

Preparing for Winter

2023



Welcome

By preparing for the Winter in advance, the cold months may pass by a bit more easily. This booklet will be full of support for you – from keeping you warm, to having more money in your pocket to community support, there will be something for everyone to make this Winter an easier one.

Preparing for the Winter is very important. This pack includes information about schemes that are available to help you, where to go to receive further support and information about how each and every one of us can have more money in our pockets.



Cyng. Nia Jeffreys,
Deputy Councillor Leader
and Cabinet member for
the economy.



Cyng. Dilwyn Morgan,
Cabinet Member for adult
services and Age Friendly
Champion.



Cyng. Craig ab Iago,
Cabinet member for
Housing

5 Tips

1. Remember to arrange to get your chimney cleaned.

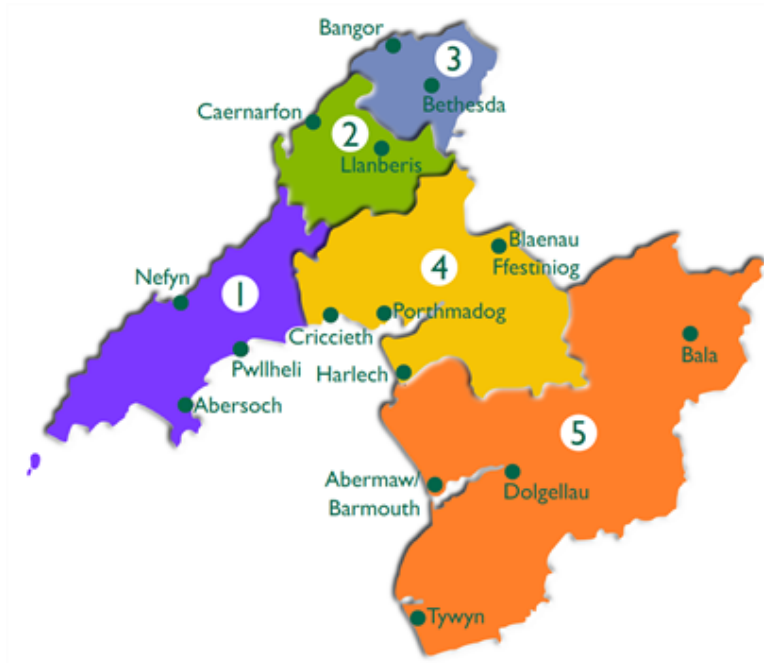
2. Arrange to have someone over to check your heating system and boiler.

3. How about writing important phone numbers in a place that is easy to reach?

4. Make every Tuesday a 'Tuesday Test Day' and check your fire alarms.

5. Insist on your seasonal flu jab.

Community Resource Teams



Caernarfon Community Resource Team

Phone: 01286 679099

Email: oedolioncaernarfon@gwynedd.llyw.cymru

Bangor Community Resource Team

Phone: 01248 363240

Email: oedolionbangor@gwynedd.llyw.cymru

Eifionydd/Gogledd Meirionnydd Community Resource Team

Phone: 01766 510300

Email: oedolioneifionydd/gogmeirionnydd@gwynedd.llyw.cymru

South Gwynedd Community Resource Team

Phone: 01341 424572

Email: oedoliondemeirionnydd@gwynedd.llyw.cymru

Llŷn Community Resource Team

Phone: 01758 704099

Email: oedolionllŷn@gwynedd.llyw.cymru

Mental Health Support

Mental Health Teams (CMHT)

Arfon 03000 840306

South Gwynedd 03000 850027

NHS Mental Health Service

111 then #2

Do you live in social housing?

You can receive various support from your housing association including support with paying bills and other support.

Adra

Phone: 0300 123 8084

Email: ymholiadau@adra.co.uk

North Wales Housing (NWAHA)

Phone: 01492 572727

Email:

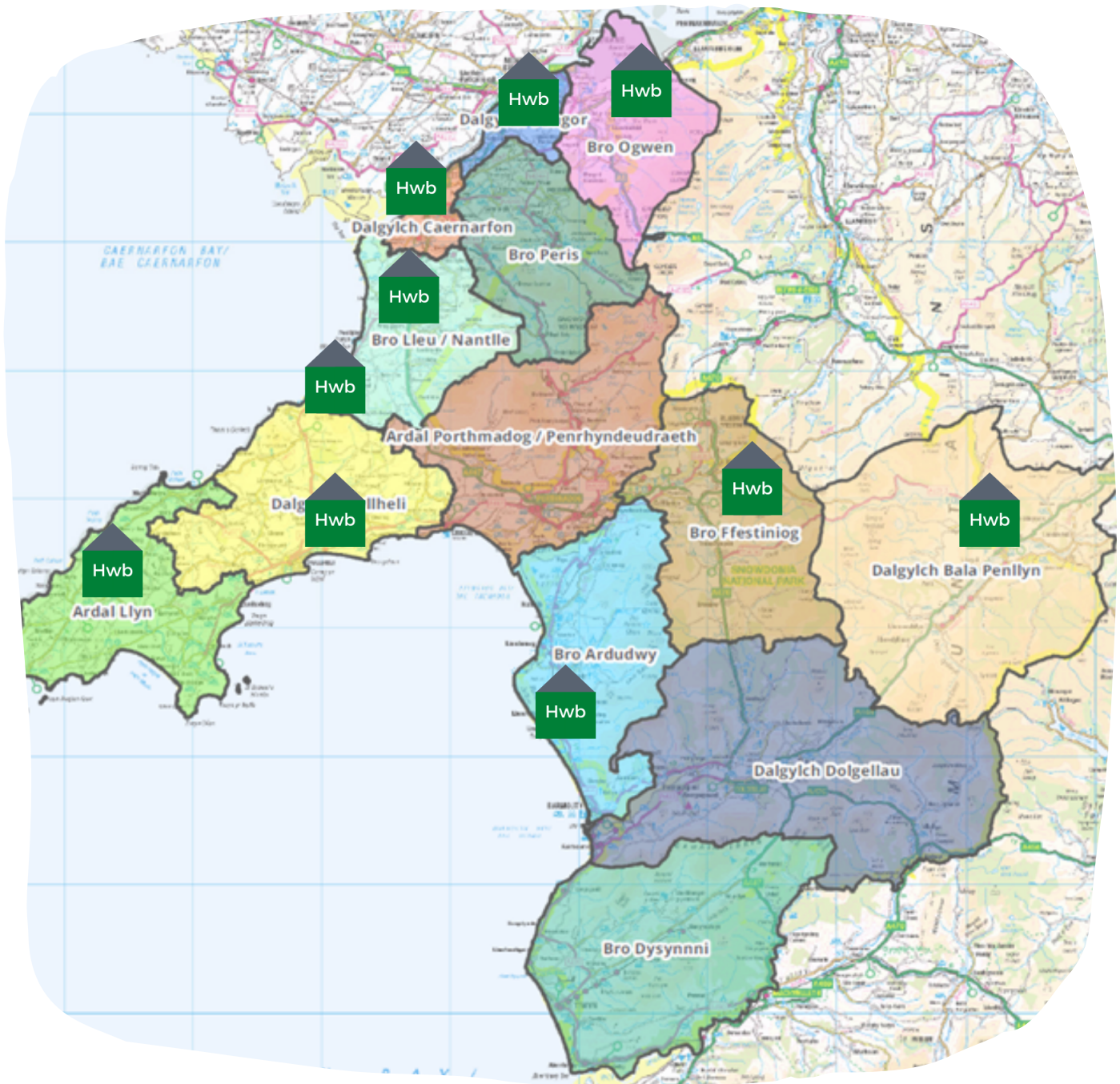
Grŵp Cynefin

Phone: 0300 111 2122

Email: post@grwpcynefin.org

Your area

You can also receive help and information via the community hub in your local area. The details of every hub will be on the next page.



Porthi Dre

Location: Porthi Dre, Ty Seiont, Ffordd Santes Helen, **Caernarfon**

E-Mail: Anneevans52.ae@gmail.com

Telephone: 07772589787

Canolfan Henblas

Location: Canolfan Henblas, 22-24 Stryd Fawr, **Y Bala**, Gwynedd

E-Mail: canolfanhenblas@gmail.com

Telephone: 01678521796

Yr Orsaf

Location: Yr Orsaf, Storfa Muriau, Heol y Dwr, **Penygroes**, Gwynedd, LL54 6LP

E-Mail: greta@yrorsaf.cymru

Telephone: 07529 224989

South Gwynedd Foodbank

Location: South Gwynedd Foodbank, King Edward Street, **Bermo**,

E-Mail: info@southgwynedd.foodbank.org.uk

Telephone: 07973914599

Y Dref Werdd

Location: Y Dref Werdd, 5 Stryd fawr, **Blaenau Ffestiniog**

E-Mail: gwydion@drefwerdd.cymru

Telephone: 07435 290553 / 07443 794790

Congl Meinciau

Location: Canolfan Fenter Congl Meinciau, **Botwnnog**, Pwllheli

E-Mail: post@conglmeinciau.org.uk

Telephone: 01758 770000

Antur Aelhaearn

Location: Canolfan Antur Aelhaearn LTD, **Llanaelhaearn**

E-Mail: moelfefawr@gmail.com

Community Connector: Michelle.durrant@wales.nhs.uk

Telephone: 07735 776919

Canolfan Felin Fach

Location: Canolfan Felin Fach Cyf. Stryd Penlan, **Pwllheli**, Gwynedd

E-Mail: info@canolfanfelinfach.com

Telephone: 01758 701611

Partneriaeth Ogwen

Location: Partneriaeth Ogwen, 27 High Street, **Bethesda**, Bangor, Gwynedd

E-Mail: partneriaeth@ogwen.org

Telephone: 01248 602131

Maes Ni

Location: Maes Ni, Swyddfa Mentra, Llys Dylan, **Maesgeirchen**

E-Mail: Peter.maesni@gmail.com

Telephone: 07990 584050



More money in your pocket

Anyone can fall behind on bills, but it is never too late to ask for help. Here is some information about the grants, payments, and financial support available to help you.

Important things to remember:

- Claim the benefits that you're entitled to. Call Advicelink Wales on 0808 250 5700 (free help line) or go to the government's website.
- Contact your suppliers / creditors to discuss your concerns if you are having trouble paying your bills.
- Be careful/wary of scammers and loan sharks.



Pension Credit

Pension Credit provides extra money to help you with living costs if you are over the State Pension age and on low income.

You may be eligible for additional support if you are a carer, disabled, or responsible for a child or young person.

Pension Credit is separate to your State Pension.

You are eligible for Pension Credit even if you have another income, savings or if you own your own home.

Other support if you receive Pension Credit:

If you receive Pension Credit you are also eligible for additional support, such as:

- **Housing Benefit** if you rent the property you live in.
- **Cost of living payments.**
- **Support for Mortgage Interest** if you own the property you live in.
- **Council Tax Discount.**
- **TV licence** for free if you are 75 years of age or older.
- Help with **NHS dental treatment, glasses, and transport** costs for hospital appointments, if you receive a specific type of Pension Credit.
- **Help with heating costs** through the Warm Homes Reduction Scheme.



Council Tax Discounts

Are you eligible to pay less Council Tax?

- If you are eligible for Credit Pension.
- If you live on your own, you have the right to a 25% discount on your Council Tax.
- Severe Mental Impairment.
- Caring for someone.
- Disability.

If you live in Gwynedd and believe that you could be eligible for a Council Tax discount or reduction, you should **contact the Gwynedd Council Tax department: 01286 682689.**

Social Tariffs



Broadband and phone packages

Social tariffs are cheaper broadband and phone packages for people who claim Universal Credit, Pension Credit and a few other benefits. Some providers call them 'essential' or 'basic' broadband. If you, or someone in your home, claim Universal Credit, you can switch to any one of the available tariffs. The person receiving the benefit must be the main person on the contract.

How to apply?

First, check to see if your current provider offers social tariffs. It is possible to apply for most tariffs on-line, or by calling your provider and asking to switch.

For more information, and to see a list of the available tariffs, see: www.ofcom.org.uk.

HelpU Tariff – Welsh Water



Do you live on low income? The HelpU tariff helps low-income homes by capping the amount you have to pay for your water.

Do you live on your own, or do you not use much water? You may be able to save money by setting up a water meter.

Is your home's income less than £50,000 a year? Is your expenditure higher than your income? You may be eligible for 3 months of free water through the Community scheme.

If you have received or are awaiting your next cost of living payment or £301 from the Government, you may be entitled to save up to £200 on your annual water bill as well.

For more information, visit www.dwrcymru.com/en/support-with-bills

Or call: 0800 052 0145

For more information regarding the help, support and practical advice that is available, visit the Cyngor Gwynedd website by scanning the code or via this link:

www.gwynedd.llyw.cymru/en/Residents/Costau-Byw/Cost-of-living-help.aspx





Keeping Warm

Even if it's not a hard winter, cold weather can make us more likely to be ill.

- Try wearing multiple layers of clothing instead of one thick layer.
- Try using a hot water bottle or an electric blanket in bed – do not use both at the same time.
- Try not to sit still for more than an hour if indoors.
- Keep your bedroom window closed throughout the night since this is the coldest time of the day.
- Close your curtains during the night to keep in the heat.
- If it has been over a year since you serviced your heating system, you should ask a professional worker to check that it works efficiently throughout the winter.
- Some energy suppliers have a Priority Services Register that provides advice and additional support to older people during the winter.

Warm Spaces



Is the house cold? Fancy a chat or a warm cup of tea? Many locations across Gwynedd offer "Warm Spaces" for anyone who wishes to come in for a chat, a cup of tea or to shelter.

You can see the Warm Spaces locations in your community by visiting the map on Cyngor Gwynedd's website. New locations will be added regularly.

Or if you need the information in a different format, contact: croesocynnes@gwynedd.llyw.cymru

ECO 4 Flex

ECO 4 Flex is a scheme that helps people to save energy and money on heating their homes.

Do you own a property or rent privately?

You may be eligible for home energy improvements:

For more information:

Menai Heating: 01248 421 044

Baxter-Kelly: 01352 860499

City Energy/Consumer Energy Solutions: 02920 499183

The Great British Insulation Scheme

If your heating system is relatively new, and you only need help with insulation, The Great British Insulation Scheme may be able to help you.

For further information, please contact the freephone telephone number: 0800 098 7950

or take a look at the Government's website:

www.gov.uk/apply-great-british-insulation-scheme

Nest



The Nest scheme offers free, impartial energy advice and if you are eligible; free home energy efficiency improvements. This could reduce your energy bills and be of benefit to your health and well-being.

For further information, please contact the freephone telephone number: 0808 808 2244

Search on-line: www.nyth.llyw.cymru

For general information or advice regarding the above schemes, contact the Energy Team – Cyngor Gwynedd.

They can help you if you are a customer with a key or card (pre-pay), or if you are having trouble with oil, coal, or LPG costs.

01766 771000

TlodiTanwydd@gwynedd.llyw.cymru

www.gwynedd.llyw.cymru



Extra Support

Age Cymru Gwynedd and Môn

Age Cymru Gwynedd and Môn offer several types of support for older people across Gwynedd.

Phone: 01286 677711

Worried about taking your dog for a walk?

A charity for older people and their pets. They have volunteers who could take your dog for a walk in bad weather.

Phone: 01736 757 900 www.cinnamon.org.uk

Worried about falling over?

The internal Telecare service provides equipment that could help you to call for support if you fall.

Phone: 01286 679 059

Concerned about your memory?

Dementia Active Gwynedd provides support for individuals with dementia and their families.

Phone: 07768 988 095

Gritting

Teams will be working to grit roads and pavements. Although, it is hard to reach everywhere, to let us know about any problems such as ice or snow on the road.

Phone: 01766 771000

Gwynedd and Anglesey Care and Repair

Care and Repair provides equipment and adaptations for your home. The team works across all of Gwynedd.

Phone: 01286 889360 E-mail:

gofalathrwsio@gofalathrwsio.org

Help to travel

You can apply to travel for free when you are over 60 years old or at a reduced price if disabled.

Apply on the Transport for Wales website

Do you want books for your home?

Remember the home library service, you can arrange this on the Cyngor Gwynedd website or by calling:

01286 679465 or 01341 422771

Want to know what is on in the local area?

The Dewis.cymru website lists various local clubs and activities, go and have a look. You can also contact Mantell Gwynedd to receive the information.

Phone: [01286 672626](tel:01286672626)

Worried about a matter concerning older people?

Gwynedd is working towards becoming age friendly, if something is of concern or if you would like additional support you can get in touch by:

E-mail: agefriendly@gwynedd.llyw.cymru

Post: Age Friendly, Headquarters, Gwynedd Council,
Caernarfon. LL55 1SH