



Energy Bills Support Scheme Discount

Eligibility

If your circumstances change

You'll still get the discount if:

- you change your payment method
- you change your tariff
- you switch electricity supplier
- you move to a new address
- your supplier goes bust
- you're in arrears on your electricity bill payments

If you live in a park home, houseboat or off the grid

The government has confirmed that further funding will be available to provide equivalent support of £400 for energy bills for the 1% of households who are not eligible for the discount.

This includes households without a domestic electricity meter and a direct relationship with an electricity supplier, for example if you live in a park home, houseboat or you live off the grid.

How you'll get the discount

You do not need to apply for the discount, and there's no need to contact your energy supplier. The discount will be applied to your monthly household electricity bill for 6 months starting in October 2022. You'll get:

- £66 in October and November
- £67 in December, January, February and March

You'll get the discount monthly, even if you pay for your energy quarterly or use a payment card.

Traditional prepayment meter users will get equivalent vouchers that you will need to redeem

If you have not received your first instalment by the end of October 2022, you need to contact your supplier.

If you're a direct debit customer

You'll get the discount automatically in one of the following ways, as:

- a reduction to your monthly direct debit amount
- a refund to your bank account following the monthly direct debit collection

TIP

ASK YOUR ENERGY SUPPLIER FOR A VARIABLE DIRECT DEBIT SO YOU ONLY PAY FOR THE ENERGY YOU USE.

IF YOU THINK YOUR MONTHLY DIRECT DEBIT PAYMENT IS TOO HIGH, CONTACT OUR ENERGY ADVISERS WHO CAN WORK OUT HOW MUCH YOU SHOULD BE PAYING

If you pay by standard credit or payment card

Your discount will be automatically applied as a credit to your account in the first week of each month. The credit will appear as it would if you had made a payment.



If you have a smart prepayment meter

Your discount will be credited directly to your smart prepayment meter in the first week of each month.

If you have a traditional prepayment meter

You'll get the discount from the first week of each month. You'll get the discount automatically in one of the following ways, as:

- redeemable vouchers, sent by SMS text, email or post
- an automatic credit when you top up at your usual top up point
- Your electricity supplier will let you know in advance how you will get your discount.
- Your supplier should have your contact details, but if you're not sure or you don't receive any information from them, you should check that they have your latest number and email.
- If you get vouchers, you'll need to redeem them at a top-up point. Your supplier will tell you where to redeem them, for example at a Post Office branch or a PayPoint shop.
- Payzone outlets are unable to accept the vouchers.

TIP

A LARGE NUMBER OF VOUCHERS HAVE NOT YET BEEN REDEEMED, IF YOUR VOUCHER GOES OUT OF DATE CONTACT OUR ENERGY ADVISERS FOR ADVICE

If you pay for your electricity as part of your rent

If your landlord has a domestic electricity contract with a licensed electricity supplier, and you pay for your electricity as part of your rent, your landlord may pass their discount on to you.

Your landlord may be reselling the electricity to you based on your usage, in which case:

- they must comply with the maximum resale price rules which say they must not make a profit
- the maximum resale price for electricity is currently set at the same price as that paid by the person reselling it Your landlord may charge an 'all inclusive' rent, where a fixed cost for energy usage is included in your rental charges, in which case:
- they are encouraged to come to an agreement with you on the discount in line with the arrangement in your tenancy agreement
- the landlord's fixed charge may already provide you with similar protection from the impact of the energy price increase

TIP

IF YOU ARE UNABLE TO PAY YOUR MONTHLY BILL, TALK TO YOUR ENERGY SUPPLIER, ADMINISTRATION CHARGES OF UP TO £15 CAN BE APPLIED TO YOUR BILL FOR NON-PAYMENT OF YOUR MONTHLY DIRECT DEBIT

Other help

If you're in debt to your energy supplier, you might be able to get a grant to help pay it off. Speak to one of our energy advisers for more details

You may be able to get other kinds of support, including:

- a £650 Cost of Living Payment for households on means tested benefits
- £150-£300 Pensioner Cost of Living Payment, to be paid alongside

- a £150 Disability Cost of Living Payment for people who get certain disability benefits
- help from the Household Support Fund from Northumberland County Council.

THE ENERGY PRICE GUARANTEE

The Energy Price Guarantee reduces the amount you can be charged per unit of gas or electricity.

- Energy bills will still be higher or lower depending on how much energy is used
- You do not need to apply, and there is no need to contact your energy supplier, the energy price guarantee discount is automatic.
- This winter (1 October 2022 to 31 March 2023) the Energy Price Guarantee is saving a typical household in Great Britain around £900, compared to undiscounted energy prices under the Ofgem price cap.

As announced in the autumn statement, the Energy Price Guarantee will be extended from April 2023 until April 2024.

Alternative Fuel Payment - for those who don't use mains gas

The Alternative Fuel Payment (AFP) will provide a £200 payment to UK households that use alternative fuels for heating instead of mains gas. This includes, for example, heating oil, LPG, coal, and biomass. This payment will be made in the New Year. The government is committed to delivering this support to customers as fast as possible.

Beware Of Scams

The Energy Bills Support Scheme Discount is automatic. If you get a message asking for your bank details, this could be a scam. You can report messages you think are suspicious to Northumberland Citizens Advice

Over 40 million people have been targeted by scammers amidst the cost-of-living crisis. Out of this, 12% of scams are related to energy.

Scammers pray on vulnerabilities, such as financial worries. As more people are worried about paying their bills right now, more people are at risk of being scammed.

What are energy scams?

Energy scams involve people pretending to be energy companies or regulators to get your money or personal information.

They can use the availability of grants, promises of cheap energy, and energy efficiency claims as tactics to trick you.

Scammers can contact you in many ways:

- By a knock at your door.
- By phone call.
- Via social media.
- By email.
- Via a pop up on a website.
- By text message.

Energy rebate scams

Recently, scammers have been using the £400 government energy bill rebate scheme to trick people into handing over their details. Other tactics have included



promises of sums of money to people of pension age or with disabilities.

Energy efficiency and home improvement scams

Another way a scammer might try to trick you is by telling you that your home is unsafe, and changes must be made immediately to prevent harm to you and your household. This can be extremely worrying, and it's always best to put your mind at rest by calling Citizens Advice or checking with a qualified and accredited professional.

How can you spot an energy scam?

The best way to spot an energy scam is to stay vigilant and know what to look out for. Here are some key signs that a scammer is at work:

- A deal looks too good to be true.
- You're being pressured to transfer money quickly.
- You've been asked to pay in an unusual way.
- You suspect you're not dealing with a real company.
- You've been asked to give away personal information such as passwords or PINs.

What to do if you think you've spotted a scam

If you think you've spotted a scam but haven't yet given over any personal information or money, speak to a family member or friend you can trust or you can contact a member of our Energy Team or Northumberland Citizens Advice.

If you've handed over any financial and personal information or made a payment, you should talk to your bank or card company immediately. You should also report the scam to Action Fraud and report it to Citizens Advice. By reporting scams, you can help reduce the chances of someone else getting defrauded.

Scammers may try to convince you to agree to work which won't actually benefit your home. An Energy Performance Certificate (EPC) is a good source of reliable information – it highlights the energy efficiency improvements you could make to your home, how much they will cost, and how much you could save. In England, Wales and Northern Ireland, only accredited domestic energy assessors can produce valid EPCs.

TIP
CONTACT OUR ENERGY TEAM FOR INFORMATION REGARDING AN ENERGY PERFORMANCE CERTIFICATE

Fire Safety In The Home This Winter



Heating your home

Open fires

Be careful when using open fires to keep warm. Make sure you always use a fire guard to protect against flying sparks from hot embers.

Make sure embers are under control and properly put out before you go to bed.

Keep chimneys and flues clean and well maintained.

Fit a carbon monoxide alarm in all rooms with fuel burning appliances.

Using portable heaters

Keep heaters away from curtains and furniture and never use them for drying clothes.

Always unplug electric heaters when you go out or go to bed.

Try to secure heaters against a wall to stop them falling over.

Only use gas or paraffin heaters in well-ventilated areas. Heaters consume oxygen so you could suffocate if a room is not properly aired.

Keeping warm

Using electric blankets

Never use hot water bottles in the same bed as an electric blanket, even if the blanket is switched off.

Unplug blankets before you get into bed, unless they have a thermostat control for safe all-night use.

Store electric blankets flat, rolled up or loosely folded to prevent damaging the internal wiring.

Test electric blankets every 3 years. Age UK or your local fire and rescue service may be able to do this for you.

Try not to buy second-hand blankets and check regularly for wear and tear. Replace your blanket when it is more than 10 years old.

Always follow the manufacturer's instructions.

Look out for safety symbols

Power failure

Alternative lighting

Keep a battery operated light or torch handy in the event of a power cut or failure.

If you have to use candles or matches always take special care. Put them out completely before leaving the room or going to bed. Make sure candles are secured in a proper holder and away from materials that may catch fire – like curtains.

Keep a mobile phone handy so you can still make an emergency call if there is a power cut.

See all our energy advice leaflets at www.cse.org.uk/advice-leaflets

Costs of running a range of common appliances

Based on a unit price for electricity of **34p per kWh** (the price cap after 1 October 2022)

Appliance (with typical power rating*)	Cost per hour**	Cost per 10 mins	Appliance (with typical power rating*)	Cost per hour**	Cost per 10 mins
Electric shower (9000 W)	£3.06	51p	Freezer (150 W)***	5p	-
Immersion heater (3000 W)	£1.02	-	Fridge (150 W)***	5p	-
Kettle (3000 W)	-	17p	Heating blanket (150 W)	5p	1p
Tumble Dryer (2500 W)	85p	14p	Desktop computer (140 W)	5p	1p
Electric heaters (2500 W)	85p	14p	Games console (120 W)	4p	1p
Oven (2100 W)***	71p	-	LCD TV (120 W)	4p	1p
Washing machine (2100 W)	71p	-	Laptop (50 W)	2p	-
Oil-filled radiator (2000 W)	68p	11p	TV box (40 W)	1p	-
Hairdryer (2000 W)	-	11p	DVD player (40 W)	1p	-
Hob (2000 W)	61p	11p	Extractor fan (20 W)	1p	-
Grill (1500 W)	51p	9p	Broadband router (10 W)	1p	-
Iron (1500 W)	51p	9p			
Toaster (1000 W)	-	6p			
Microwave (1000 W)	34p	6p			
Electric mower (1000 W)	34p	6p			
Vacuum cleaner (900 W)	31p	5p			
Dehumidifier (500 W)	17p	-			
Towel rail (450 W)	15p	-			
Plasma TV (350 W)	12p	2p			
Fridge-freezer (300 W)***	10p	-			

* We've taken an *average* power rating for each appliance; the *actual* power rating will depend on the size and specifications of the appliance. So the cost of running, say, your microwave, could be less than the figure given, or more.

** For some appliances we've only listed the cost for either an hour (column 2) or 10 minutes (column 3).

*** Appliances like ovens, fridges and freezers turn themselves off when they reach the required temperature, so for some of the time that they're in use they won't be using much or any electricity. So the daily cost of running a fridge or freezer is not 24 x the hourly cost.

by its given power rating, particularly if it is controlled with thermostat or operates on a timed cycle.

Instead, if you're buying a new fridge or TV or other appliance, the best way to judge its energy efficiency is the label. Those rated A or above are the most efficient for their size. To compare between differently sized appliances, energy labels also now print suggested kWh usage per annum for each appliance.



Energy monitors

These are wireless devices that can tell you useful things like how much electricity is being used at that moment, as well as how much was used last week or last month. Your energy supplier will give you an energy monitor (also called in-home display) if you have a smart meter.



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Charity: 298740
Founded: 1979

We're a charity supporting people and organisations across the UK to tackle the climate emergency and end the suffering caused by cold homes.

Our Home Energy Team offers free advice on domestic energy use to people in Bristol, Somerset, Wiltshire, South Gloucestershire and Dorset.

Contact us:

PHONE 0800 082 2234

EMAIL home.energy@cse.org.uk

WEB www.cse.org.uk/loveyourhome

TWITTER @HelloCSE

Condensation, damp and mould

No one wants to live in a damp home. Damp can cause mould on walls and furniture and cause wooden window frames to rot. It's also unhealthy.

Some damp is caused by condensation. This can lead to a growth in mould that appears as a cloud of little black dots. For other kinds of damp, see box below.

Condensation occurs when moist air comes into contact with a colder surface like a wall, window, mirror etc. The air can't hold the moisture and tiny drops of water appear. It also occurs in places the air is still, like the corners of rooms, behind furniture or inside wardrobes.

How to reduce condensation at home

1) Produce less moisture

Simple things make a huge difference, like keeping lids on pans when cooking, drying clothes outdoors (not on radiators), venting your tumble dryer to the outside and avoiding paraffin heaters or flue-less bottled gas heaters.



Condensation is not the only cause of damp

'Penetrating damp' is moisture entering the house through leaking pipes, a damaged roof, blocked gutters, gaps around window frames and cracked rendering and brickwork etc. All these problems can be remedied.

'Rising damp' is due to a defective or non-existent damp course. This will leave a 'tide mark' about 1m above the floor. Fixing rising damp is a job for a qualified builder.

Newly built homes can sometimes feel damp because the water used during construction (in cement, plaster etc) is still drying out.



Condensation mould is unsightly and can cause health problems

2) Let the damp air out and the fresh air in

Extractor fans are a good way to get rid of moist air and steam so that less condensation forms. Some very modern homes have extractor fans which run continuously, fitted in the ceilings of bathrooms, shower rooms and toilets. They use little electricity and don't add much to your bill.

If your home doesn't already have extractor fans then it is worth getting them fitted in the bathroom and kitchen. Fans that run on a timer, humidistat or pull-cord (e.g. when you turn on the bathroom light) typically have a rating of 8-30W, so would cost about 10p if they were on all day.

Stop moist air getting into the rest of your home. When cooking or bathing, keep the kitchen or bathroom door shut and open the window to let the steam out.

Meanwhile, let fresh air circulate to avoid mould forming where the air is still. Make sure there is a gap between your furniture and the walls, and give wardrobes and cupboards a good airing sometimes.

3) Insulate and draught-proof your home

Warm homes suffer less from condensation, so you should make sure your house is well insulated. This means insulating your loft to the recommended depth of 270mm (about 11 inches), and your cavity walls (if your house has them). Your windows and external doors should be draught-proofed, and you should consider secondary glazing if your windows are draughty.

Continued ▶



A typical place for condensation mould, on an outside wall and behind furniture

4) Heat your home a little more

While you don't want to waste money heating rooms you don't use, very cold rooms are more likely to get damp and mould. Set the thermostatic radiator valve to 1 in unused rooms so the radiator gives out a little bit of heat whenever you have the heating on. If you don't have central heating, consider using a room heater with a timer and temperature control. Remember, unused rooms will need a good airing from time to time.

More tips

You can catch condensation dripping from windows with condensation channels and sponge strips (available from DIY shops). If you wipe down windows and sills in the morning this will also help, but be sure to wring out the cloth rather than dry it on a radiator. In extreme circumstances you may need to invest in a dehumidifier. These can help a lot but cost anything from £40 to over £200 and larger ones can be quite costly to run.

And finally, if you already have mould on your walls and ceilings then you need to clean it off properly. An effective method is to start by cleaning off the mould with spray containing bleach. This will help remove the staining



that persistent mould can leave behind. Leave to dry overnight and then spray the affected area with an anti-fungal wash and allow that to dry. Always follow the manufacturer's instructions and consider wearing a face mask when spraying.

You could also treat the affected area with a mould-resistant paint, available from most major hardware stores.

Tips for lower energy bills

Give your clothes a day in the sun and give your tumble drier a break. Clothes dried in the fresh air feel great, and there are drying days in winter, too.



Catch 'em young. Encourage your children to switch off electric toys and lights that they're not using. They'll soon get the hang of saving energy.



Be a friend to your freezer. Defrost it regularly to help it run more efficiently.

Buying a new appliance? Check the energy label, and buy A-rated goods for the most efficient.



Don't over-fill the kettle (but make sure you cover the metal element at the base).



Dodge the draught! Fit draught-excluders to your front door, letter box and key hole, and draw your curtains at dusk to keep the heat in.

Turn your heating down by 1 degree. You'll hardly notice the change in temperature, but it'll make a big difference to your heating bill.

Sleep tight. Make sure all the lights are turned off when you go to bed. If you want to light a child's room or a landing, use a low-wattage night light.



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Charity: 298740
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@HelloCSE

HOME ENERGY SUPPORT SCHEMES

The Home Upgrade Grant (HUG)

HUG will provide energy efficiency upgrades and low carbon heating via local authority funding, to households in England that:

- are low income
- are off the gas grid
- have an Energy Performance Certificate (EPC) between D and G

The Boiler Upgrade Scheme (BUS)

BUS supports the decarbonisation of heat in buildings. It provides upfront capital grants to support the installation of heat pumps and biomass boilers in homes and non-domestic buildings in England and Wales.

Acting on behalf of property owners, installers can apply for:

- £5000 off the cost and installation of an air source heat pump
- £5000 off the cost and installation of a biomass boiler
- £6000 off the cost and installation of a ground source heat pump, including water source heat pumps

Warmer Homes Scheme

Northumberland County Council Warmer Homes scheme can help homeowners in Northumberland make energy-saving improvements to their homes whilst improving comfort and affordability.

What you could receive

Through our Warmer Homes scheme, you could receive:

- Heating controls to help control the temperature of your home.

- Insulation for walls and lofts to keep the heat in.
- Heating measures which use less carbon, such as air source heat pumps.
- Renewable energy generation such as solar panels.

Eligibility

To be eligible you must meet both of the following criteria:

- If your home has an Energy Performance Certificate (EPC) rating of D, E, F or G (if your property does not currently have an Energy Performance Certificate (EPC) an EPC survey can be undertaken as part of the home survey).
- Your household income is less than £30,000 or someone living in your home receives benefits including Universal Credit, Income Support and Disability Allowance or the occupants are assessed as at risk of fuel poverty.

Private landlords can also apply, however the maximum fundable by Warmer Homes for landlord properties is 66%. This funding is supplied by the Government. Energy Company Obligation (ECO 4 and ECO Flex)

ECO is a government energy efficiency scheme in Great Britain to tackle fuel poverty and help reduce carbon emissions.

Can I benefit from ECO?

In order to benefit from ECO your property will need to require energy efficiency upgrades. The specific measures that would benefit your home would be determined by a retrofit assessment. You must own your own home or have

permission from your landlord, including if the property is owned by a social housing provider or management company.

You can contact any of the obligated energy suppliers to find out how they may be able to help you benefit from the ECO scheme, even if they are not your energy provider.

Who is eligible?

You could be eligible for ECO if you receive at least one of the following benefits:

- Child Benefit
- Pension Guarantee Credit
- Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)
- Income Support
- Tax Credits (Child Tax Credits and Working Tax Credits)
- Universal Credit
- Housing benefit
- Pension credit saving credit

Local authorities are also able to refer residents in their areas to obligated energy suppliers so that they can be offered support under ECO FLEX. Energy suppliers can also refer households under ECO4 Flex where they are either struggling with persistent fuel debt and are supported by suppliers or are using pre-payment meters and have regularly been unable to stay connected to their fuel supplies due to financial hardship.

IF YOU WOULD LIKE INFORMATION ON ANY OF THE ABOVE, PLEASE CONTACT ONE OF OUR ENERGY ADVISERS.

Northumberland Log Bank

Do you need wood fuel due to financial constraints, poor health, advanced age and/or rural isolation. We can deliver FREE dry, seasoned logs. THERE IS NO CHARGE FOR THIS SERVICE Please contact: Kate Thick Email: katethick@hotmail.com Tel: 07900963234
The Northumberland Log Bank is a non-registered charity supported by Northumberland County Council

The Priority Services Register

The Priority Services Register is a free support service to help people in vulnerable situations. Energy suppliers and network operators offer it, and each keeps their own register. You need to contact your energy supplier or network operator to get on it, alternatively contact our energy advisers who can register you directly. Electricity and gas suppliers must offer special services to customers who are of state pension age, have

children under 5, customers with mobility issues or suffering from a chronic illness or have a visual or hearing impairment. Among the benefits of being part of the PSR are:

- Free annual gas safety checks (subject to additional qualifying criteria)
- Priority in an emergency, this could include providing alternative heating and cooking facilities in the

- event of a loss of power supply
- Controls and adapters for appliances
- Meters moved to an accessible location for free (when possible)
- Meter reading service
- A password scheme
- Statements in large print or braille
- Statement nomination scheme

Speak to our energy advisers about registration.

If you would like a home visit from Leanne, Brian or Caroline and live in rural Northumberland please get in touch with....

Leanne Shipley

Mobile: 0772 4867010

Email: leanneshipley@ca-north.org.uk

Brian Watson

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CARBON MONOXIDE

Landlords to face £5,000 fine for missing alarms, from 1 October

1 AUGUST 2022

On Friday 29 July, the Department for Levelling Up, Housing and Communities published their guidance for the incoming laws for smoke and carbon monoxide alarms:

GUIDE SHEET

A GUIDE TO CARBON MONOXIDE ALARMS



A CO alarm detects the presence of carbon monoxide (CO) gas in order to prevent carbon monoxide poisoning. CO alarms have evolved to become safety critical devices, constantly monitoring to protect people from poisonous CO gas, known as the silent killer.

WHO NEEDS A CO ALARM?

All properties with fuel-burning appliances should have a CO alarm. Whether it's a gas boiler, a coal fire or a flue running through the room, a CO alarm should be present in each area where a potential CO source may occur. The same applies to leisure vehicles such as caravans and boats, where additional risks are often present; with other vehicles, engines or generators increasing the risk. If you're camping, CO can even enter your tent from a smouldering BBQ outside, so always take an alarm with you when travelling.

CO ALARM FEATURES AND TYPES

CERTIFICATION

An alarm should carry a British or European Standard to **EN 50291**.

AUDIBLE ALARM

Early warning of CO is critical, especially if you are asleep. An audible alarm will notify of the danger as early as possible.

POWER SOURCE

Both mains powered and battery powered are available. Some alarms have replaceable batteries, and some are sealed for the life of the alarm - eliminating the risk of the alarm being inactive when you need it most.

DIGITAL DISPLAY

A digital display will visually warn of low CO levels - that are not high enough to sound an alarm, but can still be dangerous to those most at risk.

WIRELESS INTERLINK

Some alarms have the ability to link with other CO and smoke alarms, enabling all linked alarms to sound at the same time.

WIRELESS DATA EXTRACTION

Landlords and engineers can now connect their tablet or phone to some alarms to access historical data and view any low levels that have been detected.

Find out more at: <https://www.coalarmssavelives.com/about-carbon-monoxide-alarms>

SUPPORTED BY



Community Action Northumberland Warm Hubs Scheme

What is a Warm Hub?

'Warm Hubs' have been created by CAN as places within the local community where people can be assured of finding a safe, warm and friendly environment in which to enjoy refreshments, social activity, information and advice and the company of other people. Community Action Northumberland works with village halls and other community buildings to ensure that:



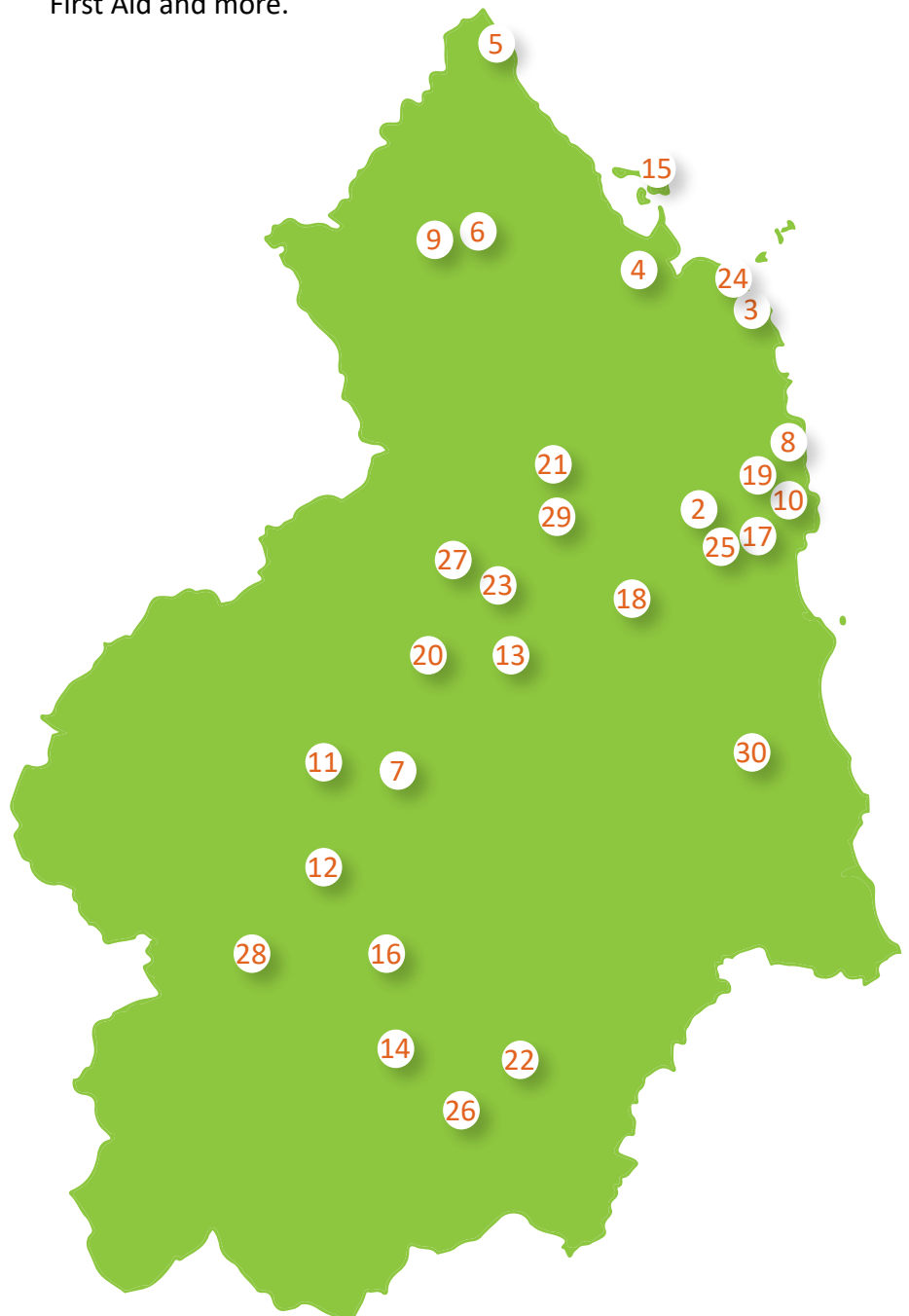
- The building is 'fit for purpose'.
- Governance and policies are in place
- Appropriate insurances and licences have been acquired
- Volunteers receive ongoing support and training in Dementia Awareness, Food Safety, Equality and Diversity, First Aid and more.

All our warm hubs are different, opening at different times and days. They all offer refreshments, which can include soup, cooked meals, tea, coffee, cakes etc.

If you would like more information regarding a warm hub in your area, please contact Christine Nicholls. christinenicholls@ca-north.org.uk

Warm Hubs

- 1 Allendale Village Hall
- 2 Alnwick, Amble
- 3 Beadnell
- 4 Belview Belford
- 5 Berwick Voluntary Centre
- 6 Branxton Village Hall
- 7 Corsenside Hall
- 8 Craster
- 9 Crookham
- 10 Embleton Church Hall
- 11 Falstone Village Hall
- 12 Haltwhistle
- 13 Hepple
- 14 Hexham Number 28
- 15 Holy Island
- 16 Humshaugh Village Hall
- 17 Lesbury Hall
- 18 Longframlington
- 19 Longhoughton
- 20 Otterburn Memorial Hall
- 21 Powburn Memorial Hall
- 22 Prudhoe Church hall
- 23 Rothbury Jubilee Centre
- 24 Seahouses Hub
- 25 South Charlton Hall
- 26 Stocksfield Community Centre
- 27 Thropton Luncheon club
- 28 Wark
- 29 Whittingham Church
- 30 Widdrington Station



What is a Northumberland County Council Warm Space?

Warm Spaces are places where people can come together in a warm, safe, welcoming place and maybe enjoy a hot drink, a sit down and have a chat with others this winter.

Voluntary groups, community organisations and others from Northumberland communities have come together to establish a network of warm spaces this winter. This includes, but is not limited to, community centres, church halls, libraries and community hubs. They are free to visit and NCC promise a warm welcome when you arrive.

Some places may offer a hot drink, activities and other things like free access computers and Wi-Fi. You can come and spend time quietly or meet other people in your community for a chat. Each warm



space is different and may not be open every day. NCC are working together with all their community partners to try and offer as many warm spaces as they can.

Follow the link below to access an interactive map which will show you where you can find a warm space near you. Click on the map and then visit the dot/s which

represent the warm spaces in your area. You will see the name and location of the warm space. If there is a link to the Frontline app this will take you to more detail about the warm space. Please note not all spaces will be open every day and are subject to change. <https://www.northumberland.gov.uk/Support/Types-of-support/Warm-Spaces.aspx>

Contact Us

If you would like any help or advice please contact CAN

Christine Nicholls

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