

<i>What's 'Think CO' about?</i>	It's about saving lives by raising awareness of the risks of Carbon Monoxide (CO) poisoning. Most people are familiar with the term Carbon Monoxide poisoning, but far fewer know what the symptoms or causes are, or what to do if they suspect CO may be present.
<i>How do I get hold of the materials?</i>	There is a range of free materials available to brief your staff and volunteers so they 'Think CO' in their work. All are available by emailing thinkco@gassafecharity.org.uk Some are available for downloading by visiting the Gas Safe Charity website at www.gassafecharity.org.uk
<i>Is there any information available for people with hearing loss?</i>	Action on Hearing Loss' "In Touch" team attended a Think CO workshop in Belfast in spring 2016. As a result, they have produced two videos, one in British Sign Language and one in Irish Sign Language which outline the main Think CO safety messages. The BSL video available to download on https://youtu.be/6tm1NuHX4vQ The ISL version is available via https://youtu.be/fXUlowy72iA
<i>What's different about Think CO compared with other CO awareness campaigns?</i>	Past campaigns have raised awareness directly with the general public. Think CO targets people who provide services to vulnerable people in their own homes. By raising your awareness of CO, you can share your knowledge with your clients, as well as look out for the signs and symptoms of CO as part of how you support and help people.
<i>Where can I find out more about CO and gas safety?</i>	Have a look at www.gassaferegister.co.uk for more details and there is also an online quiz available at which makes learning about CO more fun. http://www.gassaferegisteronlinelearning.co.uk/consumerCOawareness/
<i>Getting your boiler checked is Think CO's "Top Tip" – how do I find a Gas Safe registered engineer?</i>	Preventing CO poisoning before it becomes an issue is the best action for everyone. You should always use a Gas Safe registered engineer to look at, fix and repair boilers and gas appliances. Anyone can check for an registered engineer by phoning 0800 408 5500 or by checking online at www.gassaferegister.co.uk Always get people to ask for the engineer's card when they arrive on their doorstep and to look at the back of the card which will list the appliances the engineer is licensed to work on.
<i>Is it just gas appliances I need to think about?</i>	No – any carbon-based fuel that does not burn properly is a risk. That means that as well as natural gas appliances, such as gas heaters and cookers, you should look out for the signs and symptoms from calor gas heaters, wood fires (including burners), peat burning fires and stoves, coal fires, Liquid Petroleum Gas (LPG), charcoal BBQs and petrol and oil engines and heaters. If you have a working chimney, it should be swept at least once a year by a reputable chimney sweep – see National Association of Chimney Sweeps for more information www.nacs.org.uk / 01785 336555.

<p><i>Another Think CO “top tip” is to fit an audible CO alarm, but what’s the best place to fit one?</i></p>	<p>You should follow the instructions specific to your new CO alarm as they will vary.</p> <p>The British Standards Institute produces a Code of Practice (BS EN 50292) on the selection, installation, use and maintenance of CO alarms.</p> <p>Main overall recommendations are:</p> <ul style="list-style-type: none"> • If you buy one detector, fit it where people sleep and make sure it is loud enough to wake everyone sleeping in the premises. • If you are buying more than one CO detector, you should place one next to the sleeping areas, and the others next to potential sources within the premises. • It should be at a horizontal distance of between 1m and 3m from the potential source. • It should be at least 150mm from the ceiling if fitted on a wall. If located in sleeping rooms or rooms remote from the fuel-burning appliance, it should be located relatively close to the breathing zone of the occupants. • If the CO detector is fitted on a ceiling, it should be at least 300mm from any wall and any ceiling obstruction e.g. light fittings.
<p><i>What CO alarm should I buy?</i></p>	<p>The consumer body Which? has recently (17 October 2016) investigated CO alarms and, as a result of its investigation, Amazon and eBay have stopped selling some alarms. The Which? recommendation is “If you’re looking to buy a carbon monoxide alarm, aim to pay around £20, look for the Kitemark on the packaging and check out our carbon monoxide alarm reviews before you buy.”</p>
<p><i>If I am worried about a client and their possible risk of CO poisoning what should I do?</i></p>	<p>Encourage them to have a Gas Safe registered engineer visit their home to check the gas boiler and other appliances.</p> <p>People who rent their home - If your client rents from a private landlord or from a social housing provider, they should contact their landlord and raise the issue. Across the UK, all landlords are responsible for the safety of their tenants. The Gas Safety (Installation and Use) Regulations 1998 deal with landlords’ duties to make sure all gas appliances, fittings and flues provided for tenants are safe, including an annual gas safety check.</p> <p>Legislation regarding rented residential properties and specifically CO alarms varies across the four nations of the UK.</p> <ul style="list-style-type: none"> • Scotland Scotland requires the installation of at least one CO alarm in every space containing a fixed combustion appliance (excluding appliances used solely for cooking) and where a chimney/flue passes through high-risk accommodation, such as a bedroom or main living room. This took effect from 1st October 2013. <p>From 1 December 2015, new regulations came into force in Scotland regarding the provision of long-life carbon monoxide (CO) alarms in privately rented housing. This addition to the Housing (Scotland) Act is an amendment to the existing Repairing Standard, firmly shifts the duty of care regarding the provision and, when necessary, replacement of carbon monoxide detectors to landlords. The legislation applies to all landlords in Scotland renting out property with fixed combustion appliances of any type, with the exception of appliances used exclusively for cooking.</p>

	<ul style="list-style-type: none"> England The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 came into effect on 1st October 2015. CO alarms must be fitted in each room of rented properties which contain a solid fuel burning combustion appliance. All alarms must be checked under any new tenancy. https://www.gov.uk/government/publications/smoke-and-carbon-monoxide-alarms-explanatory-booklet-for-landlords Wales There is currently no legal requirement in Wales for CO alarms to be fitted. It is expected that legislation will be introduced. In England and Wales there is also a duty under the Building Regulations, when a solid fuel heating system is installed, such as an open fire or a wood burning stove, to have CO alarms. The authority for this is the DCLG Part J of the Building Regulations for England and Wales 2010. Northern Ireland Where a new or replacement combustion appliance, not designed solely for cooking purposes, is installed in a dwelling, a carbon monoxide detector/alarm should be provided in the room where the appliance is located. Owner occupiers - If your client is an owner-occupier, there is no legal duty for them to check appliances and boilers or to install a CO alarm, though good practice suggests that an annual check by a Gas Safe registered engineer and fitting a CO alarm in every room with a gas appliance is best. If your client is reluctant to contact their landlord or a Gas Safe engineer, speak to your supervisor.
<i>In an emergency situation, who do I call?</i>	Call 999 stating that you suspect CO may be present. There is also a specific number for gas incidents: call the gas emergency service on 0800 111 999 which, like 999, is a 24/7 service.
<i>Tell me more about the Gas Safe Register</i>	The gas safety scheme used to be called CORGI. Gas Safe Register replaced CORGI as the gas registration body in Great Britain and Isle of Man on 1 April 2009 and Northern Ireland and Guernsey on 1 April 2010. It's the official gas registration body for the United Kingdom, Isle of Man and Guernsey, appointed by the relevant Health and Safety Authority for each area. By law all gas engineers must be on the Gas Safe Register.
<i>How can we help someone who has had their gas turned off and has no heating or cooking facilities?</i>	Depending on their circumstances, there are different organisations you could approach. Unfortunately, there isn't a single route so you may need to contact different organisations and also the help available varies across the four nations of the UK. Firstly, check with your local Fire and Rescue Service to see if they can help. Most FRS will undertake a home safety check and some will help install CO detectors. If your client is an older person, contact your local Age UK or RVS. They may be able to provide temporary heaters, microwaves etc...

A local Home Improvement Agency (HIAs) may be able to help an older or vulnerable person. In England there are about 200 HIAs. Go to www.findmyhia.org.uk to find out if there is one near you.

There is also a network of Care and Repairs (some are also listed as the local HIA on the list above). Their contact details are:

- Care & Repair England
Telephone: 0115 950 6500 Website: www.careandrepair-england.org.uk
- Care & Repair Scotland
Telephone: 0141 221 9879 Website: www.careandrepairsotland.co.uk
- Care & Repair Cymru
Telephone: 0300 111 3333 Website: www.careandrepair.org.uk

In England and Wales, contact FILT (Foundations Independent Living Trust) on 0300 124 0316 or go to www.filt.org.uk for help with funds for individuals.

Many of the main energy suppliers have their own trust funds which help individuals and families with energy issues such as money/debt advice, the replacement of boilers and heating appliances and cookers. Some will only fund their own customers; others will take applications from anyone. Most cover England, Scotland and Wales. For more details about customer services in Northern Ireland see http://www.uregni.gov.uk/customer_information/

Together, some suppliers have formed a “Shared Programme of Giving” which means an application’s details are shared between the suppliers to gain the best match. Further details are below.

<http://www.npowerenergyfund.com/docs/A%20SHARED%20PROGRAMME%20OF%20GIVING.pdf>

Members of the Shared Programme include British Gas, E.On, EDF, and nPower.

Financial assistance and other forms of support are often available from grant-giving charities, depending on people’s particular background and circumstances. Turn2us grants database contains information on over 3,000 of the service charities charitable funds offering welfare and educational grants, as well as other support and services www.turn2us.org.uk

There is a Guide to Major Trusts. The Guide is not available online, but can be bought from the Directory of Social Change (DSC) <https://www.dsc.org.uk/publication/guide-major-trusts-201718> Your local Council for Voluntary Service may have a copy. You can also become a member of TrustFunding also run by the DSC. Trustfunding.org.uk offers in-depth information on more grant-making charities than anywhere else - 4,500 of them giving around £4.5 billion each year. There is also Grantsforindividuals.org.uk which contains details of about 3,500 trusts which give to individuals.

	<p>If your client or a member of their close family was in the armed services, they may be able to access grants from an armed service charity. www.armedforcescharities.org.uk</p> <p>If they or their family had a trade/profession, there may be a benevolent fund linked to that profession that can be approached for possible financial help.</p>
<p><i>I've heard of Priority Service Registers. How can signing up to one help a client?</i></p>	<p>All energy suppliers have a Priority Services Register (PSR). People eligible to sign up to it, can get extra help and support with their energy supply. This includes:</p> <ul style="list-style-type: none"> • priority reconnection if their supply is interrupted • alternative facilities for cooking and heating if their supply is interrupted • annual gas safety checks <p>You can sign up if you're:</p> <ul style="list-style-type: none"> • a pensioner • disabled or chronically sick • have a hearing or visual impairment <p>Your client will need to contact their energy supplier for more details.</p>
<p><i>When is CO Awareness Weeks and Gas Safety Week and how can I get involved?</i></p>	<p>Carbon Monoxide Awareness Week is from 20-26 November 2017. Further details are available from: http://www.policyconnect.org.uk/allfuelsforum/events/carbon-monoxide-awareness-week</p> <p>Gas Safety Week will run from 19-25 September in 2017. It is a national safety campaign to raise awareness of gas safety. It's co-ordinated by the Gas Safe Register with support from the gas industry including retailers, manufacturers, consumer bodies and the public. To register your organisation and pledge support for the week, visit www.gassafetyweek.co.uk</p>