

Community First New Forest Community Matters

Spring 2011

Welcome to all our volunteers and supporters

BIG Hello & welcome

This quarterly newsletter has been produced with the aim of keeping you in touch with news, events and information on some of the services we provide for our more mature clients, as well as some seasonal helpful hints & tips such as:

Who can get Cold Weather Payments?

If you are in receipt of Pension Credit, Income Support, Income-based Jobseeker's Allowance or Income-related Employment and Support Allowance (ESA), you may also be able to get Cold Weather Payments.

Tel. 0845 915 1515 (Mon-Fri 8.30am-4.30pm)
Textphone: 0845 601 5613 www.direct.gov.uk

Tip of the month

Remember to stay warm during the cold weather but not too warm!



Ensure that you have a fire alarm fitted and that it is working. If in doubt ring the Home Support Service on 02380 667080 and we can contact the local fire station who will install one for you. This is a free service and could save your life.

Home Support Service



If you need occasional or regular help with shopping, accessing the community or just someone to chat with, we can help. We have companions and carers able to sit with you at home or accompany you on outings at any time. We can also stay overnight if your family is going away. Our prices are reasonable and our staff trained and police checked.

We will undertake personal care and light housework, in fact anything that you need us to do, we will almost certainly have someone who can do it!

If you would like to find out more then please call the Home Support Service on 02380 667080

Community First New Forest provides a range of essential support services that aim to make a difference towards quality of life. These include amongst others:

- Community Transport - Call & Go
- Home Improvement Agency
- Small Repairs Service
- Home Support Service
- Sitting Service
- Volunteer Centre
- Low Cost Training Programme

July - Dec 2010

Home Support Service hours provided this financial year:

- Personal Care 28,361
- Companionship/Support 1,366

Small Repairs:

- 280 home visits
- 324 minor repairs and adaptations carried out

Transport:

- 82 - average age of passengers
- 71% have mobility issues
- 4900 passenger trips

Community Transport

If you live in the New Forest region and you have difficulty accessing public transport, Community First New Forest may be able to help.

We operate a Community Transport scheme using wheelchair accessible mini buses. We use our own drivers who are MiDAS trained and CRB checked. You may live in a rural area where there are no bus services, or you may live too far from the bus stop to be able to use it. Perhaps you struggle to use public bus services due to your own mobility impairment.

If any of these apply to you then Call and Go service may be just what you need.

Call and Go is a flexible bus service that will collect you from your home and take you to set destinations, normally supermarkets in the nearest town. The driver will return you to your door and even help you in with your shopping if required. If you need to travel with your wheelchair or electric buggy then these can also be taken on the bus

You can also travel with a companion if required. Companions travel free of charge.

Tel. 0845 602 4326 between 9.00 am and 12.00 noon, Monday to Friday for more information.

For many of our current passengers, who are often housebound and have no alternative method of getting their shopping, our Call and Go service has been invaluable.

News for 2011!

Currently, fares are similar to public transport, but, as from April 2011 we will be able to accept Concessionary Bus Passes which will entitle the holder to half fares, however, we will no longer be able to accept travel vouchers. This is a change to the present situation and should be of great benefit to our passengers.



Home Improvement Agency

The Home Improvement Agency operates in New Forest and Test Valley and helps support older people, people with disabilities and those on low incomes. We offer technical support with all aspects of building works for repairs, improvements or adaptations to the home and can arrange for plans and specifications to be drawn up. We can organise quotes from contractors whose work has been monitored and help to manage and supervise agreed work from start to finish. We can help with exploring options to fund work to your home and support in making applications for grants and loans from local council, private finance or charitable funding.

We have a free advice and information service that can link you to other services and organisations who can help support you in your home. We can put you in touch with trades people, who are on our approved lists. We can also give advice on welfare benefits and help with claims.

Our caseworkers can advise on home safety issues and preventing accidents by removing hazards. For more information about either of these services then please call 01425 478005 our office is open Monday-Thursday 9-5pm and Friday 9-4 30pm.

The Small Repairs Service is a handyperson scheme that will carry out minor repairs or adaptations in your home at reasonable cost. The service is for:

- People over 60
- People with a disability
- People in receipt of income support, council tax benefit or pension credit
- Qualifying residents of the New Forest District

We provide a reliable, professional and supportive service to help you have peace of mind and independence in your own home. The types of repairs carried out include; renewing tap washers and replacing taps, putting up shelves, replacing door locks, fitting key safes, changing light bulbs and fitting grab rails to name a few..

"I can't thank you all enough, unless you have had to wait for help to shower, you can't imagine how marvellous it is to be independent and to manage on your own. The support I was given helped the process to run smoothly" said an 86year old lady from Hythe following our support with her Disabled Facilities Grant application.

"The whole service was very quickly, efficiently & pleasantly carried out. I highly commend it and I am already recommending it to others living in the New Forest area. A Small Repairs (Handyperson) Service is a valuable one, especially one of such high quality and I have been very grateful for it." Said one delighted 91 year old client!

