2024)
- · have certain health conditions or a learning disability
- are pregnant
- live with someone who has a weakened immune system
- are a carer
- · are a frontline health or social care worker
- live in a care home

Most children can get the children's flu vaccine. This includes children who were aged 2 or 3 years on 31 August 2023, school-aged children (Reception to Year 11) and children with certain health conditions.

Visit www.sneevaccine.org.uk or call 119 for more information about Flu and Covid 19 vaccinations





E: administration@activeessex.org T: 03330 131 620

The Better Health Greater Essex campaign offers ideas and resources at: www.activeessex.org/find-your-active to inspire people to start and maintain a healthier lifestyle. Active Essex offer simple activities to do inside and outside, over 200 Keep Essex Active Workout and gentle exercise videos, wellbeing tips and weight management support. Evidence shows that keeping moving builds your resilience against Covid-19, other winter illnesses and diseases like diabetes, heart disease and cancer.

FIND YOUR ACTIVE

Want to become more active and unsure where to start or not wanting to start something on your own? Whatever activity you want to dofrom arts and crafts, walking through to sports, Find Your Active can help to breakdown barriers to physical activity; promote local activity opportunities; support you in finding the activity that is right for you.

Contact h.goodwin@ceessex.org.uk 07458 300894



www.buttleuk.org/ T: 020 7828 7311

Buttle UK offers Chances for Children grants which are targeted at those living in financial hardship and dealing with multiple challenging social issues. The grants pay for a range of items and costs, many of which are those we would expect any child growing up to have, but which their parents or carers cannot afford. In a small number of cases, where home is not the best place for a child to be, the grant pays for them to attend boarding school.



Colchester Borough Homes Rough Sleeper Team T: 0300 500 091

Colchester Borough Homes Rough Sleeper Team offers an outreach navigator service. This service identifies individuals rough sleeping or at risk of rough sleeping and works with partner organisations to offer a housing solution and long-term ongoing support if appropriate.

There is a homeless connect officer in the team whose role it is to develop partnerships with partners and ensure the smooth running of various housing schemes that CBH uses for rough sleepers. The team also works with Open Road to supply a drug and alcohol specialist worker, a community psychiatric nurse and an independent counsellor.

The team responds to Streetlink referrals and enquiries from the public and usually responds the same day to rough sleeping enquiries.

For Streetlink referrals please contact 0300 500 091 or alternatively send an alert via www.streetlink.org.uk

To contact CBH Outreach team please email outreach@cbhomes.org.uk

Colchester Borough Homes Financial Inclusion Team 01206 282514

Colchester Borough Homes Financial Inclusion Team provides free support and advice to all Colchester Borough Council Tenants and Leaseholders in Colchester. The Financial Inclusion Team can help you reduce your bills, find safe ways to borrow money and provide debt advice should you ever be struggling to pay your rent or utility bills. They also offer support for anyone concerned with rough sleeping and homelessness and support for people experiencing antisocial behaviour in their community.

Contact 01206 282514 for help with any of the above.

Colchester Borough Homes – Housing for over 60's 01206 282514

Sheltered housing offers independence, security and peace of mind for those who are aged over 60, or over 55 in some circumstances. The sheltered housing accommodation includes a range of self-contained properties.

All CBH properties come with a 24 hour monitoring and response service provided by Helpline which complements the team of visiting officers who visit each scheme daily during office hours, Monday to Friday 8:30am to 5pm.

For those who need care and support our Extra care scheme, The Cannons, offers a range of properties with on-site care.

To apply for sheltered or extra care housing, an online housing application has to be completed at www.gatewaytohomechoice.org.uk or call the customer services team on 01206 282514



www.essex-fire.gov.uk/home_fire_safety
T: 0300 303 0088
E: home.safety@essex-fire.gov.uk

Knowing how to reduce the risk of fire in your home is an important part of living safe and well. Essex County Fire & Rescue Service offers free Home Safety Visits to any Essex resident. If you do not have working smoke alarms, or have working smoke alarms but would like more information about how to live safely and securely at home, book a free visit today. Your home will be checked over by a fire safety specialist who will also talk to you about your individual needs and safety concerns

To book call: 0300 303 0088 or email: home.safety@essex-fire.gov.uk

STAY WELL

Cost of Living Advice and Tips

The rising cost of living affects all of us in some way. Winter is a particularly challenging time for many people with rising prices putting serious pressure on people's finances and often their wellbeing.

Winter Support from the Team at Community360

It has been particularly tough this year for older and younger people alike with their finances just not stretching to cover basics due to the huge increase in food, heating and electricity costs. As a city we have the foresight to be able to put in place support to help those who are really struggling, through the One Colchester Partnership.

Log onto our website for useful links to services such as foodbanks, mental health support and tips on keeping well and active.

https://www.community360.org.uk/what-we-do/winter-resilience/ Food Prices

With food prices high, many people are forced to choose between heating and eating. For easy, tasty and budget-friendly recipes, Christians Against Poverty have put together some recipes on a budget.

https://capuk.org/money-and-debt-advice/recipes-on-a-budget Impact of the cost-of-living crisis on mental health

56% of UK adults feel their mental health has been negatively impacted by the cost of living. Don't be afraid to seek help via your GP or talk to a family member or friend. A problem shared can make all the difference.

Check you're getting all your benefits

1 in 10 (13%) are going without electricity or gas at least monthly and 28% of UK adults (14.9 million) are finding keeping up with bills and credit commitments a heavy burden. There may be benefits you're entitled to but haven't applied for yet. To find out, use this government calculator or talk to a local benefits adviser.

https://www.gov.uk/benefits-calculators

With more and more households opting not to heat their homes there has been a reported rise in health problems related to damp and mould. The link below from the NHS has some information and contacts on where to seek help.

https://www.nhs.uk/common-health-questions/lifestyle/can-damp-and-mould-affect-my-health/



https://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/

It is important to keep warm in the winter - both inside and outdoors. Keeping warm over the winter months can help to prevent colds, flu and more serious problems. Heat your home to at least 18C (65F). You might prefer your main living room to be slightly warmer. Keep your bedroom window closed on winter nights - cold air can be bad for your health as it increases the risk of chest infections.

For more advice visit the website above.

Learning Disability Annual Health Checks

It is important that everyone over the age of 14 who is on their doctor's learning disability register has an annual health check.

An annual health check can help you stay well by talking to a doctor or nurse about your health and finding any problems early, so they can be sorted out.

You do not have to be ill to have a health check – in fact, most people have their annual health check when they are feeling well.

If you are worried about seeing a doctor, or there is anything they can do to make your appointment better, let the doctor or nurse know.

They can make changes to help you. These are called reasonable adjustments.

For more information please visit www.nhs.uk/conditions/learning-disabilities/annual-health-checks/



Essex Learning Disability Partnership

The Community Teams provide specialist healthcare to adults with learning disabilities who have extra needs with their physical or mental health. They provide high quality assessments and evidence based care plans which are evaluated with the individual and their support network.

Working with people who have severe and complex needs such as: behavioural, physical, mental, emotional or sensory and who require a higher level of support. They help support people to remain in the community and avoid unnecessary hospital admissions by providing rapid response and intervention, along with short-term treatment and support for carers.

To discuss a referral please call 01206 366653 or go to: www.hpft.nhs.uk/ services/learning-disability-services/essex-learning-disability-partnership/ referrals/



lawclinic@essex.ac.uk

Providing free legal advice to those who live, study or work in Essex, who cannot obtain legal advice in other ways or afford to pay for a lawyer. It is run by law students supervised by external lawyers and clinical teaching staff. Confidential appointments are conducted in person or online through Zoom, either directly or via a support organisation, and a written letter of advice will be provided. Initial advice on housing and homelessness, employment, consumer issues, wills and probate, welfare benefits, equality and discrimination, family and child law.



Colchester CAP Debt Centre

CAP Debt Help - support with unmanageable debt. Contact 0800 328 0006 or visit capuk.org.

CAP Life Skills - a course on managing your money, looking after your mental health and eating well on a budget.

Contact siansimpkins@caplifeskills.org

CAP Money Course - Budgeting and Money Management techniques.
There are courses running in Colchester.

CAP Job Club – Practical help as you seek employment. A relaxed environment with the chance to meet other jobseekers, get support and gain the tools you need to find work.

Essex Carers Support

Essex Carers Support assist and support family carers in NE Essex, helping those people who support family members and/or neighbours and friends who cannot manage without this assistance.

Time 4 You - Grants of up to £100 are available to enable a family carer to achieve a personalised break. Grants up to £500 are also available in some circumstances.

Carers Respite Scheme - (in partnership with Colchester Catalyst)
Some family carers may be eligible to access up to £600 per year to
achieve a break from their caring role, particularly where assistance is not
available from statutory organisations.

Contact T. 01255 474410 E. admin@essexcarerssupport.org.uk or visit www.essexcarerssupport.org.uk for more information and resources.

North East Essex Community Services

www.neecommunity.org.uk T: 01206 833 000 / 0300 0032 144

NEE Community Services provide community healthcare services including pulmonary rehabilitation, cardiology, respiratory services, district nursing, community rehabilitation, podiatry, physiotherapy and many more.

Some services offer self-referral, others require a GP referral but all details are on our website where you will also find a variety of self-management support.

You may be offered a remote consultation or a face to face appointment depending on the clinical assessment of your needs.





www.essexsight.org.uk/colchester.php T: 01206 548196

The Colchester Sight Centre is located at 40 Osborne Street, CO2 7DB.

Open Monday to Friday, 10am to 4pm,

No appointment needed.

mail services@essexsight.org.uk or call on 01206 548196.



www.beaconhouseministries.org.uk T: 01206 761960

Beacon House is a Christian charity that was established 27 years ago to help homeless people, those in insecure accommodation and those at high risk of homelessness. Based in Crouch Street, Beacon House offers a wide range of support services, providing a necessary and vital lifeline to these vulnerable individuals. They are offering remote support to help those newly accommodated in the transition from homeless to housed. For those still on the street they are providing medical care, hot drinks and a hot lunch. Other services include showers, laundry facilities and toiletries; medical care, personal development and health awareness. Additionally offering life skills support including CV writing, support around budgeting, counselling, drop-in support from other agencies and more.



E: provide.essexwellbeing@nhs.net T: 0300 303 9988

A free service funded by Essex County Council helping with

- Support to quit smoking
- Children's Lifestyle Service
- Social isolation
- Reducing alcohol consumption
- Support with independent living
- Improving sleep
- Mental health
- Weight management
- Strength and balance
 - Healthy eating
- Increasing, maintaining and managing physical activity
- Free NHS health checks and/or wellbeing checks



www.affc.org.uk T: 0300 770 8090

Providing information and support to carers who have unpaid, caring responsibilities for others. Helping with information, advice, advocacy, counselling and respite care.



www.carersfirst.org.uk/essex T: 0300 303 1555

A charity supporting people who look after a friend or relative who could not manage without their help. They believe that everyone will be valued for the role they play and recognised for the value they add and that everyone will be supported to find the help they need.

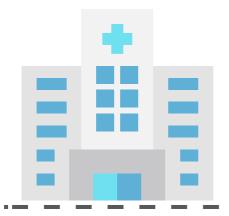


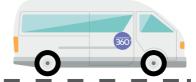
Home from Hospital

Patients recently discharged from Colchester Hospital are welcome to contact the Home from Hospital Team.

Our Social Prescribers can provide connections to a variety of free and paid for community services which may be of use whilst undergoing recovery, rehabilitation and adjustment to life back at home.

T: 01206 505250 E: information@community360.org.uk







www.colchestercitizensadvice.org.uk
Telephone advice available:
Tue – Thu 9:30am – 3:30pm: 0808 278 7853
Mon – Fri 4pm – 8pm and Sat 9am – 1pm: 0808 250 5724

Free, confidential, impartial advice on debts, benefits, energy bills, housing, family and relationships, consumer issues, and more.

Debt and money advice helpline – 0800 240 4420 – 9am to 5pm, Monday to Friday. Help with claiming Universal Credit – 0800 144 8444 – 8am to 6pm, Monday to Friday.



www.colchestercatalyst.co.uk T: 01206 323420 E: info@colchestercatalyst.co.uk

Colchester Catalyst aims to relieve the sick and suffering by making a positive and ongoing contribution to improving healthcare in North East Essex. They provide support that benefits as many people as possible, largely through direct contributions to organisations for specific and well-defined projects, including therapeutic aids, equipment and building works for medical or nursing care.



www.colchester.foodbank.org.uk T: 01206 621998 E: info@colchester.foodbank.org.uk

Colchester Foodbank thinks that no one in the community should have to face going hungry, especially not children. They provide nutritionally balanced emergency food parcels at eleven sites locally and support to local people referred to them in a crisis. They are part of a nationwide network of foodbanks, supported by the Trussell Trust, working to combat poverty and hunger across the UK.

Colchester Foodbank, 3 Tollgate Park Tollgate West, CO3 8RG. Open Mon - Sat 10am - 2pm



Supporting independent living

www.communityagents.org.uk T: 0300 303 9988 E: provide.essexwellbeing@nhs.net

Community Agents Essex is a well-established countywide service supporting people who are older, have learning disabilities or autism and their informal carers. It is an established partnership promoting health and independence, reducing social isolation, providing confidential trusted information and more.



The Essex Family Support Service (EFSS)

Support for families with children or young people aged 8 - 19 with low level needs, who are not already receiving support from specialist or statutory services or where the young person has a medically or clinically diagnosed mental health condition. By listening to your needs, EFSS will help you value your strengths and build confidence to access the right support. This could be parenting programmes, mental health support groups, local volunteering opportunities and accessible family friendly activities so that your family can feel more emotionally resilient, be better socially connected in your community and have happier family relationships.

EFSS can provide a volunteer mentor to give up to 10 weeks of personalised support by phone/online or face to face thereafter.

For more information,

Contact: E: families@community360.org.uk or T: 01206 505250



www.familyfund.org.uk T: 01904 550 055

Helping families across the UK who are raising a disabled or seriously ill child or young person aged 17 or under. Popular grants include washing machines, sensory toys, family breaks, bedding, tablets, furniture, clothing and computers.





www.essexfamilywellbeing.co.uk T: 0300 247 0013 Facebook: Berechurch Family Hub - Colchester Borough

The Essex Child and Family Wellbeing Service, which is provided by HCRG Care Group in partnership with Barnardo's, ensures that families have free and easy access to local health services in the community, whether in a local clinic, Family Hubs or Delivery Sites, or in a family's home.

The focus across all of their services is on making sure that everyone in Essex has the best possible start in life through community services that are accessible, high quality and meet the identified needs of children, young people and families.



The project provides new & used uniforms and other school items throughout the entire school year. (Items are typically donated by school parents, PTA's and businesses).

Families, organisations, statutory bodies and schools can request uniform via Facebook messenger or email uniform@dnanetworks.org.

For more information Contact Uniform@dnanetworks.org



Essential Living Fund



The Essential Living Fund (ELF) is primarily intended to help vulnerable people live as independent a life as possible in the community.

To see whether you qualify for the award you will need to answer questions about your income, earnings and savings. You also need to give proof of your financial situation.

The scheme can cover applications for:

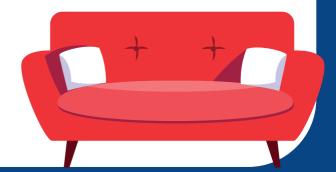
- furniture
- household furnishings
- white goods
- clothing and footwear including school uniform in exceptional circumstances
- general living expenses these are day to day living expenses such as groceries, nappies, toiletries and fuel.

If you are awarded the grant you will not be paid in cash or into a bank account. Instead it will be:

- food parcel / food voucher
- AllPay cards
- · high quality recycled furniture from reputable charity
- white goods from a reputable local dealer

www.southend.gov.uk/extra-financial-help/essential-living-fund







https://www.home-startcjc.com/ E: Office@homestartcolchester.org.uk T: 01206 865349

Home-Start charities work with families in communities right across the UK. Starting in the home, the approach is as individual as the people Home-Start are helping. No judgement, it is just compassionate, confidential help and expert support.

Home-Start Colchester Jaywick and Clacton, established in 1993, offers a service in Colchester and South Tendring. The charity offers one to one support and group support for children under 11 years. Home-Start Colchester Jaywick and Clacton distributes the Household Fund as well as offering Fare Share food and care packs to support Winter Resilience.

The charity has several projects such as Parents2B providing baby packs containing essential baby items including a warm blanket and baby essentials and Cadent, an energy saving project that provides families with slow cookers and carbon monoxide alarms as well as information on gas safety.



www.family-action.org.uk E: familyline@family-action.org.uk T: 0808 802 6666

Working to tackle complex issues facing families today, including financial hardship and social isolation. They believe that families facing difficulties should have they support they need. Their grants programme is available for families and individuals experiencing hardship and can help to remove financial barriers preventing

people from achieving their full potential.

Family Line for those over 18—0808 802 66 66 familyline@family-action.org.uk



Walks in Colchester

For more information contact shawnleek@community360.org.uk

Community360 Walking for Wellness (Guided Walks)

Hythe Tesco Monday 11:00 – 12:00 Meet at entrance for Greenstead Rd steps CO1 2TE

Greenstead First Monday of the month 14:00 – 15:00 Meet at Greenstead Community Centre CO4 3QE

Colchester Town Tuesday 12:00 – 12:30 Meet at One Colchester Community Hub CO1 1LH

> St Johns Wednesday 10:00 – 11:30 Meet at car park near post box CO4 0NB

Greenstead Wednesday 12:00 - 13:00 Meet at Greenstead Community Centre CO4 3QE

Highwoods Thursday 10:30 – 12:30 With coffee at PCC Hub Cafe – Meet at Chanterelle car park CO4 9RY

Stanway Friday 13:00 – 14:30 Meet at Roman Fields car park CO3 0SH

Highwoods Saturday 11:00 – 12:00 Meet at Chanterelle car park CO4 9RY

Active Motivation (Online)

This is an online motivational walk designed to help get people moving and reconnect whilst having fun. Suitable for all regardless of mobility and can be done seated or standing.

Held Fridays 10:30 – 11:00 via Microsoft Teams



www.helplineplus.co.uk T: 01206 769779

Providing advice, reassurance and assistance to help customers maintain their independence, operating in Colchester, Tiptree, Halstead, Mersea and Clacton. The service offers monitoring and a 24/7 response service, enabling customers to live independently in their own home safely. For all ages, short term needs or ongoing care. Helpline is committed to improving the lives of their customers.



www.mnessexmind.org T: 01206 764600

The North East Essex Crisis Café – This café provides wellbeing support every evening to those in emotional distress or experiencing a mental health crisis. They have a trained team available to talk through the issues that have led to crisis and identify trigger points. The North East Essex Crisis Café provides a safe, welcoming space where people experiencing emotional distress or mental health crisis can receive support outside of normal working hours and is a community-based alternative to crisis mental health services.

The Café is open 7 days a week, excluding bank holidays, from 5 to 10pm. You can self-refer by contacting 0300 330 9492.



www.sthelena.org.uk T: 01206 845566

St Helena helps local people facing illness and bereavement, supporting them and their families, friends and carers. They reach out to members of the community, helping them to make their own choices and live life with dignity. Aiming to bring comfort and relief to individuals by focusing on their physical, emotional and spiritual needs.



www.rama.org.uk T: 01206 638454 E: rama@rama.org,uk

RAMA offers a warm welcome to refugees, asylum seekers and vulnerable migrants. Their caseworkers provide advice and practical support on multiple issues from legal and asylum advice, housing, accessing medical care, finding schools and courses, ESOL, befriending and advocacy. RAMA has links with all the main service providers in the Colchester area and runs a range of activities in the community to promote friendship and access to vital services.

Everyone is welcome.

Monday to Friday 10-5pm 15 Queen Street, Colchester, CO1 2PH



www.dnanetworks.org/essex-integration T: 01206 861180

Essex Integration is a DNA project, providing free advice, support and practical help to refugees, asylum seekers and migrant workers throughout Essex.

Running a drop-in advice and advocacy service at their Colchester office for anyone to receive free advice and support on a broad range of subjects including housing, employment, entitlement to benefits, how to make friends and learning English.

info@dnanetworks.org



www.healthwatchessex.org.uk
T: 0300 500 1895 E: enquiries@healthwatchessex.org.uk

Healthwatch is an independent voice for the people of Essex. Its Information & Guidance Service helps people access, understand and navigate health, social care and wellbeing services in Essex. Healthwatch gather and represent your views about health and care services in the county to help shape them, through a feedback centre where you can leave your review of local services. Anyone can contact them confidentially for help using the contact details above.



www.livewellcampaign.co.uk

Offering advice on a range of topics. Their website has resources and information on how to Stay Well and Warm during the winter months and information and support on Covid-19.



www.turn2us.org.uk

A national charity providing practical help to people who struggle financially. Free and easy-to-use benefits calculator and grants search tools to check what benefits you might be able to claim and what grants you might be able to apply for.



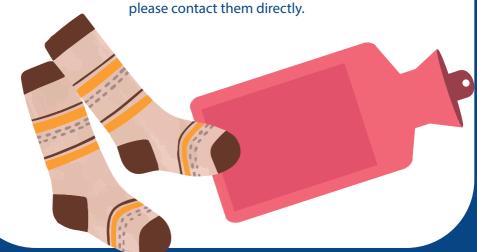
STAY WARM

Colchester City Council's Private
Sector Housing and Healthy Homes Team

www.colchester.gov.uk/housing E: housing.private@colchester.gov.uk T: 01206 282581

Do you rent your home from a private landlord or a housing association? Is your rented home safe, warm and dry with a suitable heating system? Contact your landlord if you have any concerns, but if you are having difficulties, contact us and we will make sure that your landlord carries out any necessary work.

If you own or rent your home, we can provide impartial information about energy saving, home improvements and reducing fuel bills. We also provide free emergency temporary heaters on loan if your heating stops working. If you rent your home from Colchester Borough Homes and have any problems with heating or repairs,



Colchester City Council Financial and Employment Support Team

www.colchester.gov.uk/supporting-colchester Benefits.advice@colchester.gov.uk T: 01206 505855

If you are facing financial hardship, whether you are in or out of work, you can contact the Financial & Employment Support Team for free advice and support

The team can:

- offer confidential and impartial advice on entitlement to a range of welfare benefits for those both in and out of work
- provide guidance and support when completing welfare benefit claim forms or making appeals
- help access to discretionary funds that could be of assistance to those in hardship
- provide back to work support, developing confidence and offering advice to those out of work

If the Financial & Employment Support Team cannot help they can signpost and provide contact information for organisations who may be able to assist you.

Colchester City Council Cost of living support

www.colchester.gov.uk/supporting-colchester/residents/ T: 01206 505855

- Financial support
- Employment support
- Support for older residents
- Mental health and emotional wellbeing support
- Help accessing food
- Support for businesses
- Housing support



www.gov.uk/the-warm-home-discount-scheme

You could get £150 off your electricity bill for winter 2023 - 2024 under the Warm Home Discount Scheme. The money is not paid to you - it's a one-off discount on your electricity bill, between October and March. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible.

Contact your supplier to find out.

Visit the website for more information.



www.ukpowernetworks.co.uk

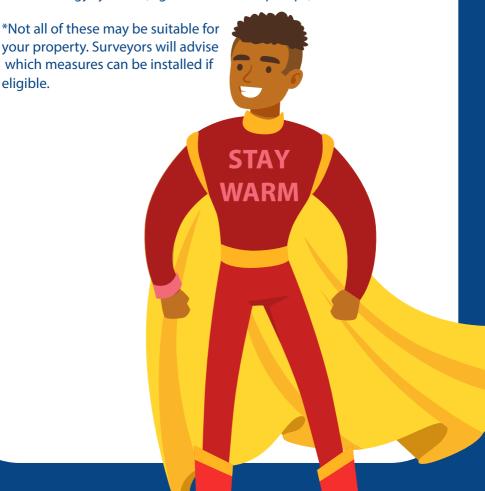
UK Power Networks offers the Priority Services Register for help if you have a power cut. Once registered you will receive a priority number you can call 24 hours a day and a dedicated team who will support you and keep you updated during a power cut. For complex power cuts, the community welfare teams provide on-site support including hot meals and drinks. Register online at www.ukpowernetworks.co.uk/priority Email: psr@ukpowernetworks.co.uk or call 0800 169 9970

Energy Efficiency Grant Contact for free and impartial advice on 01206 636956 or email EnergyEfficientHomes@colchester.gov.uk

Grant funding may be available for improving the energy efficiency of your home using a variety of measures.

These could include *

- Insulation for walls, lofts and heating systems
- Draught exclusion
- Changes to windows or doors
- Renewable energy (e.g. solar panels)
- Clean energy systems (e.g. air source heat pumps)



STAY CONNECTED



www.agewelleast.org.uk T: 0300 37 33 333

Age Well East believe everyone deserves to age well, and it is their mission to support and empower people to live happier and healthier lives.

Age Well East have been supporting people in later years since 1950 and their knowledgeable staff and volunteers provide excellent support services which are easily available.

Previously known as Age Concern Colchester & North East Essex, this local, independent charity provides advice and information, connecting communities through friendship and supporting those experiencing emotional, physical or mental health challenges.

Services include:

- Advice and Information strengthening independence and assisting people in later years with benefits, care, and housing options.
- Community and Friendship connecting people to reduce isolation.
- Emotional Support Services assisting people experiencing bereavement, planning end of life, and supporting those with wider mental health challenges.
- Dementia Support sharing information, advice and support to people living with or affected by dementia.



GP Care Advisors. All age service providing 1:1 holistic support with the aim of empowering patients to stay well at home. Providing virtual/home visits to provide support for personal finances (benefits and assessment), mobility including blue badges and equipment checks, carers support, dementia memory tests as well as a range of other services.

Please contact your registered GP surgery and ask for an appointment with a GP Care Advisor.



Let's connect our community with kindness

United in Kind is a project that works on addressing social isolation and loneliness by connecting people and communities through acts of kindness. For anyone who would like to make a change to help themselves and/or become involved, please contact 'H' who is the Colchester United in Kind Coach

h.goodwin@ceessex.org.uk 07458 300894 www.essexwellbeingservice.co.uk/news/united-kind





Transport

01206 216600 ct@community360.org.uk

Our Community Transport scheme provides a door to door service to and from doctor, dental & hospital appointments, medical centres, shopping centres, and encourages visits to therapy, friends and relatives. In addition, we offer a range of hugely popular excursions offering the opportunity for members to meet new people, enjoy good health and wellbeing and reduce social isolation.

Shopmobility

01206 505250 information@community360.org.uk

Helping people with limited mobility to access the shops and facilities in Colchester town centre. Join the scheme to access a range of manual wheelchairs and electric scooters available to hire for part or all of the day. There are also a number of folding scooters and wheelchairs that can be hired for a longer period of time for use anywhere.

Volunteer Centre

www.volunteeressex.org / volunteer@community360.org.uk

Volunteering can enhance your life, the lives of others and make a big difference in your local community. The Volunteer Centre makes it easy to find the right volunteering opportunity for you with a wide range of roles and projects available to suit your needs.

One Colchester Community Hub 4-6 Long Wyre Street, Colchester, CO1 1LH

The One Colchester Community Hub at 4-6 Long Wyre St, CO1 1LH (next to Savers) is open for support and advice and you can also drop in for a chat and a cuppa, to meet new people or learn new skills.

The Hub is home to many organisations working in our local place as part of a Live Well Neighbourhood team for Colchester.

Access local authority, health care and voluntary sector multidisciplinary teams that can support with a wide range needs, such as housing, health & wellbeing, family advice, transportation, access to services, digital access and signposting to local neighbourhood services.

Winter Support

Visit the One Colchester Community Hub

Situated in Long Wyre Street, Colchester, The Hub offers a wealth of services, activities and support for the Colchester community. A welcoming and warm space where you can access a wide range of activities, services and social and wellbeing activities.

The Hub hosts many different social groups throughout the week, including a Monday morning friendship group, a board games group, men's and women's groups, a variety of textiles activities and more.

Anyone is welcome to drop-in for advice and signposting, practical support such as slippers for those at risk of falls, pick up a warm piece of clothing (subject to availability) or just to see a friendly face and enjoy a warm drink.

We will be distributing winter packs to those affected by the cold weather, including families on low incomes, people living with respiratory conditions and long-term health conditions, via our partners and pop up sessions in the community. A dedicated supply of packs will also be held at Colchester Hospital for staff to distribute to patients who would benefit from the packs when they are discharged.

The Winter Packs, include a guide to local support services ranging from heating schemes, clothing, basic refreshments and practical items, such as a torch and a blanket will be distributed to those identified as being in need by partnership members.

We are open every Saturday from 10am – 3pm. Everyone is welcome to come along and take part in a variety of activities including Zumba sessions, arts and crafts, table tennis and more.

One Colchester Community Hub 4-6 Long Wyre Street, Colchester, CO1 1LH 01206 505250 information@community360.org.





My Social Prescription® E: msp@community360.org.uk T: 01206 505250

My Social Prescription® is a community based scheme that offers free advice to anyone over the age of 18. It supports you to find activities and opportunities to help you make positive changes, improve your health and wellbeing, connect with your community and enjoy yourself. Community360's team of Social Prescribing Link Workers can help with any non-medical enquiries about the support and advice available to you such as community transport, social activities, dementia support, weight management, reducing slips, trips and falls and much more.

www.community360.org.uk /T: 01206 505250



www.britishlegion.org.uk T: 0808 802 8080

Providing lifelong support for the Armed Forces community, serving men and women, veterans and their families. From providing expert advice and guidance, to recovery and rehabilitation, through to transitioning to civilian life – British Legion can be there by their side every step of the way for them and their families.



www.thesilverline.org.uk T: 0800 470 8090

The Silver Line operates a confidential, free helpline for older people across the UK open 24 hours a day, seven days a week, 365 days of the year. Their specially trained team offers information, friendship and advice, links callers to local groups and services, offers regular friendship groups, telephone friendship, and friendship circles (group telephone call).

This service is free and available for anyone aged 55 and over.



www.independentage.org T: 0800 319 6789 E: essex@independentage.org

The Independent Age Helpline gives free impartial advice over the telephone for older people, their families and carers on issues such as money and benefits, care and support or health and mobility.

DEMENTIA SUPPORT

Colchester Dementia Friendly Community 01206 505250 information@community360.org.uk

Colchester Dementia Friendly Community is a collaborative initiative on behalf of the ONE Colchester strategic partnership, and initially implemented by Colchester City Council and Community360, to make the Borough a more dementia aware community.

Colchester Dementia Friendly Community brings together people living with dementia, their carers, and assets within the local area with organisations to enable people to live well with dementia.

Our aim is to make Colchester a 'Dementia Friendly' city and District where people living with dementia and their carers feel confident

knowing they can live their lives with access to the services and support they need to fully participate in community life.

01206 505250 or email information@community360.org.uk



Age Well East 0300 37 33 333

A dementia service with specialist dementia advisers to guide anyone who is affected by dementia, from the person themselves through to family members and carers.

As well as providing advice and information Age Well East can refer you to dementia friendly activity and support groups, volunteer friendship and support to access benefits.

Call us on 0300 37 33 333 www.agewelleast.org.uk



Dementia Connect 0333 150 3456

Alzheimer's Society's personalised support service means you're only one click or call away from the dementia support you need.

It's free, easy to access, and puts you in touch with the right support, from local help to phone and online advice.

Call for support on 0333 150 3456

Admiral Nurses Dementia Helpline 0800 888 6678 helpline@dementiauk.org

Need to talk about dementia? If you're caring for someone with dementia or if you have any other concerns or questions, call or email the Admiral Nurses for specialist support and advice

T: 0800 888 6678 or E: helpline@dementiauk.org





www.cinnamon.org.uk T: 01736 757900

The National Charity for the elderly, the terminally ill and their pets. A national network of community service volunteers provides practical help when any aspect of day to day care poses a problem – for example, walking the dog for a housebound owner. A national fostering service is provided for pets whose owners face a spell in hospital – volunteers take pets into their own homes and supply love and care until owner and pets can be reunited. The Cinnamon Trust also provides long term care for pets whose owners have died or moved to residential accommodation which will not accept pets, so owners have peace of mind in the knowledge that their beloved companion will have a safe and happy future.



www.bluecross.org.uk T: 0300 790 9903

Offering help with veterinary fees for pets, rehoming and animal care advice.

ONE COLCHESTER

A local strategic partnership of organisations whose aims are to improve the quality of life of all residents, build resilient communities & strengthen local partnerships.

The winter resilience project supports the aims of the Livewell campaign which helps residents to improve their physical & mental wellbeing.

For the latest information and news from us follow us on

FACEBOOK.COM/COMMUNITY360ORG
TWITTER: @COMMUNITY360ORG
WWW.COMMUNITY360.ORG.UK

TO FIND OUT MORE VISIT:

WWW.LIVEWELLCAMPAIGN.CO.UK

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