



## Keeping Derbyshire's residents warm



When I am visiting people in their homes to provide care, I sometimes notice the house seems very cold or only one room is heated and I don't know what to do...

**It's ok to gently ask** "How are you managing with fuel costs rising?" And if they are struggling – there are things you can advise or signpost for help...

- **Have they spoken with their fuel supplier to explain the difficulties?**  
They are not allowed to cut someone off
- **Do they know about the Warm Home Discount?**  
It's currently £140 – they may already be getting it but worth checking
- **Do they know about a cold weather payment of £25 per week when the weather gets below freezing?**  
If they are over 66 years old (born before 26 September 1955) they can get a Winter Fuel Payment.

## There are organisations who are able to advise and help:

Derby City residents can access the Derby Hub. The hub assists anyone in Derby struggling to meet basic needs due to financial, social and health issues, isolation or who feels vulnerable and needs support.

Call: **01332 640000** Option **5** (9am-5pm Mon to Fri).

Deaf customers can text **07774 333412**

Email: **communityHUB@derby.gov.uk**.

Visit the Derby City Council page for cold weather guidance [here](#).

For county residents you can make a professional referral on their behalf to Derbyshire County Council. To refer, complete the online form on the County Council website [here](#). You can also get in touch using the details below:

Email: **healthandwellbeing@derbyshire.gov.uk**

Tel: **01629 532049** (answer phone only – leave a message and we will get back to you)

Further information is available on the Council website:

**Winter Pressures - pathway for professionals - Derbyshire County Council**

