

# Carer's

## WELLBEING GUIDE 2021/22



CARERS PARTNERSHIP  
BOARD (Telford & Wrekin)

Protect  
Care and Invest  
to create a  
better borough



Telford & Wrekin  
COUNCIL

# COVID-19 Update

## Keeping yourself and others safe

There are still cases of Covid-19 in England. Although we are starting to return to a more normal way of life and many people have been vaccinated, it is still possible to catch and spread the virus, even if you are fully vaccinated.

Covid-19 will continue to be part of our lives for the foreseeable future, so we need to learn to live with it.

It is normal to:

- [Check for covid regularly with rapid tests at home](#) – even if you are feeling well (no symptoms).
- [Get a PCR test immediately if you have symptoms](#), however mild.
- Remember hands–face–space and fresh air.

Thank you to everyone for making these part of their normal routine.

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## Let's all keep life moving in Telford and Wrekin.

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For more details on how to stay safe and help prevent the coronavirus spread, [visit the government's website](#).

# Normal is...

**Hands,  
face,  
space,  
fresh air,  
test,  
isolate.**

**Help keep life moving in  
Telford and Wrekin**

Protect  
Care and Invest  
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better borough



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COUNCIL

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## 1 Introduction

### Welcome to the second edition of the Telford and Wrekin Carer's Wellbeing Guide.

Following the feedback received from our local carers on the first edition, we are pleased to offer you this updated one-stop guide - with useful information, advice and contacts to support you as a carer.

Thank you for the vital role you continue to play in looking after your loved one(s) and enabling them to get the most out of their lives. We know that while caring is rewarding and fulfilling, it can be also challenging and exhausting at times, impacting on your wellbeing.

We are here to help and make it easier for you. This guide tells you in one place about the support you are entitled to as a carer and signposts to local organisations in our borough that can be of assistance to you.



Please help us spread the word about the guide. We want as many carers as possible in our Borough to use and benefit from it. Thank you.

**Councillor Andy Burford,**  
Cabinet Member for Health and Social Care

We would welcome your feedback on the Guide by completing this short survey on [www.telford.gov.uk/cwgfeedback](http://www.telford.gov.uk/cwgfeedback)

## Carers Partnership Board

### Have you heard about the Carers Partnership Board?



CARERS PARTNERSHIP  
BOARD (Telford & Wrekin)

“At the Carers Partnership Board, as carers and former carers, we are experts by experience and genuinely understand. We offer an independent perspective and are here to make a positive difference to the lives of all our region’s carers whatever their age, their role, their culture.”

Find out how you can get involved and have your say on the Carers Partnership Board website [www.cpbtelfordandwrekin.co.uk](http://www.cpbtelfordandwrekin.co.uk) or email [board@cpbtelfordandwrekin.co.uk](mailto:board@cpbtelfordandwrekin.co.uk) or follow us on Facebook [www.facebook.com/carerspartnershipboard](http://www.facebook.com/carerspartnershipboard)



## Making it Real Board (MiRB)

### Are you a carer for someone who would like to help shape future services?

We have developed a [co-production framework](#) where our experts by experience are involved in the planning of changes and influence the way Adult Social Care is developed. Find out more by visiting [www.telford.gov.uk/mir](http://www.telford.gov.uk/mir) or email [makingitreal@telford.gov.uk](mailto:makingitreal@telford.gov.uk)

## Equality

Co-production starts from the idea that no one group or person is more important than anyone else and everyone has skills, abilities and time to contribute.

Making everything accessible is the way to ensure that everybody has an equal chance to take part fully in an activity in the way that suits them best.

## Accessibility

## Diversity

Co-production should include everyone and be accessible to all - be as inclusive and diverse as possible.

Ensuring people receive something back for putting something in; supporting involvement and feeling valued.

## Mutual Benefit

### Co-production Framework

## 2 Help and Support for Carers

### Telford Carers Centre - You're looking after someone, but who's looking after you?

Telford and Wrekin CVS offer services to family and friend carers of all ages from five years upwards. If you look after someone who couldn't manage without you and they live in Telford and Wrekin then we are here for you. We deliver a range of high quality support for carers including information and advice, wellbeing support groups, social respite activities and access to grants and training. The Carers Centre provides confidential advice, free of charge.



**Tel:** 01952 240209

**Email:** [admin@telfordcarers.org.uk](mailto:admin@telfordcarers.org.uk)

#### Getting you on board...

It's helpful and reassuring to know how things work when you register with us and to understand the alternative ways we can support you on your carers journey.

What we offer may include:

- Connecting you to local services for both you and the person you care for
- Planning for emergencies
- Looking after your own wellbeing
- Having a break from caring
- Peer support
- Employment, education or training opportunities
- Wellbeing Checks
- Caring Matters Magazine
- Support when your caring role comes to an end

#### Carers Assessment

As a family or friend carer you are entitled to a Carer's Assessment, whether or not the person you care for has had an assessment of their own needs through social services. It's not in any way about judging how well you do your caring, it's about how that caring is affecting your life and what can be done to help you.

A [Carer's Assessment](#) is for adult carers over 18 years old, who are looking after another adult who is physically or mentally ill, disabled, frail or has alcohol or substance mis-use issues. It is used to assess the impact their caring role has on their life and what support could be put in place to help. In Telford and Wrekin, Carer's Assessments may be carried out through Family Connect and by Social Workers.

## Carers Allowance

You may be eligible for Carers Allowance if you provide support for someone on a regular basis. This can include:

- Helping with washing and cooking
- Taking the person you care for to a Doctor's appointment
- Helping with household tasks like managing bills and shopping

For more information, please contact the Carers Allowance Unit on:

**Tel:** 0800 731 0297

**Tel:** 0800 731 0317

Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 731 0297

Video relay service for British Sign Language (BSL) users

## Do you think you are a young carer?

**If so, we are here to help you with all your questions and worries.**

Young carers may have to deal with a range of illnesses with the person they care for, such as disability, chronic illness, mental health difficulties or problems with drugs or alcohol misuse.



They may take on all types of caring responsibilities - cooking, cleaning, shopping and other practical homecare or personal care such as lifting, washing and personal hygiene. They may give emotional support. Many carers take on caring responsibilities that an adult would normally do.



With the risk of social isolation, bullying, school attendance problems, and physical and mental ill health themselves, young carers can often find life tiring, worrying and lonely.

**If you think you are a young carer or you know someone who is please get in touch with us** Telford Carers Centre provide confidential advice, free of charge.

**Tel:** 01952 240209

**Email:** admin@telfordcarers.org.uk

## Carers Emergency Service

The Carers Emergency Service provides free immediate assistance when you are unable to help someone who is reliant on your support. To access the Carers Emergency Service ring

**Tel:** 01952 385385, please select option 3 and ask for the Emergency Response Service

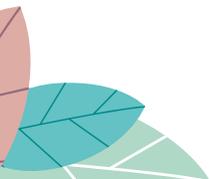
This is a responsive and reliable replacement care service, for carers over the age of 16 years, who care for an adult over the age of 18 years. The aim: peace of mind when a crisis occurs. The service offers free replacement home-based support for up to 72 hours, in an emergency or crisis situation.

## Telford Crisis Support

“No-one need go without the basic essentials to keep themselves and their families sheltered, fed, clean, clothed, warm, and healthy.”

### Food Referral

To make an application for a food parcel please call 01952 380 400. If you have any questions regarding an application or if you wish to speak to the Telford Crisis Support team call 01952 567173 or visit [https://telfordcrisissupport.org.uk/?page\\_id=1669](https://telfordcrisissupport.org.uk/?page_id=1669).



## Gas & Electric vouchers

Please visit <https://telford-gwa.egovhub.net/Gwa/launch> to see if you can apply for emergency welfare assistance through Telford & Wrekin Council.

## Independent Living Centre

The Independent Living Centre is funded by Telford & Wrekin Council in partnership with Telford and Wrekin CVS and can be found at Telford Town Centre within the Hazeldine House shopping complex.

The ILC offers both preventative and responsive support to individuals to enable them, their families and their family carers to live well and safe in their community. People are able to receive support around daily living and it offers a wide range of information, advice and signposting to address the needs of residents which enables individuals and their family to make decisions to enhance life choices.



A purpose built environment has enabled the centre to provide a ‘showhome’ with built in features to both physically and digitally promote independent living and to reduce costs of care and support needs using modern technology and Assistive Equipment solutions. On-site TEC (Technology Enabled Care), Sensory & Visual Impairment and Occupational Therapy equipment enables people to ‘try before they buy’ to find the solutions they need to maintain independence in their own homes. It is a physical space for all who wish to support vulnerable people and an aging population living within Telford and Wrekin. A showcase of the most up to date technology to support a range of needs from physical, sensory and also for those with learning difficulties.

## The Virtual House

Our virtual house is an interactive tour showing examples of Occupational Therapy, Assistive Technology and Sensory aids, equipment and solutions that may be helpful to you or a family member to do daily activities around the home.



If you would like to view and try some of this equipment in person before purchasing you can do so by visiting the Independent Living Centre, where you can talk to a member of our team about the items.

Independent Living Centre, Unit 3A Hazeldine House, Telford Town Centre, Telford

**Tel:** 01952 457181

**Web:** <https://livewell.telford.gov.uk>

**Text (SMS):** 07797 875385

## Age UK Shropshire Telford & Wrekin

Age UK Shropshire Telford & Wrekin offers lots of services for older people and their carers.



- Information, advice and advocacy – help with benefits, form filling, advice on aids, in the home and a wide range of advice sheets.
- Winter warmth advice – free home energy checks and advice and support to keep your home warm and save on energy costs.
- Practical help at home – support to remain independent at home (this is a charged for service).
- Telephone befriending – a regular call with a volunteer to chat, usually weekly.
- Social activities in the community – activities in the community or online including, reading, walking, craft, dance, exercise and social groups.
- Volunteering opportunities.

Call Age UK Shropshire Telford & Wrekin on

**Tel:** 01743 233123

**Email:** [enquiries@ageukstw.org.uk](mailto:enquiries@ageukstw.org.uk)

You can also find a wide range of information on our website

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



## Special Educational Needs and Disability (SEND) Local Offer

Visit the Telford & Wrekin SEND Local Offer website to find an extensive range of information for parents, carers and professionals. Telford & Wrekin's Local Offer aims to provide information on what services you can expect from local agencies including education, health and social care.

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



## PODS (Parents Opening Doors) Charity

Involving and supporting families who have a child or young person with a disability or additional needs (aged 0-25 years).



### Services we offer

- Parent Carer Forum
- Befriending Scheme
- SEND Information
- Family Groups
- Workshops and Drop-Ins
- Inclusive Trips and Events
- Fundraising

More information and access [www.podstelford.org](http://www.podstelford.org)

Facebook [www.facebook.com/PODSTelfordopenpage](https://www.facebook.com/PODSTelfordopenpage)

**Email:** [info@podstelford.org](mailto:info@podstelford.org)

**Tel:** 01952 458047 / 0777 534 2092

## Dementia Enhanced Care Team – Admiral Nurses

Admiral Nurse's offer individualised support for family carers and people with dementia, which entails comprehensive assessment of need and provision of a range of therapeutic approaches designed to promote well-being and equip family carers with skills and information.



The service is available to carers of people with dementia who are registered to a Telford and Wrekin GP. Direct care is not provided for the person who has dementia. The service is not available to under 18 year olds who are referred to Red Cross or Young Carers.

Self-referral to the service (for Carers):

**Tel:** 01952 580479

**Email:** [www.shropscommunityhealth.nhs.uk/dementia](http://www.shropscommunityhealth.nhs.uk/dementia)

## Alzheimer's Society Dementia Support

We provide expert information, training, and support services to all those who need our help and we are creating a more dementia-friendly society so people with the condition can live without fear and prejudice.



If you have any concerns about dementia, visit [www.alzheimers.org.uk](http://www.alzheimers.org.uk) or call **Dementia Connect**, telephone support lines available 7 days a week seeking information and peer support, 0333 150 3456 Mon-Wed 9-8pm, Thurs-Fri 9-5pm, Sat-Sun 9-4pm.

Our Dementia Support Workers offer information and practical guidance to help you understand the condition, cope with day-to-day challenges and prepare for the future. Face-to-face, over the phone or in writing they will help you to:

- Remain independent and stay active for as long as possible.
- Get the information and advice you need to make informed decisions about your wellbeing.
- Find other local services which can help improve your life.

Get in touch **Tel:** 01952 250392 or **Email:** [shropshire@alzheimers.org.uk](mailto:shropshire@alzheimers.org.uk)



## Parkinson's UK

### Caring for someone with Parkinson's?

Do you help, support or care for a partner, friend or family member with Parkinson's? We're here for you too.

Call the **Parkinson's Helpline** on

**Tel:** 0808 800 0303

**Web:** [www.parkinsons.org.uk/information-and-support/caring-someone-parkinsons](http://www.parkinsons.org.uk/information-and-support/caring-someone-parkinsons)

## Contacting Adult Social Care



We are here to provide information, advice and support to you and those important to you. You may already have regular contact with your allocated worker, if you don't and are worried about something or your circumstances have changed please get in touch with us.

## The Wellbeing Independence Partnership

The Wellbeing Independence Partnership is the first point of contact for enquiries relating to Adult Social Care in Telford and Wrekin. It is an information and advice service for adults with care and support needs who are not known to statutory services.



Our friendly and knowledgeable staff provide information, advice and guidance for the general public about health and social care. We work with people to identify their strengths and help them to stay independent for longer with access to community-based solutions to ensure individuals get the right help, at the right time, from the right service.

To find out more and to access an array of community led support please contact us, our phone lines are open Monday to Friday from 9am - 5pm.

**Tel:** 01952 916030

**Email:** [wip@tandwcvcs.org.uk](mailto:wip@tandwcvcs.org.uk)



## Occupational Therapy Services in Telford and Wrekin

The Occupational Therapy Service in Telford & Wrekin Council deliver three services.

Within the Independent Living Centre we have recreated a bathroom, bedroom and kitchen, as well as having a staircase and stairlift where we can assess you with access to a variety of equipment. We are currently offering these assessments as booked appointments. The centre is open for you to come and try equipment or aids that you might be considering purchasing.

### Equipment and Adaptations

The Occupational Therapy Team will also assess you at home if your needs are more complex. We will assess the difficulties you have completing daily living tasks and consider equipment or techniques that may make these tasks easier for you. In some circumstances, when equipment has not helped, we may look at how we can adapt your home to make life easier for you. This may be simple, minor adaptations like a second stair rail or grab rails in the bathroom, it might be a stairlift, or it might be a more complex adaptation such as wetroom adaptations or through floor lifts. Sometimes, we will also adapt the environment to make it safer and easier for you to be cared for. All adaptations are subject to landlord approval if you do not own your own home and major adaptations are also subject to a financial eligibility assessment.

### Smarter Care

We also offer this service if you are paying for your own care because we know it is important that you are only buying the care that you need. We will assess both the person and their carer and provide solutions that will support you. We may just need to give you some advice about basic moving and handling and how to look after your back, and sometimes we may need to consider pieces of equipment or an adaptation to make things safer and better for both of you. We will demonstrate how to do things safely, teach you to do this and help improve your confidence in providing care for your loved one. We may also talk to you about risk management and ways to reduce risk of injury to yourself or the person you care for.



The only exception is if you receive any payment for providing care as opposed to carer allowance (such as a direct payment). Our role is to support unpaid, informal carers to continue in their role safely. We are unable to provide advice to carers under the age of 18.

To be referred for an Occupational Therapy Assessment for any of these services please contact WIP on **Tel:** 01952 916030 or **Email:** wip@tandwcvcs.org.uk. Please note, if you would like a Smarter Care assessment then we need the details for the person and all carers involved.

## Family Connect (Adults) and Adult Safeguarding

We support people who are already known to adult social care as well as providing advice, guidance and support to professionals and the public on an array of adult social care services.

Our Family Connect Community Support Advisors are also the first point of contact for all new referrals for people who require statutory care and support or safeguarding. Enquiries from people who are not already known to adult social care are supported by our colleagues in the Wellbeing Independence Partnership who can provide a holistic service..

Reasons why you would contact Family Connect directly:

- If you wish to make an urgent referral for care and support and/or occupational therapy.
- If you already receive services from adult social care and your circumstances have changed.
- If you want to report concerns of abuse, neglect or harm or you are at risk – you need to report it. However, if someone is in immediate risk of harm please contact the police.

Our friendly and knowledgeable advisors are available Monday to Friday 9am-5pm:

**Tel:** 01952 385385 (select option 3 when prompted)

**Email:** familyconnect@telford.gov.uk

**Text (SMS):** 07797 875385



## Older People's and Physical Disabilities Teams

If you are caring for an older adult or somebody with a physical disability who currently receives support you can contact your allocated professional (for example; Social Worker, Adult Social Care Practitioner or Occupational Therapist), please call us using the following phone numbers and we will transfer you to your allocated professional if they are available:

- West Locality Hub - 01952 385577
- East locality - 01952 387183 / 01952 385465

## Learning Disability and Autism Team

If you care for someone with a Learning Disability and/or Autism, the Learning Disability and Autism Team for adults are here to help.

You might already have regular contact with your allocated worker, if you don't and you are worried about something, or your circumstances have changed, you can either attend the drop in session at the ILC on Thursdays between 1pm and 5pm. There will be social workers in attendance and/or appointments can be made in advance if preferred by contacting the ILC 01952 457181.

Contact the Learning Disability and Autism Team on **Tel:** 01952 385577 or through Family Connect **Tel:** 01952 385385 (please select option 3).

## Learning Disability

Across all services in Telford and Wrekin we want to promote independence of people with learning disabilities and help people to live well. People with learning disabilities, and their families, in Telford and Wrekin should be able to access advice, information, care and support that is aspirational, modern and meaningful. Visit [www.telford.gov.uk/LD](http://www.telford.gov.uk/LD)

## Autism

Autism is a spectrum condition that affects people in different ways, and, like all people, autistic people have their own strengths and weaknesses. The National Autistic Society state "autism is a life-long developmental disability which affects how people communicate, interact with the world and experience their senses. One in 100 people are on the spectrum and there are around 700,000 autistic adults and children in the UK. Visit [www.telford.gov.uk/autism](http://www.telford.gov.uk/autism)

## Mental Health Team

If you care for someone who receives support with their mental health, you may already be in regular contact with their worker from our mental health social work team or possibly their care coordinator from the Midlands Partnership Foundation NHS Trust. If you are unsure and are worried about the person's mental health you can contact their GP surgery for some advice or alternatively contact the ACCESS Team from the Midlands Partnership Foundation NHS Trust. The team is available 24 hours a day, 365 days a year.

**Tel:** 0808 196 4501

**Email:** access.shropshire@mpft.nhs.uk

This is the main contact for all mental health related enquiries. If you are still unsure or are having problems getting the right support at the right time please contact the Family Connect Team on 01952 385385 (select option 3) our workers will be happy to advise you or ask someone from the mental health social work team to call you back.

## Out of hours - Emergency Duty Team (EDT)

EDT provides an emergency social work service for urgent situations which arise out of normal office hours and which cannot be left with an appropriate degree of safety until the next normal working day. The service operates Monday to Thursday 5pm to 9am and from 5pm Friday through to 9am Monday. The service also operates during public holidays.

**Tel:** 01952 676500.

## Live Well Telford

Visit Live Well Telford to find local support services and activities for residents of all ages, many right on your doorstep.

Available through <https://livewell.telford.gov.uk> on any internet enabled device (smart phone/tablet/computer), in libraries or internet cafes, available 24/7, 365 days a year.



**SCAN ME TO  
VISIT WEBSITE**

## Community Support

There is a range of support available to communities, organisations, groups, clubs and individuals across Telford and Wrekin. This includes support for individuals/organisations:

- Who are looking to do more in their community, such as volunteering.
- Who are interested in setting up a club or group, such as a youth group or parent and toddler group.
- Who are considering setting up a community business or social enterprise.
- Who are considering setting up a micro provider business that provides care and support for people on the borough.
- Who need help to achieve more or adapt into a different type of group, such as moving to a charitable status.
- To find funding or grants to help them be sustainable.
- Signposting and information to access their community and self referrals about groups and activities taking place in their local area.

### Helping to support *and* connect communities

Looking to do more in your community?

Wanting to set up a local group or club?

Looking for funding to help with a local group, business or enterprise?

Wanting to know what activities and groups are in your area?

Interested in volunteering?

**Telephone:** 01952 382245

**Email:** [cpt@telford.gov.uk](mailto:cpt@telford.gov.uk)

## Telford & Wrekin Community Support Line

Advice and support from  
Telford & Wrekin Council



Support is available for your essential needs

If you have no friends, family or neighbours to help and you have to self-isolate because you have tested positive for Covid-19, or have symptoms of Covid-19, contact us for support. This support is also available if you are not fully vaccinated and have been in close contact with someone who has tested positive for Covid-19.



If you are self-isolating, because you have tested positive or have symptoms of COVID-19, and you are unable to rely on family, friends or other support networks to meet your essential needs, please complete our online form to request community support.

Complete a referral form [https://www.telford.gov.uk/info/20758/community\\_support\\_line](https://www.telford.gov.uk/info/20758/community_support_line)

You can also call 01952 382030.

The line is open Monday to Friday from 9am to 5pm.

Support available includes: shopping, someone to talk to and topping up gas and electricity meters.

If your request is for a prescription, we ask that you use the free NHS prescription delivery service or contact your GP and register for the free Medicine Delivery Service, which is accessible during your 10-day isolation period. Visit the [Lloyds Direct website](#) to use the free NHS prescription delivery service.

## Food and shopping support services

We have included step by step processes with information, advice and services. Please follow the link below and you will find steps in order to see the support that is available to you. This information is provided at a time where there is constant change and the services suggested below may vary.

Visit [https://www.telford.gov.uk/homepage/398/food\\_parcels\\_food\\_shopping\\_and\\_meals](https://www.telford.gov.uk/homepage/398/food_parcels_food_shopping_and_meals)

If you are unable to access the internet, please contact the Community Support helpline on 01952 382030. This service is open Monday to Friday, 9am - 5pm.



## 3 Health

Looking after your physical and mental health is even more important during this time. The impact of caring for a loved one can lead to carers not having the time to look after their own physical and mental health which is just as important. Taking the time to look after yourself will support you to continue in caring for your loved one.

### Healthy Lifestyles

The Healthy Lifestyles team provides a free personal service to motivate, encourage and support local people to make changes to improve their health and wellbeing.



The Healthy Lifestyles service offers six 1-2-1 sessions over a 12 week period supporting the areas of:

- Healthy eating;
- Weight management;
- Physical activity;
- Alcohol;
- Smoking cessation and
- Emotional health and wellbeing.

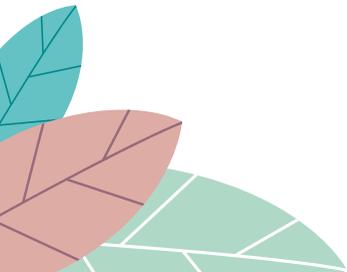
Advisors work closely with the community and connect clients with a variety of ongoing support within the locality they live. All support from the Healthy Lifestyles Team is completely free and confidential.

**Email:** [healthylifestyles@telford.gov.uk](mailto:healthylifestyles@telford.gov.uk)

**Online referral:** [www.telford.gov.uk/hlform](http://www.telford.gov.uk/hlform)

**Telephone:** 01952 382582

**Facebook:** @HealthyTelford



## Seated Exercise

It is important to keep moving and change position from time to time, in order to prevent aches and pains from developing. Here are some good seated exercises that can be completed at home for less mobile people.

### Finger Fan

Hold the hands out in front and spread the fingers apart as far as possible. Maintain for the count of 5, relax and repeat

### Shoulder Blade Squeeze

Link hand behind the chair and pull the shoulders back. Squeeze shoulders together and straighten arms, hold, release and repeat.

### Back and Arm Stretch

Clasp the hands together and extend the arms straight above the head. Lean to the left, then to the right and stretch hard several times.

### Shoulder Roll

Roll the shoulders backwards and forwards several times

### Neck Stretch

Bend the head forward and slowly turn it like a pendulum to look up to the right and then to the left. Then, with the head in a neutral position, slowly turn the head to look down to the left and to the right. Repeat several times

### Wrist Stretches

Straighten both arms out in front and, with one hand, bend the wrist of the other hand up

### Trunk Twist

Fold the arms and twist the trunk to the left and then to the right

### Hand Bend

Place your elbows on the table and, with one hand, gently take the opposite hand and bend it back towards the forearm. Repeat with the other hand.

## Telford & Wrekin Leisure Services



We have a number of leisure facilities located across the Borough helping people to do more, enjoy more and feel better. Our facilities include seven Aspirations Health & Fitness facilities, four swimming pools, an ice rink in the heart of Southwater, a snowboard & ski centre, a golf facility and an award winning Town Park.

Young Carers can apply for a new category of the TLC Card. Giving the same level of discount as a standard resident card with the added benefit of free ice skating at Telford Ice Rink. Public swimming across all our pool sites is also available where carers are admitted free of charge in their supportive capacity.

Carers and those supported by a carer would need to show the eligibility for the TLC concessionary status. Please follow the link for further TLC information [www.telfordloyaltycard.co.uk](http://www.telfordloyaltycard.co.uk)

Leisure website: [www.telfordandwrekinleisure.co.uk](http://www.telfordandwrekinleisure.co.uk)

**Email:** [leisure@telford.gov.uk](mailto:leisure@telford.gov.uk)

**Tel:** 01952 382621 (Monday – Friday 9am-5pm) general enquiries

## Health Support Groups

Find details of Health Support Groups available on Live Well Telford <https://livewell.telford.gov.uk/Categories/1783>

## Mental Health Support

We recognise the significant impact that 2020 has had on our unpaid carers and the role they have played in supporting their loved ones to remain safe. If you are a carer and feel you would benefit from speaking to someone about your caring role and the impact on you, you can request a Carers Assessment from Family Connect on **Tel:** 01952 385385 (option 3).

There are a number of support services available to carers including:

- Personalised support for your cared for
- IMPACT carers counselling
- One-off Carers Direct Payment
- Carers Contact Centre

## Calm Café

Our Calm Café's offer people living in Telford and Wrekin support with their emotional and mental health, a space to meet like-minded people and gain support from trained staff.

# Calm Cafe

The Café is open 3 evenings a week 5pm to 8pm at the following locations; Meeting Point House, Sutton Hill and Oakengates. If you need any further information or would like some support to attend please call:

**Tel:** 07434 869248

**Email:** talk2@telford-mind.co.uk

## Branches

Listening and supporting people when they have mental health issues by offering a range of services to promote better mental health, including peer support. Branches will help in a crisis, whilst also supporting recovery by helping people to develop skills for work and life.

Services include:

- Listening service for one to one support
- Drop in
- Groups and activities for recovery
- Training and development to build skills for life
- A safe place to provide support in a mental health crisis

## Who will support me?

The services will be delivered by the Telford After Care Team in conjunction with the Mental Health Alliance. Paid staff and volunteers with lived experience are trained to provide high quality support.

**Tel:** 01952 899205

The service runs Monday to Friday 9am to 5pm



## Challenging Perceptions

Explore and address mental health issues and wellbeing. To do so, we will enable members of our communities to improve their lives by coming together and supporting each other to grow in confidence and engage in opportunities.



We help to reduce stigma and discrimination by providing information, advice and support and promoting understanding and awareness of mental health issues and wellbeing that young adults face.

Challenging Perceptions is a user-led organisation. Therefore, we are run by people who use our and others' mental health and wellbeing services. The choices people who use our services make, and the outcomes we help them to attain, are ones we want for ourselves. The future we strive for is where minds and opportunities are open and we all grow mentally stronger together.

**Email:** [info@cptelford.co.uk](mailto:info@cptelford.co.uk)

**Tel:** 01952 897 333

**Website:** [www.cptelford.co.uk](http://www.cptelford.co.uk)

**Address:** Challenging Perceptions, Park Lane Centre, Park Lane, Woodside, Telford, TF7 5QZ

## Healthwatch

Healthwatch is the independent champion for people who use health and social care services. We're here to make sure that those running services, put people at the heart of care.



As part of our services we offer a free and optionally anonymous signposting service to local residents who are in need of advice or help, whether its for them or someone they know.

Our other work also focuses on understanding the needs, experiences and concerns of people who use health and social care services and to speak on their behalf. We run a large number of projects and collate and present information to service providers, recommending change when needed.

Our effectiveness relies heavily on the work on our volunteers and we are also looking for others to come and support our efforts.

**Visit:** [www.healthwatchtelfordandwrekin.co.uk](http://www.healthwatchtelfordandwrekin.co.uk)

**Email:** [info@healthwatchtelfordandwrekin.co.uk](mailto:info@healthwatchtelfordandwrekin.co.uk)

**Call:** 01952 739 540

**WhatsApp:** 07562 108 426

## 4 Maximising benefits – ensuring you are claiming the benefits you are entitled to

Visit [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)

### Turn2us

For information on income-related benefits, tax credits, Council Tax Reduction, Carer's Allowance, Universal Credit and how your benefits will be affected if you start work or change your working hours.

### Policy in Practice

For information on income-related benefits, tax credits, contribution-based benefits, Council Tax Reduction, Carer's Allowance, Universal Credit, how these are calculated and how your benefits will be affected if you start work or change your working hours.

### Entitled to

For information on income-related benefits, tax credits, contribution-based benefits, Council Tax Reduction, Carer's Allowance, Universal Credit and how your benefits will be affected if you start work.

### Attendance Allowance

The person you care for may be eligible for Attendance Allowance which helps with extra costs if they have a disability severe enough that they need someone to help look after them. For more information visit: [www.gov.uk/attendance-allowance](http://www.gov.uk/attendance-allowance)

## NOT SURE WHICH WAY TO TURN?

We can help you find direction.



FREE | CONFIDENTIAL | INDEPENDENT | IMPARTIAL



## What can Citizens Advice do for you?

- **Benefits Advice** Our advisers can provide support with benefits checks, claiming Universal Credit, completing benefits forms and advice on all other benefits, including how to challenge any refusal. For Universal Credit support contact Help to Claim 0800 144 8444. For other benefits advice use our main contact line: 01952 567193.
- **Employment Advice**
- **Money and Debt Advice**
- **Housing Advice**
- **Family and Relationship Advice**

## Financial support and advice for pensioners

[https://www.telford.gov.uk/info/1002/benefits/4052/financial\\_support\\_and\\_advice\\_for\\_pensioners](https://www.telford.gov.uk/info/1002/benefits/4052/financial_support_and_advice_for_pensioners)

If you are unable to access the internet, please call our switch board on 01952 380000 to be directed to the most appropriate service to help you.

### FINANCIAL SUPPORT AND ADVICE FOR PENSIONERS

Lots of benefits you can qualify for



## Welfare and Financial support for armed forces, veterans and their families.

There are lots of organisations that provide further support, advice and grants to serving armed forces personnel, veterans and their families.

For more information about each organisation visit: [www.telford.gov.uk/info/20653/support\\_for\\_armed\\_forces\\_veterans\\_and\\_their\\_families/3902/welfare\\_and\\_financial\\_support](http://www.telford.gov.uk/info/20653/support_for_armed_forces_veterans_and_their_families/3902/welfare_and_financial_support)

## 5 Wellbeing

### Loneliness

We all feel lonely from time to time. Feelings of loneliness are personal, so everyone's experience of loneliness will be different.

One common description of loneliness is the feeling we get when our need for social contact and relationships is not met. But loneliness is not always the same as being alone.

You may choose to be alone and live happily without much contact with other people, while others may find this a lonely experience.

Or you may have lots of social contact, or be in a relationship or part of a family, and still feel lonely – especially if you don't feel understood or cared for by the people around you.

Further information on loneliness can be accessed on the Mind Website [www.mind.org.uk/information-support/tips-for-everyday-living/loneliness/about-loneliness/](http://www.mind.org.uk/information-support/tips-for-everyday-living/loneliness/about-loneliness/)

The local Mind Service is Telford Mind and they can be contacted as follows:

**Tel:** 07434 869248

**Email:** [talk2@telford-mind.co.uk](mailto:talk2@telford-mind.co.uk)

**Website:** [www.telford-mind.co.uk](http://www.telford-mind.co.uk)

Telford offers a variety of activities and you can see whats in your local community by visiting <https://livewell.telford.gov.uk/Categories/1765>

## Take time to focus on activities you enjoy at home.

### Stay connected with others

- Stay in touch with friends, family, neighbours, clubs, and your community by phone or meeting for a walk if permitted. It can be useful to keep a list of these phone numbers to remind us to call.
- Asking for help with shopping and running errands.
- Volunteer to get or become a phone befriender to others.

### Stay on top of difficult feelings and worries

- Try to focus on things in your control.
- Limit how much news you watch or listen to and use trusted sources (BBC/ITV).
- Take time to chat about how you're feeling with others, it can really help.

### Plan practical things

- Keep up with your usual everyday activities and interests at home.
- Make a 'to do list' for each day: writing shopping lists, making calls, order repeat prescriptions.
- Continue accessing treatment and support for health conditions from your GP.

### Take time to notice and feel joy

- Take time to focus on activities you enjoy at home
- Remembering important people and better times can be helpful, such as looking at holiday photographs.
- Set yourself a goal, learn a new skill, or take on a challenge.
- Take note of things that bring you joy and share with others or record in a diary.

## Walking for Health - Telford and Wrekin

Walking for Health has a regular programme of led walks on most days of the week across the district. The walks are graded and are from no more than 30 minutes to walks up to 90 minutes.

### Why walk?

Walking is truly accessible - almost everyone can do it anywhere and at anytime.

It won't cost you anything, and you don't need any fancy equipment to hit the pavement.

If you still need convincing, here are a few positive things that walking can do for your health:

- Help your heart and lungs work better
- Lower your blood pressure
- Keep your weight down
- Lighten your mood
- Keep your joints, muscles and bones strong
- Increase 'good' cholesterol

## How you can get involved

Our walks are free, fun and friendly - perfect to help you get active and meet new people. If you'd like to come along to the start point of one of our walks a few minutes early, so that one of our trained walk leaders can take your details. Then you are free to take part in as many walks as you like, as often as you like. If you want to know more before you start, just get in touch.



### Walking for Health Whatsapp group

Walking for Health Telford and Wrekin have set up what's app group which you can request to join. Simply call 07512 123995.

## Forum 50+ Telford – Befriending Services

The Forum is offering befriending to the over 50s to support them with loneliness and isolation, anxiety and low confidence. We can help you to get out and about, whether for a short walk or by becoming more active through regular social activities. We also offer help with computers and smartphones and we have a range of volunteer roles available too.



**Telephone:** 07932 828333 / 07552 975676

**Email:** [info@forum50plus.org.uk](mailto:info@forum50plus.org.uk)

**Website:** [www.forum50plus.org.uk](http://www.forum50plus.org.uk)

## Telford Libraries – Digital Library and Home Library Services

We have libraries located throughout the borough with a wide variety of books available, including books in large print and audiobooks on CD. It is free to join the library, and with your membership you can also access our digital services including eBooks, eAudio and eMagazines. [Please visit our website](#) for more information. Unfortunately Covid-19 has meant some of the library opening hours have changed temporarily so we recommend checking the website or telephoning for the current opening hours.



Alternatively, we can deliver a selection of books to your home via our Home Library Service. If you wish to use this service or find out more, please contact us via email or telephone.

**Website:** [www.telford.gov.uk/libraries](http://www.telford.gov.uk/libraries)

**General library enquiries:** [libraryenquiries@telford.gov.uk](mailto:libraryenquiries@telford.gov.uk)

**Home Library Service enquiries:** [homelibraryservice@telford.gov.uk](mailto:homelibraryservice@telford.gov.uk)

**Tel:** 01952 382915

## Wellbeing Hubs Network - Connecting people, places and spaces

We meet to find new ways of doing things locally, to share resources and knowledge in order to create opportunities for people to do things together with a view to reducing isolation, staying involved in their communities and improving their health and wellbeing.



**Email:** [admin@telfordcarers.org.uk](mailto:admin@telfordcarers.org.uk)

## Telford & Wrekin CVS

We work in partnership to advise, connect and inspire people in Telford to improve lives in communities. We provide a range of projects that are intended to encourage community members to be active in improving their quality of life. Our family carers are from as young as 5 and upwards to our adult carers. We provide a range of emotional and practical support and focus on a 'Think Family' approach.



We support people within our community that may be considered vulnerable, including those with autism, children and young people with disabilities and special educational needs.

**Website:** [www.telfordandwrekin cvs.org.uk](http://www.telfordandwrekin cvs.org.uk)

**Tel:** 01952 916035

**Email:** [admin@tandw cvs.org.uk](mailto:admin@tandw cvs.org.uk)

## Sutton Hill Community Trust

The Sutton Hill Community Trust is based in Sutton Hill and was formed to support people in a number of different ways. Our ethos is to support and enable people to have full and meaningful lives.



Within the Hub on the Hill we have a café which provides a wide range of nutritious meals. These meals can also be delivered especially if the person is unable to get to the hub or needs additional support.

We currently provide a care/support service across Sutton Hill that provides a wide range of support to all ages. Alongside this we have a number of youth clubs within the hub on the hill. The youth clubs are staffed by qualified youth workers and provide a wide range of activities.

If you require any support or information then please contact the team at the hub on the following details.

**Tel:** 01952 898052

**Email:** [admin@suttonhillct.org.uk](mailto:admin@suttonhillct.org.uk)

## University Centre Telford

University Centre Telford is part of the University of Wolverhampton and is based on the 3rd floor of the Southwater Building. We offer:

- A programme of public lectures for free, available online using Zoom
- Information, advice and guidance for those interested in higher education
- A range of community engagement activities



**UNIVERSITY  
CENTRE  
TELFORD**

You will find lots of useful information about the Centre, the University of Wolverhampton and the courses we offer on our website [www.wlv.ac.uk/uctelford](http://www.wlv.ac.uk/uctelford)  
The link to our events and public lecture programme is [www.wlv.ac.uk/uctelford/our-events-programme/](http://www.wlv.ac.uk/uctelford/our-events-programme/)

We have also written a series of blogs to support people during the pandemic. Please visit [www.wlv.ac.uk/uctelford/support-for-you/lifelong-learning-during-the-pandemic](http://www.wlv.ac.uk/uctelford/support-for-you/lifelong-learning-during-the-pandemic)

Our English Café for people whose first language is not English runs on a Friday from 12 – 2pm. It is now being offered on Zoom. Details are on our website under our events programme.

University Centre Telford blogs provide information about activities that people can do at home. To view these blogs visit <https://wlv.ac.uk/uctelford/support-for-you/activities-to-do-at-home/>

Follow us on Twitter @UCTelford\_wlv and Facebook@UCTelfordWLV  
For further details telephone 01952 277777 or email [enquiries@uctelford.co.uk](mailto:enquiries@uctelford.co.uk)

## The Place Telford - Essential Companion Scheme

The Essential Companion is someone who is able to help the person with a disability, by the means of mobility or guidance, to use and enjoy the services at The Place. The aim of the scheme is to facilitate the safety and enjoyment of the person with a disability. The scheme allows members to obtain a ticket, free of charge, for the Essential Companion.



To join, the person with a disability, or their appointed representative, must complete and sign the application form, and return it to The Place. To complete the application visit [www.theplacetelford.com/media/2908/the-place-essential-companion-scheme.pdf](http://www.theplacetelford.com/media/2908/the-place-essential-companion-scheme.pdf)

If you have difficulty completing the form, or would like more information, please contact Theatre enquiries on 01952 382370.

## Learn Telford



learn telford

Learn Telford encompasses adult & community learning to support individuals and families in localities to access activity to raise aspiration, educational attainment to support mental health and wellbeing and support into learning/employment. Our courses are designed to meet the needs of local communities but embed core skills that are needed to support well-being including confidence building and resilience.

**Website:** [www.learntelford.ac.uk](http://www.learntelford.ac.uk)

**Tel:** 01952 382888

## Volunteering in Telford and Wrekin

As a Co-operative Council we believe our residents have an important role to play in volunteering and supporting the local community. Becoming a volunteer can be personally rewarding and help you to 'give something back' to your community, examples of just some of the ways you can volunteer are:

- caring for a friend or member of the family;
- caring for animals and wildlife;
- setting up a volunteer scheme at your workplace;
- spending time mentoring and befriending a young person;
- working outdoors to improve the environment;
- working on local community projects;
- becoming a school or college governor.

As a volunteer you can give your time to help charities and community groups make a difference, but volunteering can also provide you with many benefits too, including:

- the chance to have fun doing something you've never tried before
- increased confidence
- a sense of satisfaction and achievement
- the opportunity to make new friends and contacts with diverse backgrounds and experiences



- increased job and career prospects and new skills - over seventy per cent of employers would hire a candidate with volunteering experience over someone who has never volunteered.

So why not give it a try! <https://volunteertelford.co.uk>

## Thinking about returning back to work

### Telford Job Box

If you're out of work or facing unemployment, Job Box is a free Council service to support you - from putting recruiting employers in touch with people looking for work, practicing interview skills or access to funding to learn new skills.



**Tel:** 01952 382888

**Email:** [telfordjobbox@telford.gov.uk](mailto:telfordjobbox@telford.gov.uk)

### Micro-Providers

We are looking for people like you to join a growing number of people who work for themselves, providing care and support for those in their community that need it. Get free information and guidance, access to an expanding market, and support from Telford & Wrekin Council Community Services to set up and sustain your business, including help with start-up costs and networking opportunities.

For more information contact Mark Ferguson:

**Tel:** 01952 384279 or 07929 711070

**Email:** [mark.ferguson@telford.gov.uk](mailto:mark.ferguson@telford.gov.uk)

**Website:** <https://livewell.telford.gov.uk/microproviders>





# We're recruiting PAs

## What does PA stand for?

**Pretty Amazing!** A Personal Assistant (PA) role is varied, tasks can range from supporting someone to take part in their hobby or going to the cinema, to making a meal, or providing personal care. It will depend on the individual you are helping.

You don't always need experience or qualifications to do the role, it's more important to connect with the person you are supporting.

**FIND OUT MORE AT**

**[www.telford.gov.uk/beprettyamazing](http://www.telford.gov.uk/beprettyamazing)**



Protect  
Care and Invest  
to create a  
better borough



## Getting out and about

### Concessionary travel

If the person you care for is unable to travel without your assistance, they are entitled to a special travel pass called +C that entitles a companion/carer to travel with them on production of entitlement or an underlying entitlement to a carer's allowance. The companion/carer does not need to be the same person every time. Visit [www.telford.gov.uk/info/20174/public\\_transport/499/concessionary\\_travel](http://www.telford.gov.uk/info/20174/public_transport/499/concessionary_travel) to find out more and apply.

### Dial a Ride

The Dial-a-Ride scheme offers a door-to-door service for residents who cannot access conventional public transport due to mobility problems or are over the age of 70. Dial-a-Ride is available Mondays to Fridays, excluding bank holidays, and can take you to most places in the urban area of Telford (excluding hospital appointments). Carers are advised to book the passenger plus carer when ringing and the fare for carers is £3. For more information or to apply visit [www.telford.gov.uk/info/20174/public\\_transport/3547/dial-a-ride](http://www.telford.gov.uk/info/20174/public_transport/3547/dial-a-ride)

### Community Bus Scheme

Community buses operate in areas where there are a number of people experiencing difficulty accessing conventional bus routes, all buses are fully accessible and transport passengers to a local centre. For more information please call Fleet Services on 01952 388000. For more information or to apply [www.telford.gov.uk/info/20174/public\\_transport/136/community\\_transport](http://www.telford.gov.uk/info/20174/public_transport/136/community_transport)

### Wrekin Rider

The Wrekin Rider is a bus service run and managed by Telford & Wrekin Council that provides the opportunity for people living in the rural area to access transport and get to the services and facilities they need.

Wrekin Rider buses are all fully accessible. A number of the services also connect to the larger commercial bus routes for onward travel to the main towns both within Telford and Wrekin and beyond. For more information please telephone Fleet Services on 01952 388000.

## 6 Preparing for Winter and Summer

The weather over winter can be unpredictable and can sometimes stop us getting out and about. Here are some winter ready tips:

- Check your boiler has been serviced.
- 21 degrees C is the ideal temperature for your living room, and 18 degree C for your bedroom.
- Make sure you can access and turn off any stopcocks in case you need to stop your pipes from freezing and bursting.
- Having a torch, candles and blanket handy is good in case there are power cuts.
- Spare batteries are always handy to have, like for the TV remote, torch and hearing aids.
- If you have a mobile phone, make sure it is fully charged at home before heading out.
- Stock up your medicine cupboard and check you have enough prescription medication.
- Keep salt handy to put on steps or paths when it's icy outside.
- For drivers, check your vehicle is winter ready. Top up anti-freeze screen wash, check your tyres and keep a torch, warm clothes and something hi-vis in the boot just in case.

### NHS UK – How to Stay Well in Winter

Cold weather can make some health problems worse and even lead to serious complications, especially if you are 65 or older, or if you have a long-term health condition. Visit the NHS website [www.nhs.uk/live-well/healthy-body/keep-warm-keep-well](http://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well) to find out how to stay well during the winter months.

### Telford Energy Advice – Autumn/Winter 2021 Update

Free & Impartial Energy Advice on:

- Keeping Warm at Home
- Energy Bills, Tariffs & Suppliers
- Heating & Hot Water
- Insulation & Heating Grants
- Advice at Events (or virtual events)



Telford Energy Advice (TEA) provides a free energy advice service by trained advisors. For those who need it, there is the option of a follow up home visit or ongoing casework support.

### Home Energy Checks and Free Low-Cost Measures

TEA provide or fit low-cost energy saving measures such as LED lightbulbs, draughtproofing and reflective radiator panels to householders in need, as well as wider advice on cutting energy costs and improving the energy efficiency of the home.

### Coronavirus

Despite changes to coronavirus restrictions we are still following recommended guidelines to help prevent the spread of Covid-19. Where possible support will be provided by phone or through virtual alternatives to home visits. Any essential home visits or installations that are carried out will be done so in line with government guidelines.

### Home Energy Efficiency Grants

There is a lot of help available for energy efficiency improvements to the home. We offer a 'trusted broker' service, advising and referring householders on the best source of funding and supporting them through the process. Funding is usually targeted at low income or vulnerable households. Funding currently available includes:

- First time gas central heating, including a gas connection where needed
- Emergency funding to replace broken gas boilers
- Insulation – cavity wall and loft insulation
- Help with Fuel Bills

### Contact Us

We accept referrals on behalf of residents from friends, family and professionals; or residents can contact us directly.

**Tel:** 0800 677 1952

**Email:** [advice@mea.org.uk](mailto:advice@mea.org.uk)

**Website:** [www.mea.org.uk](http://www.mea.org.uk)

**Follow us on Facebook:** @TelfordEnergyAdvice

## The Energy Advice Programme

One to one energy advice to members of the public regarding issues including reducing energy bills by switching suppliers/tariffs, what help is available to reduce energy bills/improve energy efficiency, billing issues and complaints and dealing with gas and electricity arrears.

For information visit:

<https://citizensadvice.telfordandthewrekin.org.uk/services-we-provide/the-energy-advice-programme>

## Benefits during Winter

### Winter Fuel Payments

The Winter Fuel Payment is a yearly tax free payment of between £100 and £300 to help people pay for their heating in winter. Getting the payment will not affect any of your other benefits.

To qualify for a Winter Fuel Payment you must meet the following conditions:

- You were born on or before 26 September 1955
- You must have lived in the UK for at least one day throughout the week of 20 to 26 September 2021. This is called the qualifying week.

To find out about claiming, call the **Winter Fuel Payment helpline** 0800 731 0160.

Payments are generally made between November and December. If you have not had your payment by 14 January 2022, you should call the office that pays your benefits.

## How to cope in hot weather

Everybody can be affected by high temperatures and most people are aware of good health advice for coping with hot weather. However, it's important to keep checking on those who are most vulnerable such as older people and those with heart or lung conditions.

### Tips for coping in hot weather

- Look out for those who may struggle to keep themselves cool and hydrated – older people, those with underlying health conditions and those who live alone are particularly at risk.
- Stay cool indoors – many of us will need to stay safe at home during the summer so know how to keep your home cool. Close curtains on rooms that face the sun to keep indoor spaces cooler and remember it may be cooler outdoors than indoors.
- If going outdoors, use cool spaces considerately, drink plenty of fluids and avoid excess alcohol.
- Never leave anyone or animals in a closed, parked vehicle and try to keep out of the sun between 11am to 3pm.
- Walk in the shade, apply sunscreen regularly and wear a wide brimmed hat. If you have to go out in the heat avoid exercising in the hottest part of the day and make sure you take water with you.
- If you are going into open water to cool down, take care and follow local safety advice. Public Health England has more tips on how to beat the heat in the Heatwave Plan for England [www.gov.uk/government/publications/heatwave-plan-for-england](http://www.gov.uk/government/publications/heatwave-plan-for-england)

## 7 Safety

### Shropshire Fire & Rescue

We have now resumed visiting our communities in Shropshire to conduct Safe & Well Visits. The Prevention team and local fire crews will still ask Covid safe questions before visiting, we may wear our PPE in the home and social distance. A Safe & Well visit gives valuable advice on preventing fires, what to do should one occur, testing/fitting of smoke alarms and discussions about wellbeing. We regularly refer people to our partners for advice or support if we identify it is needed. We will phone you to make a suitable appointment, always carry ID so we won't be offended if you ask to see it.

To request a free visit please call 01743 260200 and leave your details with our team and they will pass them to the relevant fire station.

## Follow the STOP Fire Message

- S** Have a **Smoke alarm** on every floor of your home.
- T** **Test** your smoke alarms weekly.
- O** Be aware of the **Obvious** dangers in your home.
- P** **Plan** your escape route, should a fire occur.

## Top Tips for staying secure online

Top tips to ensure you are doing all you can to secure you and your family online.

- **Protect your email by using a strong and separate password.** Cyber criminals can use your email to access many of your personal accounts, leaving you vulnerable to identity theft.
- **Install the latest software and app updates.** Software and app updates contain vital security updates to help protect your devices from cyber criminals.
- **Turn on two-factor authentication on your email.** Two-factor authentication is recommended for email accounts to make sure your data is secure.
- **Password managers: how they help you secure passwords.** Using a password manager can help you create and remember passwords.
- **Secure smartphones and tablets with a screen lock.** Screen locks offer your devices an important extra layer of security.
- **Always back up your most important data.** Safeguard your most important data, such as your photos and key documents, by backing them up to an external hard drive or a cloud-based storage system.

For further information on the above please go to [www.ncsc.gov.uk/collection/top-tips-for-staying-secure-online](http://www.ncsc.gov.uk/collection/top-tips-for-staying-secure-online)

## Crimestoppers UK

Criminal activity can be reported anonymously via the Crimestoppers website <https://crimestoppers-uk.org/> or telephone 0800 555 111

## Police

999 emergency  
101 non-emergency



## UK Power Cut

If you experience a power cut, **simply call** 105 for free.

## Gas Emergency

If you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the free Gas Emergency Services emergency line immediately.

**Tel:** 0800 111 999

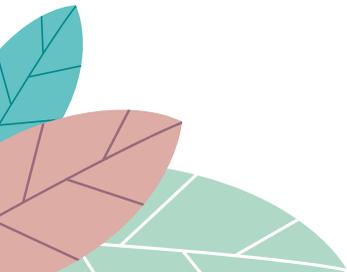
## Severn Trent - Emergency

**Contact if you require help to turn off your water.**

If you have a burst or leak in your home which is causing flooding, but you can't turn off your stop tap, call us on 0800 783 4444 (open 24 hours a day, seven days a week). If you have had a plumber helping with the problem, or working on your property, it is best to get them to stay at your property to carry out any internal repairs that may be needed.

**Report that you have a leak or drainage issue by video call.**

If you need to report a leak or a drainage issue, you can talk to our team of experts by video call using your smartphone. Being able to see the problem helps us to understand the issue better and fix it quicker. Our lines are open 7am to 10pm, Monday to Friday and 8am to 4pm Saturday to Sunday. **Call us** on 0800 917 2477 about a leak or drainage issue.



## MyTelford app

The MyTelford app is a portal to over 100 different council services that you can access quickly and easily from your phone or device.

Free to download, the app offers access to report potholes, request a new bin and to find lots of local information such as leisure offers, Covid-19 updates, the latest news from in and around the borough and more.

The MyTelford app also gives you direct access to let the relevant team know if you have had a change of circumstance, need council tax support or to apply for travel passes.

MyTelford is the new and improved version of the Everyday Telford app. Both will continue to run alongside one another until Everyday Telford is archived in the near future.

For more information, head to [www.telford.gov.uk/info/20328/my\\_telford](http://www.telford.gov.uk/info/20328/my_telford)

The screenshot displays the MyTelford app interface. At the top, the 'my Telford' logo is shown in a red header. Below the logo, there are two buttons: 'Got an account? Login to access more' and 'How to Use'. The main area features a grid of nine circular icons representing different services: 'Report It', 'Request It', 'My Service Requests', 'Bins & Recycling', 'Leisure', 'Libraries', 'COVID-19', 'Latest News', and 'What's On'. At the bottom, a red banner reads 'SCAN TO DOWNLOAD', with two QR codes provided for 'Android' and 'iOS'.



# TAKE A STAND AGAINST **SCAMS**

CONSUMERS LOSE £5-10 BILLION  
TO SCAMS EACH YEAR!

DON'T ADD TO THIS STAGGERING FIGURE. TAKE A STAND!

## TOP 10 TIPS TO TAKE A STAND AGAINST SCAMS

- 1 **Say NO.** To unwanted, uninvited callers.
- 2 **Be wise to rogue traders.** Too good to be true offers, probably are.
- 3 **Don't feel pressured to make a decision.** Say "No", or say you need advice first.
- 4 **Be wise to postal scams.** No legal company will ask for money to claim a prize.
- 5 **Keep personal details safe.** They could be used fraudulently in the wrong hands.
- 6 **Research the credentials of the company.** Be certain they're not bogus.
- 7 **Be online savvy.** Check who you're communicating with online.
- 8 **Talk to someone you trust.** If you're suspicious.
- 9 **Report a scam.** Help expose the criminals.
- 10 **Know you are not alone.** Anyone can be a victim, report it and get the right support.

REMEMBER IF YOU'RE  
NOT SURE, GET ADVICE  
AND ALWAYS REPORT  
A SCAM

COMING SOON



For advice on scams call  
Citizens Advice Consumer Helpline: **03454 04 05 06**

To report scams contact  
Action Fraud: **0300 123 2040**

**NATIONAL  
TRADING  
STANDARDS**

Scams Team

## Scam awareness

More information can be found on the Telford and Wrekin Council website [www.telford.gov.uk/info/20440/scams\\_awareness](http://www.telford.gov.uk/info/20440/scams_awareness)

## Trading Standards Accredited

Telford & Wrekin Council's Trading Standards team run the Trading Standards Accredited scheme for locally based traders. The aim of the scheme is to support local businesses and give consumers access to traders they can rely on.

The scheme includes businesses such as plumbers, painters and decorators, electricians, builders and gardeners who offer services ranging from simple repairs to large scale building projects. In addition, the scheme is open to all other business sectors.

Members sign up to a Code of Practice which sets out minimum standards for customer care and standards of workmanship. In the event of a problem, members have agreed to work with Trading Standards in accordance with a Complaint Resolution Procedure.

For more information visit the website

[www.telford.gov.uk/info/20353/trading\\_standards/808/trading\\_standards\\_accredited](http://www.telford.gov.uk/info/20353/trading_standards/808/trading_standards_accredited)

**All information contained within this document was correct at the time of publishing but please check with the services upon making contact.**



## Notes

## Notes

# Carer's

WELLBEING GUIDE  
2021/22



Protect  
Care and Invest  
to create a  
better borough



Telford & Wrekin  
COUNCIL