

To book a **FREE HOME FIRE SAFETY VISIT**
Call **0800 0731 999**
Text '**FIRE**' to **80800**
or visit **www.firescotland.gov.uk**



@**SFRSYourSafety**



Fact.

Working smoke alarms
will help keep you safe.



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

KEEP WARM AND WELL THIS WINTER

➤ PRIORITY SERVICES FROM ENERGY NETWORKS

Scotland's energy network is maintained by two organisations. They don't issue electricity bills, that's the role of your electricity supplier. However, if your power does go out, it's their team of dedicated engineers who ensure it is switched back on as quickly as possible. Both organisations offer extra support to those people who need it through a Priority Services Register so that they can contact vulnerable customers if they do experience a power interruption.

You can join the Priority Services Register if you:

- Are over the age of 60
- Have a special communication need
- Depend on electricity for home or medical care
- Have a child under 5 years of age
- Have chronic illness
- Or just feel you need a little extra help



If you are on the register your energy network will try to contact you if they know of a problem in your area. This might not always be possible if they are unaware of a power cut so please contact your energy network on 105 and tell them you are on the Priority register if you experience a power cut.



Register with your energy network to:

- Be told in advance of a planned interruption to your electricity supply
- Be kept in touch with regular updates during a power cut
- Access services through our range of selected partners who can provide free advice on making the most of your money and healthy living

FIND OUT MORE AND REGISTER:

Northern Scotland

Scottish and Southern Power Distribution

Tel: [0800 294 3259](tel:08002943259)

Visit: www.ssen.co.uk/power-cuts-emergencies/priority-services

Central & Southern Scotland

SP Energy Networks

Tel: [0330 10 10 167](tel:03301010167)

Or text PSR to [61999](tel:61999)

Email: customercare@spenergynetworks.com

Visit: spenergynetworks.co.uk/acaringnetwork

> HELPING YOU KEEP YOUR HOME WARM

This leaflet will help you keep safe, warm and well in winter while keeping your energy bills as low as possible without losing any comfort in your home. Cold, damp homes can be damaging to health.

Older people, families with young children and those with chronic illnesses need to take extra care

about keeping all areas of their home at a comfortable temperature.

Recommended temperatures are 21°C for the main living areas (23°C if you are over 70 or have a long-term health condition) and 18 °C for other rooms.



> WHO CAN HELP MAKE YOUR HOME WARMER AND MORE COMFORTABLE?

Home Energy Scotland can help you find out if you are entitled to free or subsidised insulation or upgraded boiler/heating system. Call them free on [0808 808 2282](tel:08088082282).

Your energy supplier may be able to help provide free or discounted energy efficiency products and services to make your home warmer

or lower your bills. Contact them for details. The number is shown on your fuel bill or their website.

Local authorities – many local authorities provide home energy advice services, even if you're not a council tenant. Contact your local council for details.

> ENERGY THEFT

Meter cheating is not a victimless crime. Every year 280 people in the UK are killed or injured due to the consequences of energy theft. The first signs can be shocks from switches and burns from appliances. When gas leaks because of a tampered gas meter, all it takes is one spark – perhaps from a light switch, a cigarette, or an electrical charger – to cause a fire or explosion.

Visit: www.stayenergysafe.co.uk



➤ ARE YOU MISSING OUT ON EXTRA INCOME?



Home Energy Scotland can also arrange benefit and tax credit checks to ensure you are claiming what you are entitled to. This may also open up access to other grants and discounts that are available. Contact [0808 808 2282](tel:08088082282).

Department for Work and Pensions (DWP) is the UK Government department responsible for ensuring people get any financial help they're entitled to. Contact them on [0800 055 6688](tel:08000556688).

Citizens Advice Bureaux (CABs) offer advice and information about benefits income. They can also help with application forms. Call the Citizens Advice Helpline on [0800 028 1456](tel:08000281456).

Other financial help

There are other sources of help available during the colder months. These include:

Winter Fuel Payment: You will get your Winter Fuel Payment automatically (you do not need to claim) if you're eligible and either:

- get the State Pension
- get another social security benefit (not including Adult Disability Payment from the Scottish Government, Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

In 2022 if you were born on, or before, 25 September 1956 you could get between £250 and £600 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

Contact the Winter Fuel Payment helpline free on [0800 731 0160](tel:08007310160).

A new benefit, **Winter Heating Payment**, will replace Cold Weather Payment. If you're currently eligible for Cold Weather Payment and your circumstances have not changed, you'll be eligible for a Winter Heating Payment. You do not need to do anything. Winter Heating Payment will provide a reliable, annual £50 payment, automatically through Social Security Scotland, to anyone who qualifies. The first £50 payment will be made in February 2023.

Child Winter Heating Assistance should be paid automatically to each child in Scotland receiving the highest rate care component of disability living allowance (DLA). The payment for winter 2022-2023 is £214.10. Call free on [0800 182 2222](tel:0800182222) if you think you might be eligible.

A **Warm Home Discount** worth £150 in 2022 may be available to people receiving Pension Credit. You don't have to claim – you should

receive the rebate automatically. To qualify, your energy provider must be participating in this scheme and your name, or your partner's name, must be on the electricity bill. Call the helpline on [0800 731 0214](tel:08007310214) to check your eligibility if you are not receiving it. Energy companies may also give a £150 Warm Home Discount rebate to other vulnerable customers in receipt of certain benefits. Check with your supplier to find out whether you might be eligible.

British Gas Energy Grants are for people with energy debt. You don't need to be a British Gas customer to apply. Visit www.britishgas.co.uk/british-gas-energy-support-fund.html

You may be entitled to an additional **Cost of Living Payment** from the government should you meet the criteria. Visit www.gov.uk/guidance/cost-of-living-payment

Cut your bill without sacrificing comfort

- Set the central heating to switch off 30 minutes before you leave the house.
- With storage heaters, it is important to close the damper or output dial (sometimes called the boost) before going to bed or if the house is unoccupied during the day.
- If you have a hot water tank or cylinder, it should have at least 8cm (3 inches) of insulation.
- Fit a thermostat on your hot water tank if it doesn't have one. This should be set at 60-65°C (140°F).
- Only switch the hot water on when you need it.
- Heavy curtains can help keep heat in.
- Use low energy light bulbs
- Don't leave appliances on standby, switch them off at the wall.
- Turn off radiators in rooms not in use.
- Use the 'economy' programme on your washing machine and wash a full load when possible.
- Only fill the kettle with as much water as you need.
- A slow cooker or microwave is cheaper to use than an oven.
- Use a draught excluder at the bottom of your doors.
- Install a chimney balloon in any unused chimneys.

> ADVICE

Advice Direct Scotland offer a range of services to support with the cost-of-living crisis and those struggling with energy costs.

energyadvice.scot provide free, practical advice and information on energy-related matters.

Specialist advisers are available on [0808 196 8660](tel:08081968660) (Monday to Friday, 9am-5pm).

The Scottish Government's Home Heating Support Fund seeks to provide financial relief to energy consumers who are experiencing significant financial hardship and strives to provide this support to households regardless of the fuel or payment method used.

You can find more about the fund by visiting www.homeheatingadvice.scot.

www.moneyadvice.scot provide free information and support on a wide-range of debt-related issues. Specialist debt advisers can work with you to assess your current situation, look at your income and expenditure and decide what to do next.

You can call them on [0808 196 2316](tel:08081962316) (Monday to Friday, 9am-5pm).

www.advice.scot provide free, practical, and impartial advice on a range of matters, including housing and eviction and can also look into whether you may



be entitled to any additional benefits that may be able to help.

Advisers are available on [0808 800 9060](tel:08088009060) (Monday to Friday, 9am-5pm), or by visiting www.advice.scot, where you can also find a benefits calculator and Knowledge Centre which contains useful information on a range of issues.

Money Helper provide a wide variety of advice on how you can manage your money. Visit www.moneyhelper.org.uk/en

Entitled To provides another source of online support, offering you guidance on what you may be entitled to using a free benefit calculator. This site allows you to enter your details and receive an estimate of your entitlement to benefits, tax credits and Universal Credit. Visit www.entitledto.co.uk

TURN2US offer financial advice and support. An example of one national charity who can help with financial support to help get people back on track and allows those deemed eligible, to apply for grants. Visit: www.turn2us.org.uk

> SCAMS

Be wary of misleading adverts for devices which promise to make savings on your energy bills.

Check independent reviews of the seller/store on official websites rather than relying on reviews hosted on the website itself.



> SAFE HEATING & COOKING

Keep portable heaters away from furniture, bedding or curtains. Don't sit too close and turn off portable heaters before going to bed.

Never use heaters or open fires to dry clothes. If you need to dry clothes in the same room as a heater or open fire, ensure they are placed well away from the heat to reduce the risk of fire.

If you are spending more time in just a couple of rooms in your home to save on heating, make sure you have working smoke alarms in the rooms you use most.

Make sure you have a working carbon monoxide alarm in the same room as any heating appliance which does not run off electricity.

Outdoor heaters must not be used indoors. They can produce a lot of heat which would be a fire risk in the confined space of a house. They also produce carbon monoxide which can be fatal.



It might be tempting to use a camping stove or barbecue indoors but remember these products must only be used outdoors. Indoors they are a carbon monoxide and fire risk.

Barbecues, including disposable, must not be used on a balcony. They pose a carbon monoxide and fire risk. Whether you have a gas or charcoal barbecue remember they must never be used indoors.

Don't reopen and use an old fireplace without a professional doing the work. The chimney is likely to be unsafe and can lead to a fire or carbon monoxide risk.

➤ HELP FROM THE SCOTTISH FIRE AND RESCUE SERVICE

We are calling on carers, family, friends and neighbours to get in touch with us to book a free **Home Fire Safety Visit** if they know someone who is over 50 and smokes and also either lives alone, has mobility issues or uses medical oxygen - they may be at risk of fire.

Call 0800 0731 999 or text "**FIRE**" to 80800

Our **Home Fire Safety Checker** helps you check how safe your home is. Once you've completed the questions, you can download a guidance PDF designed for your home with additional advice and further info links.

Visit: www.firescotland.gov.uk/your-safety/at-home/home-fire-safety-visit/online-hfsv-checker/



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