



**Dudley Federation**

of Tenants and Residents Associations

# Newsletter

3rd Quarter November 2018 – January 2019

## Council scheme helps residents keep homes warm and save cash

The scheme aims to help people struggling to keep their homes and themselves warm enough during the winter months. People can save significantly on their home energy bills with the right advice on appropriate tariffs, as well as energy discounts and grants.

A variety of practical support, information and expert advice is provided through the scheme. Anyone worried about keeping their home warm this winter, struggling with paying their fuel bills or concerned about keeping well at home during the winter due to the cold can ask for help from the scheme.

All sorts of help can be provided from expert advice and support with changing to the best energy provider and tariff, help with energy debt, as well as help with home energy efficiency improvements and grants, including access to free boiler and home insulation schemes.

The winter warmth helpline is 01384 817086. Call to request a free home visit.

## Dudley Federation Update

Some of you may be aware that we are currently unable to use the DFTRA Offices due to a health and safety issue. We have been working hard remotely to ensure that we are still available and that issues are still dealt with.

The DFTRA staff and volunteers will be breaking up for Christmas on 18th December and returning on 2nd January 2019.

## Are you safe online?

The internet plays a big part in how people access information and communicate with others and it should be seen as a positive thing, but, as with 'offline' life, there can be risks to those who use it.

We want to make sure people make informed choices when they're online to keep themselves, their family and friends safe. Dudley's safeguarding boards and community safety partnership are asking adults in the borough to share their online experiences to help them better understand how people spend their time online and any problems they face.

The survey will be open until the end of January 2019 and responses will be used to inform the 2019 / 2020 online safety action plan.

To take part in the survey visit:

<https://www.surveymonkey.co.uk/r/adultsonline>

## Stay up to date on meetings and events – sign up for FREE email and text alerts

 Online at [dudley.gov.uk](http://dudley.gov.uk) --> click 'Online Forms' -> search for 'Subscribe to TRA Meeting Notifications'

 Text your surname, house number and postcode to 07797 870352  
e.g. Brookes, 10, DY1 1HF (initial text will only cost your standard text rate)

or

 Call 01384 815168 to sign up to the service



## Looking for What's Going on locally?

There are so many exciting events happening around the Borough, far too many to list here! So here are some useful places to find out what's happening:

[dudleyinterests.me/calendar](http://dudleyinterests.me/calendar) - Dudley has its' very own community page on interests.me which brings together what is happening around the borough. You can also add your TRA events! Sign up for the community emails at [dudleyinterests.me](http://dudleyinterests.me) you'll get a weekly update!

[dudleyci.co.uk](http://dudleyci.co.uk) - The Dudley Community Information Directory have a What's On section which gives you all the upcoming events listed on the website.

[fis.dudley.gov.uk/fsd](http://fis.dudley.gov.uk/fsd) - The Family Information Service is a great resource for activities for all the family, see the 'Events - what's on' section to see what's happening near you! You can also use the '[Search for Santa 2018](#)' section to see where Santa will be appearing.

## New Carers Hub opens in Dudley

Dudley Carers Hub, run by Dudley Council provides support, advice and information to carers of all ages living in Dudley Borough.

Lots of people provide practical, personal or emotional support to a family member or friend due to their illness, disability, frailty or addiction. Dudley Carers Hub has been set up to improve the lives of local carers and ensure they receive all of the practical help, advice and support that they need to ease their caring responsibilities.

Support on offer includes things like financial and legal advice, accessing financial help, emotional and wellbeing support, respite services, support planning, social groups, as well as specialist support for young carers and parent carers.

People can pop into the hub or call to find out how the service can support them with their caring responsibilities and with life outside of the caring role.

Pop into the hub Wellington Road, Dudley, DY1 1RB

(Mon – Fri, 9am–5pm)

Call on 01384 818723

Email [carers.network@dudley.gov.uk](mailto:carers.network@dudley.gov.uk)

Or visit [www.dudley.gov.uk/carers](http://www.dudley.gov.uk/carers)

**Supporting people who care for a family member or friend**

Information Advice Support

**Dudley carers hub**

**Dudley** **NHS**  
Dudley Clinical Commissioning Group

**Dudley Federation of Tenants and Residents Associations**  
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