



Key services to support people in the winter

<p><u>Name of Service</u> Age NI Advice and Advocacy Service (Age NI)</p> <p><u>Key Contacts</u> Brenda Kearns Brenda.Kearns@ageni.org</p> <p>advice@ageni.org</p> <p>Free phone 0808 808 7575</p> <p><u>Current waiting lists/times:</u> N/A</p>	<p><u>Description of service /project:</u> Age NI Advice and Advocacy Service offer a free phone helpline or advice on all aspects of benefits, community care, residential care, housing and all matters impacting on older people. They can see people in our offices in Lower Crescent and for those who are housebound they can on occasion do a home visit.</p> <p>The office is open Monday to Friday 9.00am – 4.45pm A free phone service is available from 8am – 7pm 365 days per year. When the office is closed, Age UK take up the overflow and refer clients back to them.</p> <p><u>Current geographical coverage in Belfast:</u> All of Northern Ireland</p> <p><u>Criteria/eligibility:</u> Clients must be over 50 years. However we are frequently contacted by family, friends and carers of those over 50.</p> <p><u>Any costs for service:</u> The service is free of charge</p>
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<p><u>Name of service:</u> Age NI First Connect</p> <p><u>Key contacts:</u> To make a referral to the First Connect service contact us on Freephone 0808 808 7575</p>	<p><u>Description of service /project:</u> Age NI's First Connect service offers dedicated emotional and practical support at difficult times in an individual's life; situations which are often triggered by feeling the loss of independence or sudden unexpected changes in important relationships.</p> <p><u>Current geographical coverage in Belfast:</u> All of Belfast trust area</p>
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<p><u>Current waiting list/times:</u> Waiting list at present due to recruitment of staff, but still taking phone calls</p>	<p><u>Criteria/eligibility:</u> People age 60 and over who require emotional support at a time of change in their lives, eg bereavement, illness etc.</p> <p>The service offers support to help people access local support services.</p>
<p><u>Name of service:</u> Be Prepared – Winter Information events for older people (Belfast City Council)</p> <p><u>Key contacts:</u> Gillian McEvoy Mcevoyg@belfastcity.gov.uk Ext 3765</p> <p><u>Current waiting list/times:</u> N/A</p>	<p><u>Description of service /project:</u> Information events with a variety of info stalls and other attractions, run by community development officers in community centres or in City hall funded from Age-friendly Belfast.</p> <p>Large event in city hall 4th February 2020</p> <p><u>Current geographical coverage in Belfast:</u> All Belfast area.</p> <p><u>Criteria/eligibility:</u> Open to anyone</p> <p><u>Any costs for service:</u> No, all free events</p>
<p><u>Name of service:</u> Affordable Warmth Scheme (Belfast City Council)</p> <p><u>Key contacts:</u> Aoife McComiskey mccomiskeya@belfastcity.gov.uk buildingcontrol@BelfastCity.gov.uk Ext 3280</p> <p><u>Current waiting list/times:</u> Primarily targeted scheme, we can accept some self-referrals but we have a very long holding list at the moment. We can currently only process high priority self-referrals i.e. no heating system, broken heating system, solid fuel heating and possibly Economy 7 heating.</p>	<p><u>Description of service /project:</u> The Affordable Warmth Scheme is the Department for Communities scheme for addressing fuel poverty in the private sector. The scheme is primarily targeted, and is being delivered on behalf of the Department by Local Councils and the Northern Ireland Housing Executive. The scheme offers a range of measures to eligible households to improve the energy efficiency of their homes.</p> <p><u>Current geographical coverage in Belfast:</u> All Belfast area, but focus on targeted areas</p> <p><u>Criteria/eligibility:</u></p> <ul style="list-style-type: none"> • Owner occupier or private tenant • Under £20,000 total household income • Self-referral cases must be vulnerable in some way i.e. elderly, have health issues that could be made worse by cold, damp conditions or have young children living in the home • Boiler replacement element of scheme requires the householder to be over 65, receive DLA or have a child under 16 living in the home

	<p><u>Any costs for service:</u> No</p>
<p><u>Name of service:</u> Belfast Safer Homes Scheme</p> <p><u>Key contacts:</u> Referrals can be made by emailing handyman@brysonenergy.org Or free-phone 0800 14 22 865</p> <p><u>Current waiting list/times:</u> 2-3 week- referrals marked as priority/ urgent will be visited sooner than this</p>	<p><u>Description of service /project:</u> Belfast City Council, Belfast Health and Social Care Trust and the Public Health Agency have worked with Bryson Energy to develop the “Handy Person Home Safety Check and Repair Service” for older people living in Belfast. The service is aimed at those over 65 years (or vulnerable adults) living in the Belfast City Council area.</p> <p>An older person (or vulnerable adult) can receive a free home safety check and appropriate accident prevention equipment will be provided free of charge where necessary. If the check highlights any repair work needed to protect against slips, trips or falls, the older person can avail of a subsidised rate to have that repair work carried out.</p> <p><u>Example equipment:</u></p> <ul style="list-style-type: none"> • helping hand; • touch lamp and low energy light bulb; • blind cord safety clips; • jar/ bottle openers; • plug mates; • shoe horns; • cupboard locks/ catches; • sock on; • magnifier; • carbon monoxide alarms. <p><u>Example repairs:</u></p> <ul style="list-style-type: none"> • fixing loose floor boards; • fitting curtain poles; • clearing/ gritting paths; • fitting door chains; • changing light bulbs; and • installing Carbon Monoxide alarms. <p>The home safety officer can also make onward referrals to Northern Ireland Fire and Rescue Service; Occupational Therapy, National Energy Action and Environmental Health. The Bryson staff who carry out the home safety checks have been RoSPA trained and are police checked.</p>

There are a very small number of winter warmth packs being made available by Belfast City Council through the Safer homes Scheme for 2019/2020. These packs contain blankets and thermal clothing (e.g. thermal vests/ long johns; scarf's; thermal socks; fleece gilet's and gloves).

In order to receive a Keep Warm Pack a person must meet ALL of the following 3 CRITERIA:

1. Be experiencing fuel poverty
2. NOT have received a Keep Warm Pack from a different source
3. Fall into at least one of the following six categories:
 - a. A person with a long-term health condition including: an underlying illness that makes them more vulnerable in colder weather (e.g. asthma; chronic bronchitis or emphysema; coronary heart disease; stroke) or a physical or mental health condition which results in them spending more time at home.
 - b. A person with a disability that makes them less mobile or means they need to spend more time at home.
 - c. Anyone aged over 65 years old.
 - d. A family with dependent children.
 - e. A pregnant woman.
 - f. A person who is homeless.

Service hours: Monday – Friday 9am-5pm excluding bank holidays

Current geographical coverage in Belfast:

Belfast City Council Area.

Contact Aoife for details on similar home safety schemes in other Council areas.

Criteria/eligibility:

Anyone aged 65 or over living in BCC area.

Vulnerable adults – at risk of a home accident living in BCC area.

Any costs for service:

	<p>Home Safety Check and equipment – free</p> <p>Repair service (if required) is charged at £5 per hour for individuals in receipt of benefits and £15 for those not in receipt of benefits. Maximum 3 hours.</p>
<p><u>Name of service:</u> Belfast Health and Social Care Trust</p> <p><u>Key contacts:</u> Call Management Centre: South and East Belfast 028 90565565 North and West Belfast 028 90635300</p> <p>Outside of normal working hours 02895049999</p> <p><u>Current waiting list/times:</u></p> <p>Care provision may be linked to assessment of need and personal choice may also determine if a service is immediately available.</p>	<p><u>Description of service /project:</u> Older peoples Services in the Trust provide year round assessment and support to people over 65 years of age living in the city. People under 65 who may have physical health or sensory challenges can also contact the Trust for support.</p> <p>In the winter months the Trust respond with other agencies to critical weather or other events along with our other statutory agency partners. We maintain updated list of people who at a critical point may need emergency support. You can discuss with your Social Worker if you feel you would be very vulnerable if for example there was a particularly bad spell of weather.</p> <p>Given the increased risks in winter months around fires, additional heating devices, candles and lighting, the Trust staff will also carry out joint visits with the Northern Ireland Fire Service to do a safety check at your home. Contact your local Social Work Office for further information through the numbers provided.</p> <p><u>Current geographical coverage in Belfast:</u> All Belfast area.</p> <p><u>Criteria/eligibility:</u></p> <ul style="list-style-type: none"> • Consent to referral • Request to have an assessment carried out. • Are at high level of risk • Are in need of care and protection • Have rapidly or frequently changing needs; • Are homeless or at risk of homelessness • May require admission to residential care, nursing home or other long-stay care setting; • Are being discharged from hospital or other care settings after a period of long term care; • Are being discharged from hospital following major intervention or serious illness requiring acute hospital care and have complex needs; • Have a chronic long term condition; • Are highly dependent on the input of carers • Request a carers assessment

	<u>Any costs for service:</u> No
<u>Name of service:</u> Community Falls Prevention and Management service <u>Key contacts:</u> FallsServices@belfasttrust.hscni.net Direct Line: 02895047656 Barbara Walker – BHSCT Falls Lead Éamonn Doherty – BHSCT Falls Co-Ordinator <u>Current waiting list/times:</u> <ul style="list-style-type: none"> • NIAS referrals contact by team made within 48 hours of referral being sent. • All other referrals - 2-3 weeks- referrals marked as priority/ urgent will be seen sooner than this 	<u>Description of service /project:</u> The team will provide support and management for people, who have had a fall or who are at risk of falling and may or may not have sustained an injury or fracture. We provide multi-professional assessments and interventions for people who have been identified as being at risk. <u>Current geographical coverage in Belfast:</u> All of Belfast trust area <u>Criteria/eligibility:</u> Selection Criteria <ul style="list-style-type: none"> • Reside in the Belfast Trust Area • 65 years and above (however this can be case dependent and if under 65 please contact the team to discuss) Each Individual should also have one or more of the following: <ul style="list-style-type: none"> • History of falls (injury or not) • Fear of falling • Feeling unstable (balance problems) • Require a multi-professional assessment of their fall / fear of falling <u>Options for Intervention:</u> <ul style="list-style-type: none"> - Telephone advice with signposting to Community /Voluntary sector – step down programmes / Belfast Safer Home /NIFRS. **Belfast Safer Home offers free home safety environment checks and perform some handyman repair work for a nominal fee** - Multi-Professional Falls Assessment either at home or in a clinic - Tailored Intervention Programmes for mobility, anxiety and confidence building - 12 week Strength and Balance Programmes <ul style="list-style-type: none"> * <u>Hospital based physio led programmes</u> for moderate – high risk fallers * <u>6 x community activity coach led programmes</u> for moderate – low risk fallers <u>Any costs for service:</u>

	No
<p><u>Name of service:</u> Northern Exposure (National Energy Action NI)</p> <p><u>Key contacts:</u> Hugh McVeigh hugh.mcveigh@nea.org.uk Phone 028 9023 9909</p> <p><u>Current waiting list/times:</u> Contacted within 2 days.</p>	<p><u>Description of service /project:</u> Northern Exposure is a community action project which provides/delivers;</p> <ul style="list-style-type: none"> • Advice and information on energy efficiency to householders. • Information and support for households to access the various energy efficiency and heating solutions available under the Affordable Warmth Scheme & the Northern Ireland Sustainable Energy Programme. • Tailored information sessions and practical workshops for relevant health professionals, non-statutory agencies and community groups working with those clients either in, or at risk of fuel poverty. • Learning & Information resources. • The Warmth at Home project in conjunction with the BHSCCT (N&W, S&E) respiratory teams to provide those householders with respiratory conditions who have been admitted to or discharged from hospital access to home energy assessments/onward referral for heating and energy efficiency measures, maximising income assessments, home safety checks and distribution of winter warmth packs and signposting to client appropriate services. • Direct referral pathway/s for the Connected Community Care Service Coordinators and other relevant agencies working with vulnerable client groups to facilitate home assessments. <p><u>Current geographical coverage in Belfast:</u> All</p> <p><u>Criteria/eligibility:</u> None</p> <p><u>Any costs for service:</u> No</p>
<p><u>Name of Service</u> Winter warmth packs- distributed to older people through: Volunteer Now North Belfast Senior Citizens Forum Engage with Age</p>	<p><u>Description of service/project</u> Volunteer Now distribute a number of warm packs to older people in Shankill and West Belfast</p> <p>North Belfast Senior Citizens Forum Volunteer Now distribute a number of warm packs to older people in North Belfast</p>

<p><u>Key Contacts:</u> West and Shankill Lindsay.Armstrong@volunteernow.co.uk phone 028 9023 2020</p> <p>North olaf@northbelfastseniors.org phone 028 9075 5894</p> <p>South and East grace.henry@engagewithage.org g.uk phone 028 9073 5696</p> <p>Current waiting lists/times N/A</p>	<p>Engage with Age distribute a number of warm packs to older people in South and east Belfast</p> <p><u>Current geographical coverage in Belfast:</u></p> <p><u>Criteria</u> In order to receive a Keep Warm Pack a person must meet ALL of the following 3 CRITERIA:</p> <ul style="list-style-type: none"> 4. Be experiencing fuel poverty. 5. NOT have received a Keep Warm Pack from a different source. 6. Fall into at least one of the following six categories: <ul style="list-style-type: none"> g. A person with a long-term health condition including: an underlying illness that makes them more vulnerable in colder weather (e.g. asthma; chronic bronchitis or emphysema; coronary heart disease; stroke) or a physical or mental health condition which results in them spending more time at home. h. A person with a disability that makes them less mobile or means they need to spend more time at home. i. Anyone aged over 65 years old. j. A family with dependent children. k. A pregnant woman. l. A person who is homeless.* <p><i>*Keep Warm Packs are primarily designed to help individuals stay warm indoors - please note other support is available through Council for the Homeless Northern Ireland for those sleeping rough/outdoors.</i></p> <p><u>Any Cost to service</u> No</p>
<p><u>Name of Service</u> Make the Call</p> <p><u>Key Contacts</u> Joanne McCaffrey, Partnership Manager, Department for Communities</p>	<p><u>Description of service / project</u> Make the Call carry out free and confidential Needs Assessments, based on a customer's circumstances to identify any potential entitlement to social security benefits. In addition to finance, the team may be able to identify other supports and services which could help the customer and their family improve their lives for the better. Should a vulnerable customer need</p>

joanne.mccaffrey@dfcni.gov.uk 028 90 138864	assistance to make a claim, a Community Outreach Officer can carry out a home visit to provide further support and help with benefit form completion.
<u>Current waiting lists/times</u> N/A	<u>Current geographical coverage in Belfast</u> All of Northern Ireland
	<u>Criteria/eligibility</u> Anyone living in Northern Ireland can avail of a free and confidential Needs Assessment
	<u>Any costs for service</u> This service is free of charge