



GREY MATTERS

OUR EVENT FOR OLDER PEOPLE'S DAY 2014

A total of 54 members and prospective members attended our health-focused event on October 4th and thoroughly enjoyed the day. Beginning with an "Older & Active" exercise session led by trainer Una Lees Wareham, there followed three separate cookery demonstrations by Community Chef Olly Dawson, interspersed with health presentations, opportunities for refreshments and visits to the 12 display stands providing a wealth of information on such varied topics as Libraries and Prostate Cancer awareness. During the lunch break we held a short AGM, giving reports on recent activities and electing the committee for the coming year. The committee now consists of Ivy Elsey (Chair), Jan Cooper (Treasurer), Jane Clark (Minutes Secretary), Linda Graham (Newsletter and Membership Secretary), Elizabeth Keating (Events Organiser) and Heather Stevens (Catering Organiser). Two new members have since joined the committee: Brian Lethby from Hailsham and Joyce Maddock from Hartfield. Pictured below (left to right) Chair Ivy Elsey, Councillor Ron Cussons being BMI tested, "Older & Active" exercise session, Olly Dawson cookery demonstration.



WSCP would love to hear from you about the kind of activities you would like us to plan for next year. If you have some ideas, please let us know by indicating it on the reply slip on page 4.

ACTIVITIES, GROUPS AND COURSES FOR THE OVER 55s IN THE WEALDEN AREA – SHARE YOUR VIEWS



Local charity, Engage South East, has been awarded a grant through the East Sussex Commissioning grants prospectus 2014 to find out what activities and groups are currently available for people over 55 years of age, particularly in the TN21 and TN22 post code areas of Wealden.

The purpose of this study is to increase social opportunities and to help combat isolation and loneliness. This is a well-documented problem for some older people, particularly those in rural areas, and the results of the study will help to shape local programmes and development of activities, groups and courses.

It is believed that this is the first time such a study has happened so it is a great opportunity for people to report what is happening locally and what is missing. Sometimes older people find it hard to join a club or group on their own, or they may have trouble getting there. Engage South East wants to hear what people need to help them to take part.

They are also looking for some volunteers to help in their work, so if you are interested to find out more about the work they do, please contact Denise Leary, Community Participation Co-ordinator at Engage South East.

To take part in the survey, you can either complete it online at www.engagesoutheast.org.uk/contact/share-your-views/ or request a paper copy from Denise Leary on 07462 790210. To find out more, please contact Denise Leary on the same number. The closing date is 26 November so please hurry to have your say.

Visit our website: www.wealden-scp.org

PROJECT KINDNESS

A new support service has recently been set up in Wealden to try and fill some of the gaps that are appearing in social care provision for older people, dementia sufferers, and other minority groups. Project Kindness provides a personalised service that is tailored to each person's individual needs. Available services include: Personal Assistance, Home Care, Health Care Appointments, Respite Care, Small Befriending Out & About Groups, Visiting and meeting up with friends and family, Eating out, theatre/museum, hobbies/clubs, days out, sightseeing and leisure activities.

For further information, contact Lynn or Michelle on 01435 862615, mobile 07740 228120, email: project.kindness@outlook.com

ELECTRIC BLANKET TESTING

Wealden District Council carried out electric blanket testing in six different venues over three days in October. In total 237 blankets were tested with a 35% failure rate (In Crowborough nearly 50%!) The engineer found "one double blanket that was actually smouldering on the test table due to a broken element, and was not only a fire hazard, but could also have given the user an electric shock!" This blanket was destroyed, and the owner given a money off voucher for a replacement.

Do make sure you have your electric blanket tested regularly.

BARRIERS TO ENERGY EFFICIENT PARK HOMES

Park home residents are on average 63% elderly and commonly live in rural areas on a fixed income. In July the Department of Energy and Climate Change (DECC) called for evidence to better understand the nature of energy use in park homes. Many park homes are poorly insulated and use expensive forms of fuel such as Liquefied Petroleum Gas (LPG) for heating and cooking. The supply of LPG can be either bottled or supplied as bulk and stored in a tanker in the ground. The LPG market is unregulated unlike the gas and electricity markets meaning the resale prices which apply to gas and electricity do not apply to LPG!

The reduced data standard assessment procedure (RdSAP) is used to assess the energy efficiency of standard homes in the UK. As the procedure currently stands park homes are unsuitable for an energy assessment because park homes are not "standard homes". They are also exempt from obtaining an Energy Performance Certificate (EPC). Most park homes do not have their own electricity meter but instead one electricity meter exists for the entire park. This means that residents cannot benefit from the Green Deal as any energy efficiency measures are repaid through the electricity bill. Implementing external wall insulation (EWI) through the Energy Company Obligation (ECO) is also difficult as it is expensive and park homes use less energy than standard homes meaning the funding is often prioritised elsewhere. Many of the government policies including the Warm Home Discount require the person in receipt of the qualifying benefit to be named on the electricity account meaning access to government help is denied. Clearly more could be done to help alleviate fuel poverty for those living in park homes. If this affects you, let us know.

A WARNING ABOUT A VERY COSTLY NEW AREA CODE:

Never dial a number beginning with 0809, 0284, or 0876 from the UK

People have been getting calls telling them that to get information about a family member who has been ill or about someone who has been arrested or died, or about a wonderful prize they have won, they should call an 0809 number right away. Since there are so many new area codes these days, people unknowingly return these calls.

If you call from the UK you will apparently be charged a minimum of £1500 per minute, and you'll also get a long recorded message as they try to keep you on the phone as long as possible to increase the charges.

You should be aware that the 0809 area code is located in the Dominican Republic and calling one of these numbers can result in charges that can become a real nightmare. If you actually make a call, your local phone company and your long distance carrier will not want to get involved and will most likely tell you that they are simply providing the billing for the foreign company. You'll end up dealing with a foreign company that argues they have done nothing wrong.

THE NEW CONSUMER CONTRACT REGULATIONS

What you can expect from a business that is selling goods or services to you in your own home as a consumer, in a nutshell:

- Your right to cancel an order starts the moment you place your order and ends 14 days from the day you receive it
- Your right to cancel a service starts the moment you enter into the contract and lasts 14 days
- If you want to download digital content within the 14 day cancellation period you must agree to waive your cancellation rights
- Companies are not allowed to charge you for items they put in your online shopping basket or that you have bought as a result of a pre-ticked box

ADVICE OVER THE INTERNET FROM CITIZENS ADVICE

Starting in November 2014 Wealden Citizens Advice will offer an advice service over the Internet using Skype. This means that you can get free, independent, impartial and confidential advice in the comfort of your own home.



Skype is free to use, just download Skype to your device and send a contact request. There will be a CAB adviser available from your local bureau every weekday morning 10 am to 12 pm. Skype is encrypted as it is transmitted, so your communication remains just as private and confidential as if you were talking to an advisor in person. No appointment is necessary and help is totally free of charge. Further information can be obtained from the website www.wealdencitizensadvice.org.uk Advice can also be obtained by visiting the Citizens Advice website www.adviceguide.org.uk A local bureau will be online each weekday morning from 10am to 12pm at these Skype addresses: Monday: hailshamwealdcab Tuesday: wealdencab Wednesday: hailshamwealdcab or wealdencab Thursday: uckfieldcab Friday: uckfieldcab Contact: Caroline Mack or Cas Smith on 01825 762807, Wealden Citizens Advice, The Hub, Civic Approach, Uckfield TN22 1AL



CELEBRATING GRANDMOTHERS

A new book by Ann Richardson about the views and experiences of grandmothers, as told by grandmothers themselves. Available through all good book sellers. E-book available for Kindle, iPad and other e-book readers. Recommended by Jane Fearnley-Whittingstall, author of The Good Granny Guide. Paperback £7.99, E-book ££3.99. Get it for Christmas!

USEFUL TELEPHONE NUMBERS

East Sussex County Council	East Sussex Fire and Rescue	0303 999 1000
• Adult social care – 0345 60 80 191	NHS Direct	111
• Roads and paths – 0345 60 80 193	Sussex Mental Healthline	0300 5000 101
• Buses and waste – 0345 60 80 194	Alzheimers Society	0845 3000336
• Library renewals – 0345 60 80 195	East Sussex Disability Association	01323 514500
• Library enquiries – 0345 60 80 196	Care for The Carers	01323 738390
• Trading Standards – 0345 60 80 197	Diabetes UK Careline	0845 120 2960
• Switchboard – 0345 60 80 190	Parkinsons Disease Society	0808 800 0303
Citizens' Advice Bureaux	Healthwatch	01323 643304
• Crowborough 01892 655303	Age UK East Sussex	01273 476 704
• Hailsham 01323 842336	Wealden & Eastbourne Lifeline	01323 644422
• Uckfield 01825 764940	Minicom:	01323 415111
• Wadhurst 01892 785658	Sussex Police non urgent	101
• Willingdon 01323 842336	Post Office Service	0845 722 3344
Hospitals	Trading standards	08454 040506
• Conquest Hospital 01424 755255	Energy Care Trust	0800 512012
• Eastbourne Hospital 01323 417400	National Talking Newspapers	01435 866102
• Uckfield Community Hospital 01825 769999	STEPS Housing Support Advice	01323 436414
• Crowborough Hospital 01892 652284	Pension Service	0845 6060265
• Tunbridge Wells Hospital 0845 155 1000	East Sussex Benefits Helpline	0333 344 0681
	Benefits Liaison Officer	01323 443774
	Wealden District Council	01323 443322

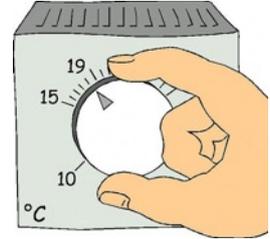
KEEPING WARM AND WELL IN WEALDEN WINTER HOME CHECK SERVICE

The Winter Home Check Service is part of the East Sussex Fuel Poverty Reduction Programme. It aims to protect vulnerable individuals and communities from the effects of living in a cold home. If you are over 65, or if anyone in your house is disabled, or you have a family with children and on a low income, you may qualify for the Winter Home Check Service. The service provides:

- An assessment of your home and how to keep warm and well.
- Small home repairs, such as improving insulation, repairing or replacing boilers, clearing gutters or chimneys
- Emergency temporary heating
- Advice on getting help with cutting the cost of heating

For more information call **Social Care Direct on 0345 60 80 191**

TOP ENERGY SAVING TIPS



- Turn the room thermostat down 1°C to save 10% energy
- Keep the boiler thermostat high
- Switch lights and appliances off when not in use
- Draught proof your home to prevent heat loss.
- Explore the Winter Home Check Service, Green Deal or Energy Company Obligation for help improving home energy efficiency.
- Thick lined curtains can help to reduce heat loss around draughty windows

AVOIDING ESTIMATED FUEL BILLS

High energy bills are no joke; especially when you receive one which is estimated. If you receive an energy bill that has an “e” marked next to the present or previous meter reading then the bill has been estimated. To avoid being over or under charged phone your energy supplier to make arrangements to avoid estimated fuel bills.

ADVICE AND HELP FOR DEALING WITH FUEL DEBT

Home Heat Helpline: Provides advice on fuel poverty, fuel debt and grants – 0800 33 66 99.

Citizens Advice Consumer Service: Provides advice on fuel bills, fuel debt and grants 03454 04 05 06.

DO YOU REMEMBER THE GREEN GODDESS?

Diana Moran aka the “Green Goddess” is one of a number of personalities from the past who broadcast on “The Wireless” a radio station from Age UK. Calling itself 'Radio for grown-ups': The Wireless from Age UK is an online and DAB radio station. Tune in for features, celebrity interviews, expert advice and - of course- plenty of music! From folk to jazz, swing-time to classical, pop to rock - there's a little something for everyone.

The Wealden Senior Citizens' Partnership is a member of ESSA - The East Sussex Seniors' Association - “The Voice of Older People”
See website: www.essaforums.org.uk



**IF YOU HAVE RECEIVED THIS NEWSLETTER IN THE POST, YOU ARE ALREADY A MEMBER!
IF YOU HAVE PICKED IT UP AND WOULD LIKE TO JOIN, PLEASE RETURN THIS TEAR-OFF SLIP TO LET US KNOW IF YOU WOULD LIKE TO RECEIVE IT ON A REGULAR BASIS. YOU CAN ALSO USE THIS SLIP TO REMOVE YOUR NAME FROM OUR CIRCULATION LIST OR TO ASK US TO CONTACT YOU FOR ANY REASON**

YOUR NAME.....TELEPHONE/EMAIL.....

YOUR ADDRESS.....POSTCODE.....

PLEASE ADD MY NAME TO/REMOVE MY NAME FROM THE MAILING LIST (delete as appropriate)

I HAVE SOME SUGGESTIONS ABOUT EVENTS/ACTIVITIES WSCP COULD ORGANISE NEXT YEAR. PLEASE RING OR EMAIL ME TO DISCUSS. (delete if not appropriate)

Detach and return this slip to the Secretary, Linda Graham, Wealden Senior Citizens' Partnership, 5 Rectory Field, Hartfield, TN7 4JE. Tel: 01892 770487, email: lindagraham@wealden-scp.org