



traffordpartnership

# GET READY FOR WINTER



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TRAFFORD  
COUNCIL

# Message from the chair



**Thank you for sparing a few moments to read Trafford Partnership's winter newsletter, full of top-tips and useful information to keep you safe, warm and healthy this winter.**

We have published this newsletter to provide information to help you through the winter months and how to look out for our elderly and vulnerable relatives, friends and neighbours. For some people, the winter weather, even if it is mild, poses considerable challenges. Visiting an elderly or vulnerable relative or neighbour can have a huge impact on their happiness, health and wellbeing. Trafford's community spirit is one of our greatest strengths. Be Bold...Be the Difference and knock on your neighbours' door today or get involved with a local

community group to build your own skills and wellbeing.

On behalf of the Trafford Partnership, I would like to wish you a Merry Christmas, but more importantly, a safe, warm and healthy New Year.

## **Councillor Sean Anstee**

Leader of Trafford Council and Chair of Trafford Partnership

*For more information on the Trafford Partnership visit [www.traffordpartnership.org](http://www.traffordpartnership.org), email [partnershipsteam@trafford.gov.uk](mailto:partnershipsteam@trafford.gov.uk), telephone 0161 912 1173 or follow us on Twitter @TPAction*

## Winter Wellbeing Tips



**Trafford residents are being urged to stay well this winter. The cold and damp weather, ice, snow and high winds can all aggravate any existing health problems and make people more vulnerable to illnesses that are common in winter.**

These winter wellbeing tips will help you to stay safe and healthy:

-  64F (18C) degrees is the ideal temperature for your bedroom and 70F (21C) degrees is the ideal temperature for your living room
-  Keep your bedroom windows shut at night
-  Wear several light layers indoors to keep warm
-  Eat well: have a least one hot meal a day and regular hot drinks throughout the day to keep warm. Make sure you also eat plenty of fruit and veg
-  Reduce slip, trip and fall risks by removing things like loose rugs

 If you have difficulty walking, avoid going outside if it is icy or snowy

 Look out for elderly neighbours, friends and family who may need a bit of extra help during winter

### **Stay active over winter**

It's important to stay active when you are indoors. Try not to sit still for more than an hour; try gentle exercise such as housework to help you get moving.

If outside conditions are safe, get outdoors in natural daylight as much as possible to improve your wellbeing. Wear suitable shoes and wrap up warm.

The national One You website provides motivational support to change to a more healthy lifestyle, including information, advice and apps.

Visit <https://www.nhs.uk/oneyou> for more details.

### **Get your flu jab**

The flu jab is free for everyone aged 65 or over, if you are pregnant, or if you have a long-term health condition. Even if your long term condition is well managed, flu can

make the effects of your existing condition worse.

Young children are also eligible for a free nasal spray flu vaccine or flu vaccination; contact your GP for more details.

### **Stock your medicine cupboard**

Make sure you order and collect your repeat prescription medicines before 24th December, as running out during the winter holiday can be a serious problem. Try and keep your medicine cupboard stocked with the basics including paracetamol, ibuprofen, cough syrups and cold and flu remedies.

### **Feeling unwell? Get advice from your pharmacist**

If you feel like you are coming down with something, even if it just a cough or cold, seek immediate advice from your local pharmacist before it becomes more serious. Trafford pharmacies are all part of a Minor Ailments Scheme and will give you advice and support about how to care for minor conditions yourself.

For more information visit [www.nhs.uk/staywell](http://www.nhs.uk/staywell)

# Keeping your home safe and secure



❄️ In the case of a fire, get out, stay out and call the Fire Service on 999

## Protect your garden

Use garden lighting to deter trespassers with lights that come on automatically at dusk and stay on until dawn.

Make sure all gates are locked and shed alarms are set, and lock all of your gardening equipment away.

## Keeping your home warm

We recommend setting your timer to maintain some warmth throughout the day and night to avoid burst pipes.

During a really frosty period, or if you're going away and leaving your property empty, isolate and drain down external pipework, outside taps and exposed plumbing.

## Winter Warmth

Take care with heaters, electric blankets, open fires and stoves. Never place clothing to dry on electric heaters and don't sit too close to them – your clothes may catch fire.

If you use solid fuel make sure you have a working carbon monoxide alarm installed in the room your fire or stove is in – if you are a tenant your landlord has a legal duty to install one for you.

Electric blankets must be inspected regularly to ensure they are not faulty. If you see scorch marks on the fabric or frayed cables don't use it. Always follow the manufacturer's instructions.

Switch off electrical sockets when not in use and never be tempted to overload sockets.

Remember, drinking alcohol increases your risk of having a fire and reduces your ability to respond in an emergency situation.

## In the home

Now the nights are drawing in, there are ways to ensure your home is secure:

❄️ Make sure your home looks occupied when you are out during the evening by using an automatic timer

❄️ Lock all windows and doors, even when you are at home; one in three burglaries happen on properties which are insecure

❄️ Never leave your keys in or near a door; some thieves have been known to break the glass or use a cane type device to steal them

❄️ Always set your alarm when you go out and at night when you go to bed

❄️ Keep valuables out of sight and make them traceable by marking them with UV marker or registering them on [www.immobilise.co.uk](http://www.immobilise.co.uk)

❄️ Don't forget that burglars know all of the usual hiding spots – it's time to move that spare key from under the front door mat

## Plan your escape route

❄️ Before you go to bed, plan your escape route in the case of a fire; know where your keys are and have a charged mobile phone

❄️ Before you go to bed or leave the house, shut all doors where possible to prevent heat and smoke travel

## Safe and Well

Greater Manchester Fire and Rescue Service now offer every resident a **FREE** Safe and Well Visit.

Staff from the Service will come out to your home to give you fire safety advice and signpost you to any services you may need. They will also give you advice about how to stay warm safely this winter.

To book a visit call **0800 555 815** today.

## Dealing with frozen pipes

As soon as you discover a frozen pipe, turn off the water supply using the main stop tap.

Protect everything around the pipe that appears to be frozen to avoid damage if it bursts and then open the tap nearest to the part of the pipe you think is frozen so the water can flow through when it has melted.

## EMERGENCY CONTACT !

**If you smell gas or detect a gas leak call the National Gas Emergency Service on 0800 111 999**

# Staying safe when out and about

## Driving in winter

Driving in the winter is very different than driving during other times of the year so make sure you take precautions as the colder weather starts to take hold.

In very bad conditions, try to avoid driving completely, unless you absolutely have to make the journey and driving is the only option.



## Prepare your vehicle

It's a good idea to have your vehicle fully serviced before winter starts or do your own checks. In particular, check:

- ❄ The lights are clean and working
- ❄ The battery is fully charged
- ❄ Windscreen, wiper blades and other windows are clean and the washer bottle is filled with screen wash
- ❄ Tyre condition, tread depth and pressure (including the spare)
- ❄ The brakes are working well
- ❄ Fluids are kept topped up, especially windscreen wash, anti-freeze and oil

## Emergency Kit

When extreme weather is possible, keep an emergency kit in your car, especially if you are going on a long journey.

We recommend a tow rope, shovel, wellington boots, a hazard warning triangle, de-icing equipment, first aid kit, a torch, car blanket, warm clothes, emergency food including a hot drink and a fully charged mobile phone.

Further information can be found at [www.rosipa.com](http://www.rosipa.com) - The Royal Society for the Prevention of Accidents.

## Stay safe on nights out

Alcohol makes you vulnerable and reduces your inhibitions so take some extra steps to ensure you stay safe and have a nice time.

Always plan your return journey in advance, don't drink and drive, keep an eye on your friends (especially if they have had a lot to drink) and watch your alcohol intake.

For more information visit [www.gmp.police.uk](http://www.gmp.police.uk)

## Christmas Shopping

Don't tempt thieves by leaving items visible in your car – take your Christmas shopping, mobile phones, sat navs and laptops with you and check your car is locked before walking away.

When shopping, keep your bags closed and never leave them unattended.

## Keep off the ice

Venturing onto frozen ponds, reservoirs, lakes and canals is extremely dangerous and can easily lead to fatalities.

It might be tempting to walk or play on the frozen water, but the ice can easily break and the temperature of the water is cold enough to take your breath away and make your arms and legs numb, making you unable to swim. If you see someone in trouble on the ice, call **999** immediately.

## Gritting Teams

One Trafford's operational staff provide the 24/7 standby service that keeps the borough's roads as safe as possible during icy weather.

For full details of our winter gritting plans, including how to purchase salt telephone 03330 035865 or visit [www.trafford.gov.uk/gritting](http://www.trafford.gov.uk/gritting)

## LEAP - Energy Service

### The Energy and Money Saving Service

You may be eligible for a free of charge service called LEAP (Local Energy Advice Programme). LEAP can help you to save money and keep your home warm and cosy. If you're eligible, you will get a free home visit from a friendly, qualified Home Energy Advisor. LEAP can:

- ❄ Install free, simple energy saving measures which can save the average household £30 on their energy bills a year
- ❄ Give you day-to-day energy efficiency hints and tips and ensure your heating system is set up to keep you warm and save money

- ❄ Help check if you are on the cheapest energy tariffs – this could save you over £280 a year
- ❄ Arrange a free telephone advice service to help with benefits, debt and other money problems
- ❄ Refer you for further energy efficiency improvements, such as loft insulation or a new boiler

You may be eligible for LEAP if you have a low income, have a long term illness or receive benefits such as tax credits or housing benefit.

To find out if you are eligible for a free home visit, call **0800 060 7567** (8.45am till 5.30pm, Monday to Friday) or apply online at [www.applyforleap.org.uk](http://www.applyforleap.org.uk)

# Pharmacy opening times

| Pharmacy   | Christmas Day | Boxing Day    | New Year's Day |
|--|---------------|---------------|----------------|
| Timperley Pharmacy, 250 Stockport Road WA15 7UN        | 10:00 – 18:00 | 10:00 - 18:00 | 10:00 - 18:00  |
| ASDA Stores, Barton Dock Road, Trafford Park M41 7ZA   | Closed        | 09:00 - 18:00 | 10:00 - 18:00  |
| Boots, Altrincham Retail Park, Broadheath WA14 5GR     | Closed        | 09:00 - 18:00 | 09:00 - 18:00  |
| Boots, Trafford Retail Park, Davyhule M41 7FN          | Closed        | 11:00 - 17:00 | 11:00 - 17:00  |
| Boots, Stamford Quarter, Altrincham WA14 1RJ           | Closed        | 09:00 - 17:30 | 10:00 - 16:00  |
| Lloyds (Sainsburys), Lloyd Street, Altrincham WA14 2SU | Closed        | 10:00 - 16:00 | 10:00 - 16:00  |
| Lloyds (Sainsburys), Eden Square, Urmston M41 0NA      | Closed        | 10:00 - 16:00 | 10:00 - 16:00  |
| Conran Late Night Pharmacy, 175 Moorside Road M41 5SJ  | 09:00 – 19:00 | 09:00 - 21:00 | 09:00 - 19:00  |

## TrustCare

### Personal alarms with home response from TrustCare

From personal alarms to falls detectors and GPS monitors, TrustCare has a range of personalised solutions to help people live independently in their own home or in a supported living environment.

Whether someone needs reminding to take medication, is at risk of falling, or has an ongoing health condition such as epilepsy or dementia, TrustCare's alert and response service provides peace of mind for families who live at distance and want to know a loved one is ok.

Personal alarms or sensors in the home send an alert to the 24/7 alert and response centre whenever someone needs assistance. After assessing the situation we'll send help quickly - especially important during winter months when temperatures drop - which may be a call to a family member or carer, GP or local social care team, an immediate visit from our home response and falls lifting service, or if necessary a call to the emergency services.

To find out more call **0300 777 2777** or visit **www.trustcare.org.uk** and get your first 3 months FREE!



## Trafford Assist

Trafford Assist is Trafford's Local Welfare Assistance Scheme designed to help residents meet immediate short-term needs in an emergency or to help them live independently in their own home.

Those eligible can apply for furniture or white goods, food parcels, pre-payment cards for fuel or emergency travel expenses.

To apply, telephone **0300 330 5467**. Lines are open 10am-4pm Monday to Friday (excluding Bank Holidays).

Over the Christmas period, lines are open between 9.00am-3.00pm on 22nd, 27th, 28th and 29th December 2017.

Normal service resumes on 2nd January 2018.

## Managing Money

The Christmas period in particular can place a strain on household finances and the following tips, care of the Money Advice Service, may help you manage your Christmas spending more effectively:

-  Set a budget: the average Christmas spend per household is around £500, which includes food, presents, travel and decorations, among other expenses
-  If you choose to save with a Christmas club check it is a member of the Christmas Prepayment Association.
-  Avoid Payday loans and never borrow from unlicensed lenders

Remember, if you do get into trouble it's best to get advice as soon as possible. Citizens Advice Trafford gives free, confidential debt advice and they have specialists in debt matters – phone Citizens Advice Trafford on **0300 330 1153**.

# Accessing information and advice



## There are a range of organisations in Trafford that can provide information and advice:

To find information about **Trafford Council's** services please visit the Council website [www.trafford.gov.uk](http://www.trafford.gov.uk)

**Access Trafford** provides information and services such as Council Tax and benefits. To find out more email [access.trafford@trafford.gov.uk](mailto:access.trafford@trafford.gov.uk) or telephone **0161 912 2000**. Lines are open from 8.00am-7.00pm Monday to Friday.

Over the Christmas period, Access Trafford will be open 27th-28th December (8.15am-4.45pm) and 29th December (8.15am-3.00pm).

All Libraries will be closed between 23rd December and 2nd January apart from Altrincham, Urmston and Woodsend.

**Housing Options Service Trafford** offers advice and assistance on housing and housing related issues. The service is free and confidential. To find out more telephone **0161 912 2230**. Lines are open on Wednesdays, Thursdays and Fridays between 10.00am-12.30pm and 1.30pm-4.00pm.

If you become homeless outside of these hours contact the Emergency

Duty Team by telephoning **0800 218 2000**. This telephone number should also be used over the Christmas period between 23rd December and 2nd January.

**Citizens Advice Trafford** helps people resolve their problems including legal, benefits, money, employment and housing by providing information and advice.

Visit [www.traffordcab.org.uk](http://www.traffordcab.org.uk) to find out more or telephone **0300 330 1153**. Advisers are happy to call you back on request. Lines are open 10.00am-4.00pm Monday to Friday (excluding Bank Holidays).

**The Benefits Advice team** are specialist welfare rights advisors who provide a comprehensive advice service on the whole range of benefits.

For advice, email [welfare.rights@trafford.gov.uk](mailto:welfare.rights@trafford.gov.uk) or telephone **0161 912 2735**. Lines are open 9.30am-12.30pm Monday to Thursday. Lines are closed between 22nd December and 2nd January.

**Age UK Trafford** provides essential services for older people throughout the borough, as well as general information and advice on a range of subjects for older people in Trafford.

They also give support on pension age benefits.

To find out more visit [www.ageuktrafford.org.uk](http://www.ageuktrafford.org.uk) or telephone **0161 746 3940**. Lines are open 9.30am-3.00pm Monday to Thursday. Out of hours the Information and Advice line diverts to the national Age UK line at **0800 169 6565**.

**Trafford Carers Centre** supports unpaid carers looking after someone who lives in the Trafford area. We tailor our help and support to each person's unique situation.

To find out more please telephone **0161 848 2400** or visit [www.traffordcarerscentre.org.uk](http://www.traffordcarerscentre.org.uk). Lines are open 9.00am-8.00pm Monday to Thursday and 9.00am-4.30pm on Fridays.

**LMCP Care Link** provide a range of services supporting people over the age of 50 years and their carers who are from South Asia and living in Trafford. For more information telephone **0161 226 4632** or visit [www.LMCPCARELINK.co.uk](http://www.LMCPCARELINK.co.uk)

**Trafford Centre for Independent Living** offers information, advocacy and a range of services for disabled and deaf people, as well as their families, parent and carers. To find out more telephone **0161 850 0645**, email [hello@traffordcil.co.uk](mailto:hello@traffordcil.co.uk) or visit [www.traffordcil.co.uk](http://www.traffordcil.co.uk). Lines are open 9.00am-5.00pm Monday to Thursday and until 4.00pm on Friday.

**Trafford Veterans** was set up to help Veterans transition back in to civilian life by providing social opportunities.

The Breakfast Club runs on a regular basis in Altrincham and Urmston for Veterans and their families. The next Breakfast Club will take place on Saturday 16th December 10.00am-12.00pm at John Alker Club in Flixton.

Visit [www.traffordveteransuk.co.uk](http://www.traffordveteransuk.co.uk) for more information.



# Volunteering in your community



**Volunteering can make a real difference to your life and the lives of people in your community and you will gain new skills and make new friends along the way.**

Thrive Trafford provides a list of the latest volunteering opportunities in Trafford.

Visit [www.thrivetrafford.org.uk/volunteering-trafford](http://www.thrivetrafford.org.uk/volunteering-trafford) for more information or telephone **0330 123 9766**.

Remember that over winter, it is important to look for elderly neighbours, friends and family who may need a bit of extra help or some company. We are encouraging



communities to provide companionship to elderly and lonely residents over the Christmas period and in particular on Christmas Day.

Consider inviting a neighbour round for Christmas Lunch if you know they will be spending Christmas Day alone or if

you have organised a Christmas Lunch at a local venue let us know so we can promote it for you and encourage your community to come together.

Contact Thrive Trafford on **0330 123 9766** if you would like help promoting or organising an event.

## Winter Projects



Through the Winter Resilience Grants Scheme, Trafford Council have funded a number of exciting projects to support residents who are most vulnerable over the winter months. The projects will be run in the community and will be delivered by local voluntary and community groups.

To find out more about the projects and how you can get involved or be supported, visit [www.traffordpartnership.org/health-and-wellbeing](http://www.traffordpartnership.org/health-and-wellbeing)

## Living Well



Living Well Trafford offers a directory of services available in your community and provides self-help tips on looking after your health and wellbeing.

Visit [www.trafforddirectory.co.uk](http://www.trafforddirectory.co.uk) for more information about things to do, healthy living, and advice and support services.

Alternatively, telephone **0161 912 1053**. Lines are open 8.30am-5.00pm Monday to Friday (closed between 22nd December and 2nd January).

## Trafford Self Help Services



Trafford Self Help Services provide a range of support services for people living with anxiety, depression, phobias or panic attacks including over the phone, online and face to face.

Trafford Self Help Services' drop-in groups give you the opportunity to meet others who also struggle with anxiety or depression. Altrincham Anxiety Group meets on Mondays 2.00-4.00pm at Altrincham Methodist Church and Urmston Depression Group

meets on Tuesdays 1.30-3.30pm at Urmston Library (room 2).

The drop-in groups are for people 16 years or over. There is no need to book; simply drop-in to a group on the day.

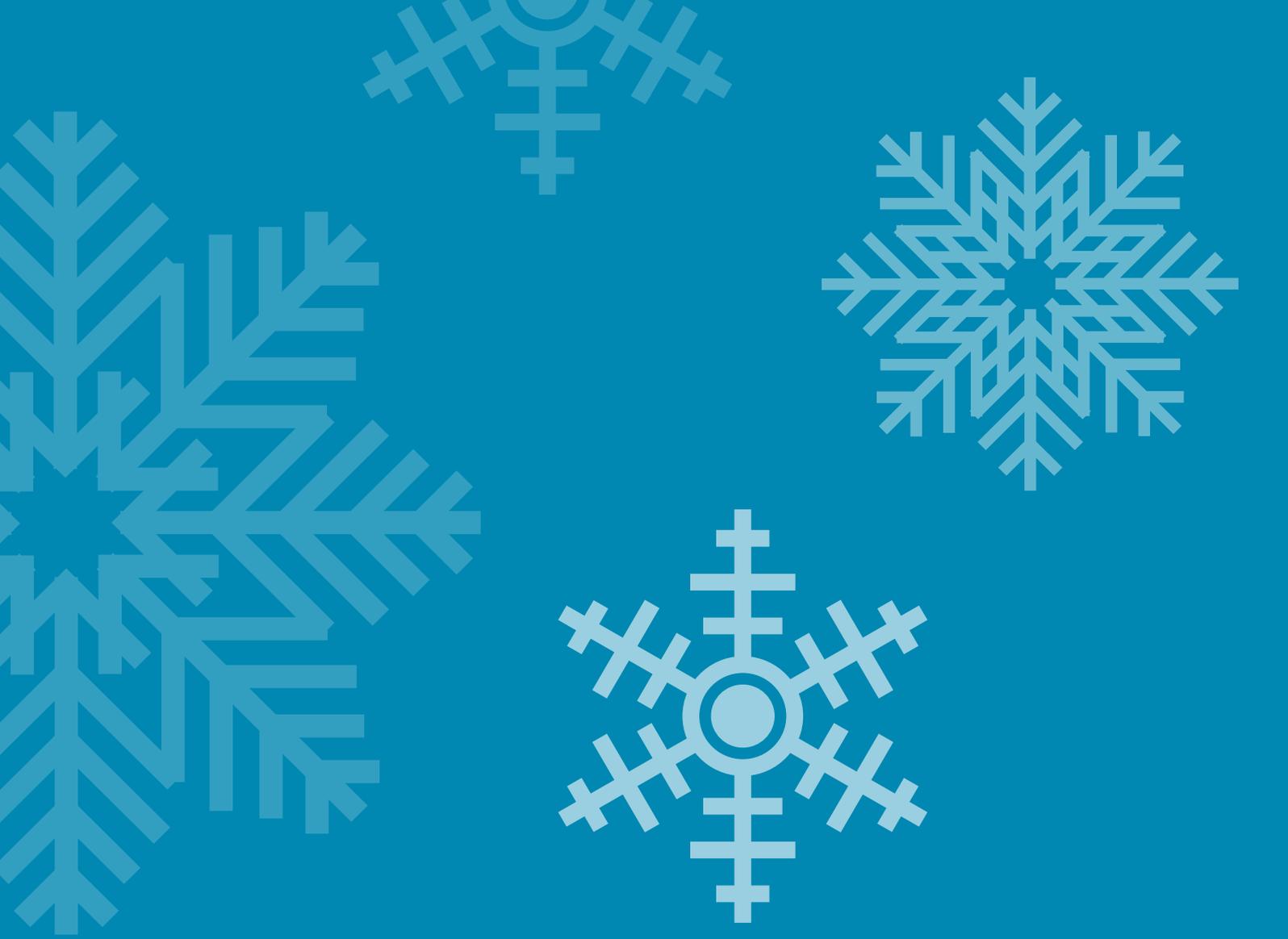
However, if you would like someone to greet you upon arrival at the venue, call **0161 226 3871**.

With eTherapy, you can work through a series of exercises on your computer

and learn self-help techniques to help you overcome anxiety, depression and issues related to low mood and stress.

For more details visit [www.selfhelpservices.org.uk](http://www.selfhelpservices.org.uk) or phone **0161 226 3871**.

If you are in a crisis overnight 8.00pm-6.00am, call The Sanctuary on **0300 003 7029**.



**trafford**partnership

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[www.facebook.com/BeBoldTrafford](https://www.facebook.com/BeBoldTrafford)

[www.Twitter.com/TPAction](https://www.Twitter.com/TPAction)