

# Making Every Contact Count Website, Step by Step User Guide

For health and wellbeing information, activities and services in Redcar and Cleveland and across the North-East, covering themes such as affordable warmth, finances, mental health, loneliness, dementia, alcohol and much more, visit the website below:

1. <https://www.meccgateway.co.uk/nenc>

2. Scroll down to Find a service



## Find a service

Select a category below to see all relevant organisations, groups or classes that are available in the region.

3. Click the circle toggle to select either adult/young people's services



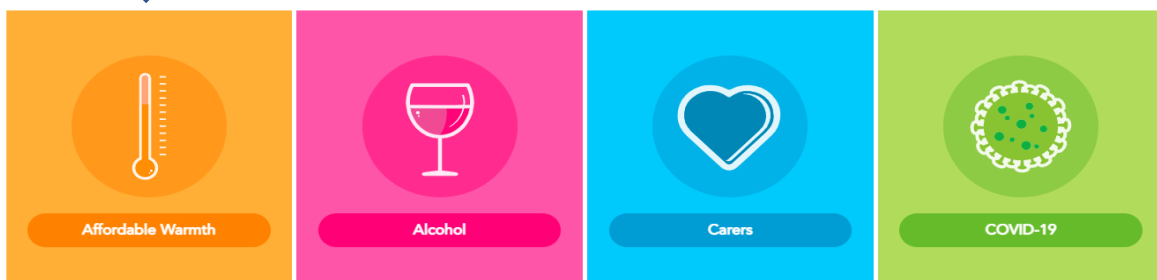
Click to toggle between adult or young people's services:



Click to toggle between adult or young people's services:



4. Click on the theme of interest tile (Affordable Warmth for example)



# Making Every Contact Count Website, Step by Step User Guide

## 5. If needed, use the conversation starters to guide your conversation

### 1. Conversation starters

This information will enable you to make a brief intervention - **ASK, ASSIST and ACT:**

- Do you find it difficult to keep your home warm, particularly in the colder months?
- Do you find it difficult to pay for your heating costs, particularly in the colder months?
- Are you aware of the schemes that exist to keep your home from losing the heat you use?

## 6. Type in a postcode under search for regional support services, section 2 (TS10 1RT Redcar Area for example), select a radius (within 3 miles), and click go to search. *Top Tip: Expand the search radius to 5 miles if no services appear*

### 2. Search Affordable Warmth regional support services

TS10 1RT 3 Miles GO

Map - THERN LAND

Isle of Man Lake District National Park North Pennines AONB Yorkshire Dales National Park North York Moors National Park Great Britain Peak District National Park Snowdonia National Park

## 7. Under the map, a list of local services/activities will appear, text, email/print the information

Other useful regional services:

**Warm Spaces- Redcar Area**

<https://www.redcar-cleveland.gov.uk/cost-of-living/warm-spaces>

Redcar and Cleveland Council and partners have created a directory of warm spaces. These are places where Redcar and Cleveland residents can go to stay warm, enjoy a little company and some warm refreshments. Visit website above to find details of venues, dates and times.

Text details of service to user

Email details of service to user

Print details of service for user

**Age UK Warm Homes Project - Redcar Area**