

# IOM HELP FOR HOUSEHOLDS



Advice and recommendations for  
older people and those at risk for  
keeping warm and well this winter

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## Introduction

People are concerned about the rising costs of living especially for food and energy prices. However, it is important to stay warm and well in the colder months. Cold weather can affect your body's ability to fight off illnesses.

**You are at greater risk of illness from cold weather if you:**



**Are aged over 65**



**Are on a low income**



**Have a long-term health condition**



**Have a disability**

## Keeping warm and well in winter

Here are some helpful tips from Public Health on keeping warm and well in winter:



### Keep your house warm

- Ideally you should keep your house at around 18 °C minimum
- Choose a room in the house to become the main 'warm hub' where you and the family will be comfortable e.g. your lounge
- Close curtains and blinds in the evening to keep the warmth in
- If any rooms in the house get sun, keep the curtains open until 3pm as the sunlight will naturally provide some heat
- Close doors in all the rooms to keep the heat in
- Seal your windows and doors to stop the draught getting in
- Invest in hot water bottles, heat pads or electric blankets to keep warm



### Keep yourself warm

- Wear plenty of thin layers rather than one thick one
- Wear clothes made from cotton, wool or fleecy fibres to help maintain body heat
- Wear thick socks or slippers around the house
- Wrap up in blankets when in the house
- Put on a coat, hat, scarf, gloves when leaving the house
- Have at least one hot meal a day and have hot drinks regularly



## Keep yourself well

- Stay hydrated by drinking lots of fluids
- Eat at least one hot meal a day
- Aim to eat a balanced diet including fruit and vegetables
- Keep up with daily exercise e.g. walks around the house, chair based exercises or online fitness classes
- Check in with friends and family



## Keep your bills down

- Turn your heating thermostat down by 1 degree
- Wash your clothes at 30 degrees
- Have a shower instead of a bath
- Turn off devices at the plug when not using them
- Turn off lights when you leave a room

## Energy Efficiency Scheme

**The Energy Efficiency Scheme** will offer energy saving materials and devices free of charge, such as loft insulation, radiator valves and draught excluders to those eligible. These materials will help reduce energy use within your house and help reduce energy bills. If you are eligible, you will be able to access £750 worth of energy efficiency items.

### What materials are available and how many can I get?

Materials	Quantity Available
Loft insulation	20 rolls maximum
Chimney draft excluders	1
External door draft excluder	2
Self-adhesive window seals	6
LED lightbulbs (60w or 75w)	10
Letter box covers	1
Radiator reflector roll	4 rolls maximum
Water tank jacket	1
Water tank pipework insulation	10 maximum
Smart heating controls	1
Thermostatic radiator valves	10 maximum

## Who is eligible?



You are eligible to receive free energy efficiency items if you meet one of the below criteria:

- The combined income of your household does not exceed £50,000 per year, or
- The weekly income of each individual in the household does not exceed £613 per week (£31,876 per year)
- Or, if you are in receipt of:
  - Attendance allowance
  - Carer's allowance
  - Disability living allowance
  - Employed person's allowance
  - Income support
  - Short-term incapacity benefit or long-term incapacity benefit
  - Income-based jobseeker's allowance
  - Enhanced rate of child benefit
  - War pensioners and those in receipt of war pension mobility supplement
  - State pension

## How do I apply for the scheme?



There are two options on how you can apply for the scheme:

- You can apply for the scheme by **scanning the below QR code** and completing the online application process



**Scan me**

- Attend one of the below locations where someone will be available to help you complete the application process
  - Welcome Centre
  - Douglas Borough Council
  - Western Wellbeing Partnership
  - Southern Wellbeing Partnership
  - Jurby Northern Initiative
  - Ramsey Town Hall



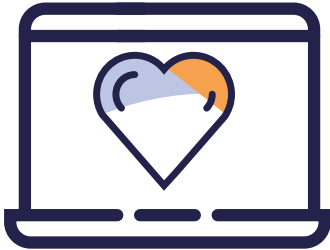
## Where can I get the free materials from?

There are two options for collecting items.



You can either:

- Collect from one of the depots around the Island, or
- An online voucher, whereby you will receive a voucher that can be redeemed from a participating merchant



More information on the scheme can be found on the cost of living website by visiting **[costoflivingsupport.gov.im](https://costoflivingsupport.gov.im)**.

Alternatively you can call the team on **0808 162 4276** or email **[energysave@gov.im](mailto:energysave@gov.im)** and they can help you find out more.

## Struggling to afford bills?

The news about rising costs of everything, including heating and electricity can be worrying, but it is important to look after yourself and keep warm and well over winter. The energy companies on the Island are there to help if you're worried about paying:

### Manx Utilities

Various payment options available and have a team on-hand to offer advice if you are worried about your bills and can set up tailored payment plans to suit your needs.

- Manx Utilities direct line: **687675**
- Manx Utilities free phonenumber: **0808 1624 115**
- Manx Utilities email: **accounts@manxutilities.im**

### Isle of Man Energy (previously Manx Gas)

Various payment options available; they have a team on-hand to offer advice if you are worried about your bills who can set up tailored payment plans to suit your needs. They also offer a Priority Care scheme for customers who are 65+, have a disability or long-term illness.

- Telephone: **644444**

### EVF

A number of payment methods including easy payment plans available to help manage the cost of oil. If experiencing issues, please talk to one of their colleagues for help.

- Telephone: **844000**
- Email: **sales@evf.co.im**

## Manx Petroleum

Various payment options and has a friendly team on-hand to offer advice if you're worried about bills. They accept Coal Fund vouchers as well as operating their own voucher system which friends and family can buy.

- Telephone: **691691**

## Northern Fuels

Offers domestic home heating fuels and the friendly team can help set-up any payment plans to help your needs.

- Telephone: **897941**

## Island Fuels

Offers Island wide deliveries with a friendly team to help – choose from either 100litres or £100 for fuel.

- Telephone: **247645**

## Castletown Fuels

Supplies logs and coals across the Island

- Telephone: **823333**



## Useful Island-based support

### Housing Matters

Advice, guidance and support to families and individuals in housing crisis

Freephone: **0808 1624 100**

Email: **info@housingmatters.im**

### Manx Citizens Advice Service

Advice and support on housing issues, benefits, employment and debt advice

Phone: **366338**

### Salvation Army

Support for families, older people, budget and debt advice, advice on employment and homelessness

Phone: **627742**

Email: **douglas@salvationarmy.org.uk**

### IOM Foodbank

Food parcels, crisis support, debt advice and budgeting.

Freephone: **0808 1624 610**

Phone: **646999**

Email: **isleofmanfoodbank@gmail.com**

## **Age Concern**

Promotes health and well-being, support and lifelong learning and social activities.

Phone: **631740**

Email: **info@ageconcern.im**

## **Winter Help Advice Line**

Provides support, advice and signposting from energy bills, income support to the latest warm spaces events

Freephone: **686262**

Website: **costoflivingsupport.gov.im**

## **Social Security**

Provide support and administration of the social security benefits and for occupational and personal pension schemes.

Freephone: **685656**

Email: **socialsecurity@gov.im**

## Free to call telephone lines

The following numbers have been made free to call for all Manx Telecom, Sure and Wi-Manx customers calling from within the Isle of Man:

Service name	Telephone number
MCALS	642642
CAMHS	642875
Crisis Team	642860
Safeguarding - Children	686179
Safeguarding - Adults	685969
MEDS	650355
A&E	650040
Nobles Hospital	650000
Income Tax Hotline	685400
Customs and Excise Debt Collection	648160
Job Centre	650000
<b>All Island GPs are now free to call</b>	

To see the full list of free to call phone numbers visit:  
**[costoflivingsupport.gov.im/free-to-call-telephone-lines](https://costoflivingsupport.gov.im/free-to-call-telephone-lines)**

# Community Warm Spaces



Warm spaces across the Island are providing a welcoming, safe place for the community to come together and socialise, while helping to lessen the burden of energy costs at home.

**Scan the QR code** below to view the list of warm spaces, visit the website on **[costoflivingsupport.gov.im](https://costoflivingsupport.gov.im)** or call the Winter Help Advice Line on **686262** who will provide you with all the information.



**Scan me**



**Isle of Man  
Government**

*Reilrys Ellan Vannin*

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**[costoflivingsupport.gov.im](https://costoflivingsupport.gov.im)**

Winter Help Advice Line: **686262**