

**Covid-19 - Community updates**

For further information please contact your Youth and Community Engagement Workers:

Name: Roni Green and Susan Wragg

Contact details Tel: Roni Green - mobile-07717355716 (work- 01629 533896)

Susan Wragg -mobile-07900608343(work- 01629 536555)

We would like to acknowledge LINKS CVS have provided some of the material used in this document.

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## Foodbanks: Chesterfield

For further information on Foodbanks in Chesterfield

email: [info@chesterfield.foodbank.org.uk](mailto:info@chesterfield.foodbank.org.uk)

Chesterfield Foodbank is open for business as usual.

We appreciate that not all agencies are open or are operating at full capacity so we have reviewed our processes so that people in financial crisis can get support from us quicker.

and one of our volunteers will walk them through the application process for a food package. (This number may change in future but we will inform you if it does)

Customers will have an option of home delivery or picking up from one of the 3 centres that are open

Tuesday 13:00 - 15:00

The Compass,  
West Bars,  
S41 1AZ  
07984 589456

Monday - Brimington  
12.00 to 14.00

Tuesday - Compass  
13.00 to 15.00

Friday - Loundsley Green  
13.00 to 15.00

[sarahmen-zies19@btinternet.com](mailto:sarahmen-zies19@btinternet.com)  
or direct on 07984  
589456

Community of Christ,  
Thanet Street. Will be operating only as a delivery service –voucher required from referrer.

Friday 13:00 – 15:00

Press Release

"Meals on Wheels" Service launching in July 2020



Saffron Kitchen will mainly be targeting elderly and vulnerable members and carers and those in the wider community of Chesterfield, Hasland, Grassmoor, Hady and other locals within a feasible radius e.g. Old Brampton, Calow etc. Saffron Kitchen will provide immediate benefits and support during this "Lockdown" period but is intended to continue into the future and become self-sustaining.

### Press Release

To register your interest for this service please write to:

[saffronkitchen@asianassociationchesterfield.org](mailto:saffronkitchen@asianassociationchesterfield.org)

OR

Contact: Sushri Wells 07876617050 or Shruti Vispute 07551896392

### New Foodbank Open in New Whittington

A new foodbank has opened in New Whittington, this is open on Thursdays at St Barnabas Church from noon – 2pm. It provides three days emergency food and support to local people who are in crisis. It's part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK.

If you are in financial crisis and need help, you can get in touch with the foodbank at <https://chesterfield.foodbank.org.uk/get-help/>



### Meals on Wheels Service



FOR ANY QUERIES CALL  
**07876617050 OR 07551896392**

MEAL DELIVERIES BETWEEN 12:30 PM & 2:00 PM  
MONDAY, WEDNESDAY AND FRIDAY

Unit 3, Penmore Business Centre, Saxton Close Hasland  
Chesterfield S41 0SJ  
Tel: 01246 297452

URL: [www.Asianassociationchesterfield.org](http://www.Asianassociationchesterfield.org)  
Follow us on Facebook | Instagram@Asianassociations |  
YouTube | Twitter: @AsianAssociati1

Asian Association is a Registered Charity: 1183943  
Proud ally of Plastic Free Chesterfield since 2019

Email: [saffronkitchen@asianassociationchesterfield.org](mailto:saffronkitchen@asianassociationchesterfield.org)

### Supported by



AND SERVICES ARE HEAVILY SUBSIDISED BY SUPPORT FROM CHARITIES AID FOUNDATION, RURAL ACTION DERBYSHIRE, BIG LOTTERY, TESCO BAGS FOR HELP, COALFIELD REGENERATION TRUST. TO SUPPORT THE LONG-TERM SUSTAINABILITY OF THE SERVICE IT IS HOPED THAT CLIENTS WILL EXPRESS THEIR APPRECIATION BY GIVING MODEST DONATIONS ACCORDING TO THEIR MEAL SELECTION. TO ASSIST, WE WOULD APPRECIATE DONATION OF £4.50 PER MEAL.

YOU ARE WELCOME TO DONATE VIA PAYPAL TO ASIAN ASSOCIATION OF CHESTERFIELD AND N. DERBYSHIRE. PLEASE USE OUR EMAIL ADDRESS: [ASIANASSOCIATION@OBTMAIL.COM](mailto:ASIANASSOCIATION@OBTMAIL.COM) TO FIND US ON PAYPAL TO MAKE DONATIONS.



## Cooking Classes at the Asian Centre



**LEARN FROM US IN A FRIENDLY,  
SAFE ENVIRONMENT!**

Learn to cook Indian cuisine favourites like samosas, bhajjis, curries,  
Indian breads and more from home cooks who know best!

### TO REGISTER

**Link to form:** [bit.ly/AACReg](https://bit.ly/AACReg)

**Call:** 01246 297452

**Email:** [saffronkitchen@asianassociationchesterfield.org](mailto:saffronkitchen@asianassociationchesterfield.org)

**Ticket: £9 | Starts at 2 p.m. | Ingredients Provided |**

We request that participants wear masks during the class. Thank you!

### *Food Deliveries;*



#### **RUMBLING TUMS CAFÉ**

Call 01246 556604

We do delivery's and collection all around chesterfield area (ring if you have any quires)



#### **Winster Foods Deliveries**

Chesterfield and Derbyshire [sales@winsterfoods.co.uk](mailto:sales@winsterfoods.co.uk)





### Price and Fretwell

Meat and more delivered to your door.

**Free next DAY DELIVERY on orders placed before 5pm.**

**Open Hours** Monday—Friday: 5:00AM–1:00AM Saturday



**Chesterfield Morrisons Have Teamed up with Deliveroo for 30min Shopping Deliveries** <https://deliveroo.co.uk/menu/chesterfield/brampton/morrisons-chesterfield>



**GW Price** - Vegetables, Bread, Milk, Eggs

01246 432818

<https://www.facebook.com/GWPrice-Ltd-103796967927279/>

## Food Provision Across Chesterfield

To view information please click link below

Butchers Chesterfield - Meat <https://www.facebook.com/BowringButchersChesterfield/>

**Adams Happy Hens** – Meat, Eggs, Vegetables (Delivery within 2 miles & Collection )  
07923 276372

<https://www.facebook.com/Adams-Happy-Hens-Farm-Shop-954587184620323/>



**Dronfield Hall Barn** - Fruit Veg, Dairy, Bakery

<https://www.facebook.com/DronfieldHeritageProject/> Robert Bowring

**FOCUS**  
FOODSERVICES



Tel: 01246 280559 | Fax: 01246 280549  
Email: [focusfinefoods@aol.com](mailto:focusfinefoods@aol.com)

*Something Different!*



**Focus Food Services** - Meat, Frozen, Dairy, Bread

01246 280559 <https://www.facebook.com/focusfoodservicesltd>

**Jacksons**  
The Bakers Ltd



**Jacksons The Bakers** - Bread, Cakes  
(collection only)

<https://www.facebook.com/Jacksons-The-Bakers-Ltd-143151695826133>

**Holdsworth**  
FOODS

**Holdsworths** - Milk , Dairy, Meat, Frozen  
(Collection Only)

<http://www.holdsworthfoods.co.uk/depot-collection-service/>

**Chesterfield's Victoria Bakery** - Bread, Meat and Grocery

<https://www.facebook.com/Chesterfields-Victoria-Bakery-194823640883943/>

**Jeanas Home Made Pies** - Pies

<https://www.facebook.com/jeana.wragg>

**Woodthorpe Grange Farm** - Dairy, Bread, Cakes (Delivery Clay Cross)

<https://www.facebook.com/woodthorpegrange/>



**No.10** Bread, Milk, Cakes, Eggs

01246 237843

<https://www.facebook.com/No10Chesterfield/>

**Londis,**

622 Chatsworth Road

Chesterfield

S40 3JX

Orders via the Shop number – 01246 568871

Payment over the phone or BACSAdams



**Hasland Pet Supplies** - Pet food deliveries

<https://www.facebook.com/haslandpetsupplies/>



## Foodbanks:



### Cash support for food redistribution during coronavirus outbreak

The government has announced a £3 million fund for food redistribution organisations help them cut food waste during the coronavirus outbreak. All food redistribution businesses and charities will be encouraged to bid for grants over the coming month, including those whose volunteer programmes have been affected by social distancing measures or those that cannot access their usual commercial support network.

#### Website

If you've been referred, you should be told where the food bank is. If it's run by the Trussell Trust you can check the address on their website. If you live in a rural area and can't afford to travel, your nearest food bank might be able to deliver. Call or email them to check

#### **Trussell Trust**

Website

[enquiries@trusselltrust.org](mailto:enquiries@trusselltrust.org)



#### **Rural Action Derbyshire**

##### **Website**

Phone: 01629 592970

They have an alphabetical list of all food banks.

If you would be interested in getting involved, please contact Jo Peck at [j.peck@ruralactionderbyshire.org.uk](mailto:j.peck@ruralactionderbyshire.org.uk)







## Universal Infant Free School Meals (UIFSM)

In 2014 the UIFSM policy was introduced. All children in reception, year 1 and year 2 were entitled to a free meal regardless of personal circumstances. This is subject to change with government policy but has been confirmed for the academic year 2019 to 2020. To get your free meal please ask at your child's school.



[Website](http://www.derbyshire.gov.uk/freeschoolmeals)

## Free school meal entitlement

All children aged 3 to 18 at Derbyshire nurseries or schools can get a free meal if they qualify.

Qualifying criteria:

- Universal Credit, provided they have an annual net earned income not exceeding £7,400 (£616.67 per month)
  - Income Support
  - Income-based Jobseekers Allowance
  - Income-related Employment and Support Allowance
  - support under Part 6 of the Immigration and Asylum Act 1999
  - the guarantee element of State Pension Credit
  - Child Tax Credit (provided you're not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190) as assessed by HMRC
- Working Tax Credit run-on (paid for 4 weeks after you stop qualifying for Working Tax Credit)

**Universal Credit** has begun to be rolled out in Derbyshire and will affect all areas of Derbyshire by the end of 2022.

Most families will not be affected by the new criteria. Families who are currently claiming free school meals, but fail to meet the new criteria, will continue to receive free school meals until the end of the Universal Credit rollout period, even if they continue to appear as no longer eligible on future reports. The rollout period is currently scheduled to end in March 2022.

Once Universal Credit is fully rolled out, pupils will keep their free school meal entitlement until the end of their current phase of education, that is, primary or secondary.

[Read more about free school meals guidance for schools and local authorities.](#)

Young people age 16 to 18 who receive the benefits or tax credits in their own right are also entitled to receive free school meals.

Even if you meet any or all of the criteria, families will not be eligible if they are claiming Working Tax Credit.

## Applying for free school meals

You can sign up for free school meals at any time of year.

You or your partner can claim for your children, as long as you live at the same address.

You do not have to fill in a separate form for each child, even if they go to different schools. Just name the child and which school they go to.

If another of your children starts school and one of your children already has free school meals, we can add them to the application you already have. Just call the free school meals team tel: 01629 536400 or 01629 536481.

### [Apply for free school meals](#)

If your circumstances change or you stop getting some benefits, you must contact us, tel: 01629 536481.



## Money and Finance: Chesterfield

### Derbyshire Unemployed Workers Centre

Offers Help, Advice and Representation on Benefits and Credits

To Speak to an Adviser

Contact us on: 01246 231441

Weekdays 8.00 am – 4.00 pm

**Website:** [www.duwc.org.uk](http://www.duwc.org.uk)

**Email:** [info@duwc.org.uk](mailto:info@duwc.org.uk)

### DUWC – Polish Community

Jeżeli:

- straciłeś pracę,
  - grozi ci eksmisja,
  - nie masz pieniędzy na opłaty,
  - zostałeś bez środków do życia,
  - nie wiesz jak wypełnić formularz o benefity,
  - nie rozumiesz listu, który dostałeś,
  - znalazłeś się w innej sytuacji kryzysowej
- I POTRZEBUJESZ POMOCY – zgłoś się do nas.

Polskojęzyczni doradcy:

Telefon: Maria - 07592 386980

E-mail: [Joanna.zon@duwc.org.uk](mailto:Joanna.zon@duwc.org.uk)

Strona internetowa: [www.duwc.org.uk](http://www.duwc.org.uk)



[Website](http://www.duwc.org.uk)

The discount service for the Emergency Services, NHS and Armed Forces. We provide discounts online and on the high street through a physical Blue Light Card. If you are in the UK's Emergency Services, NHS or Armed Forces, sign up for free today!

## The Chesterfield, North East Derbyshire and Bolsover Financial Inclusion Partnership

Information leaflet for residents advising them where to go for local help and advice on debt, benefits, housing, looking for work etc. during this difficult Covid19 period

### Job Centre Plus

Jobcentre Plus: Call 0800 055 6688 Textphone: 0800 023 4888  
Universal Credit helpline: 0800 328 5644 Textphone: 0800 328 1344  
Website <https://www.gov.uk>

### Education and skills

DCC Libraries - Call 01629 533444 or email: [ask.library@derbyshire.gov.uk](mailto:ask.library@derbyshire.gov.uk) to book use of a library computer or for digital skills support (over phone) or if you have an enquiry

### Derbyshire National Careers Service

For aged 19yrs+ or age 18 if not in education or employment  
Chesterfield area: 07717 303855 [wendy.leitch@derbyshire.gov.uk](mailto:wendy.leitch@derbyshire.gov.uk)  
NED & Bolsover: 07767 670797 [becky.stancill@derbyshire.gov.uk](mailto:becky.stancill@derbyshire.gov.uk)

### Mental Health Services

Derbyshire Healthcare NHS Foundation Trust  
Mental health support line Freephone 0800 028 0077 24hrs / 7days

Derbyshire Recovery and Peer Support Service  
Call 01773 734989

[DerbyshireRecoveryPeerSupportService@rethink.org](mailto:DerbyshireRecoveryPeerSupportService@rethink.org)

### Samaritans

Call free on 116 123 24hr/7 days a week service or email [info@samaritans.org](mailto:info@samaritans.org) (response time 24 hours) or visit [www.samaritans.org](http://www.samaritans.org)

### Domestic Abuse

Call: 08000 198 668 If it's an emergency, call 999  
Text: Derbyshire Domestic Abuse Support Line 07534 617252  
Email [derbyshiredomesticabuse@thealmfoundation.org.uk](mailto:derbyshiredomesticabuse@thealmfoundation.org.uk)

Produced by Health and Wellbeing Partnerships for Chesterfield and Bolsover and Healthy North East Derbyshire Partnership

### Important Information

**Please keep this somewhere safe - just in case!**



*Coming out of lockdown may not be easy for some of us and we may find it a struggle making ends meet, dealing with debt, claiming benefits, looking for work and more. It might be making you feel quite low too. Don't worry...*

**FREE help and advice is on hand locally**

*"Thank you for your support, it's a relief to know that there's a way through this"*

**Don't bury your head in the sand – get help as soon as possible!**

### Chesterfield & North East Derbyshire

Chesterfield Citizen's Advice  
Advice Helpline Call: 0300 456 8437  
GP Surgery Outreaches: Contact your GP surgery to book a telephone appointment.

Citizen's Advice North East Derbyshire  
Advice Helpline Call: 0300 456 8437 (same as for Chesterfield)  
GP Surgery Outreaches: Contact your GP surgery to book a telephone appointment

Derbyshire Unemployed Workers Centre  
Call 01246 231441 or email [info@duwc.org.uk](mailto:info@duwc.org.uk) or Facebook message us anytime

Chesterfield and North East Derbyshire Credit Union  
Call 01246 278 833 or email [webmail@cnedcu.co.uk](mailto:webmail@cnedcu.co.uk)

Chesterfield Borough Council Benefits advice  
Call 01246 345 345  
Homelessness prevention - Call 078702 77291 during office hours and 01629 533 190 for out of hours enquiries

North East Derbyshire District Council  
Call: 01246 231111  
Website: [www.ne-derbyshire.gov.uk](http://www.ne-derbyshire.gov.uk)  
Email: [connect@ne-derbyshire.gov.uk](mailto:connect@ne-derbyshire.gov.uk)  
Text: 07800 00 24 25

Rykneld Homes  
Call 01246 217309 or Contact Centre on 01246 217670  
Email [contactus@rykneldhomes.org.uk](mailto:contactus@rykneldhomes.org.uk)

### Bolsover

Derbyshire Unemployed Workers Centre  
Shirebrook : Call 01623 748161  
or email [info@duwc.org.uk](mailto:info@duwc.org.uk) or Facebook message us anytime

Release Financial Charity  
Call 01773 306289 07932 008331  
Email [info@releaseonline.org.uk](mailto:info@releaseonline.org.uk)

Bolsover District Council  
Call: 01246 242436 or email: [benefits@bolsover.gov.uk](mailto:benefits@bolsover.gov.uk)

### Agencies covering across all 3 areas

CAP Debt Counselling  
Service Helpline Call 0800 328 0006

DCC Welfare Rights  
Call 01629 531535 or email: [welfarebenefits@derbyshire.gov.uk](mailto:welfarebenefits@derbyshire.gov.uk)

Money Sorted Personal Navigators  
Derbyshire Law Centre: Call 01246 550674 / 0800 707 6990  
Text: 07781 482 826 Email: [dlc@derbyshirelawcentre.org.uk](mailto:dlc@derbyshirelawcentre.org.uk)

Food Banks  
For information on foodbanks near you visit the website for Rural Action Derbyshire  
<https://www.ruralactionderbyshire.org.uk/foodbanks>  
or call: 01629 529970

Free British Sign Language Video Relay Service for deaf claimants accessing Universal Credit. Visit the gov.uk website  
<https://www.gov.uk/government/news/new-video-service-for-deaf-claimants-accessing-universal-credit>





## PLEASE NOTE AND PASS TO ALL YOUR CONTACTS

Christmas is fast approaching, Royal Mail & The Trading Standards Office are making people aware of the following scam:

A card is posted through your door from a company called PDS (Parcel Delivery Service) suggesting that they were unable to deliver a parcel and that you need to contact them on 0906 6611911 (a Premium rate number).

If you call the number and you start to hear a recorded message you will already have been billed £315 for the phone call.

If you do receive a card with these details, then please contact Royal Mail Fraud on 020 7239 6655.

For more information, see the Crime Stoppers website:

<http://www.crimestoppers-uk.org/crime-prevention/helping-prevent-crime/scams/postal-delivery-scam>

Please be aware that the premium rate number may change but nevertheless please do not call any number stated on a card from PDS.

**Can you please make all your family, friends and neighbours aware of the above.**





## Money and Finance/ Welfare Benefits

### Derbyshire Welfare Rights Service

#### Welfare Benefits

Thousands of people in Derbyshire are missing out on benefits that are theirs by right.

Sometimes the system doesn't make it easy for you to understand the rules about benefits or how to claim the benefits you are entitled to.

We can help with advice and can take on any representation that you may need.

- We deal with welfare benefits and tax credits, sometimes referred to as social security.
- We can give advice over the phone about which benefits to claim and how to claim them.
- We can send out claim forms and advise on how to challenge decisions by the benefits authorities.
- We can assist with benefits appeals, including representing Derbyshire claimants at tribunal hearings.

If you disagree with a benefits decision you only have one month in which to challenge the decision, so you need to seek advice right away.

If you need help filling in benefit claim forms, your local Citizens Advice Bureau can help.

#### Contact us

Email [welfarebenefits@derbyshire.gov.uk](mailto:welfarebenefits@derbyshire.gov.uk) or phone our benefits helpline, 11am-4.00pm, Monday,

Tuesday, Thursday, Friday, on 01629 531535.

If your call isn't answered right away, please leave a message and we'll call you back.

Additional information can be found on our website, visit [www.derbyshire.gov.uk/welfarebenefits](http://www.derbyshire.gov.uk/welfarebenefits)

Benefits Helpline – 01629 531535 or email

[welfarebenefits@derbyshire.gov.uk](mailto:welfarebenefits@derbyshire.gov.uk)

Monday, Tuesday, Thursday, Friday

11.00am – 4.00pm



**Derbyshire Discretionary Fund**

The Derbyshire Discretionary Fund (DDF) can provide grants or emergency cash payments if you are in urgent need of financial help following a crisis or disaster.



Website

Phone number : 01629533 399

**Covid-19 Cyber and Fraud Information Sheet**

This advice has been collated by EMSOU and is intended for wider distribution within the East Midlands Region to raise awareness among businesses and the public.  
Advice and information is changing daily as we navigate our way through the COVID-19 pandemic, so please ensure you only take information from reputable sources.



Website

Website

**Benefits during the Coronavirus**

This link has the most up to date information for benefits, Universal Credits etc.

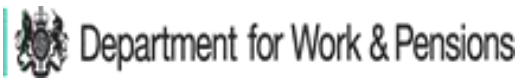
The Information is updated daily



website

**Department for Work & Pensions**

This website gives the most up to date government information for benefits, Universal Credit etc.



website





## Support for deaf claimants accessing Universal Credit

The Good Things Foundation have let us know about a resource recently launched by [gov.uk](https://www.gov.uk) to help provide support to deaf Universal Credit claimants.

“The service...is already available for people accessing other disability benefits and the Access to Work scheme”.

People can access British Sign Language interpreters as part of a free video relay service - Sign-Video Live - through their tablet, smartphone, computer or laptop, and use the service to make a new Universal Credit claim or manage an existing claim.

- To **find out more about the service** click on the link below to visit the gov.uk website [Website](https://www.gov.uk)
- Here is **a link to the SignVideo website**: <https://www.signvideo.co.uk/>

Click on Downloads (near the top right of the screen) to find out more about how to download the SignVideo app on different devices.

You can video call SignVideo via a link on their website, or contact them on [ask@signvideo.co.uk](mailto:ask@signvideo.co.uk), [help@signvideo.co.uk](mailto:help@signvideo.co.uk),  
Tel: 0208 463 1120

You can **watch a trial of the service** by clicking on the link [Trial](#)

Virgin Media to offer Broadband with No Contract @ £15pcm exclusively for UC customers.

[Website](#)



## Money Advice Service

The Money Advice Service gives guidance and help with how to manage your money better.



website

Online chat, whats app, call 0800138 7777

## Citizens Advice

There is general advice specifically about COVID-19 on the national Citizens

Advice website here:

We cover a wide range of issues including...

Housing (renting and home ownership)

Debts and Money Problems

Family and Relationships Health and Social Care

Energy Efficiency

Employment

Consumer

Benefits

Our advice is free, confidential, impartial and independent.



Call our Derbyshire Districts

Advice line:

Monday to Friday 9.00am -

4.00pm

0300 456 8390

(See reverse for call charges)

website

## Money Saving Expert

'Cutting your costs

Fighting your corner'



website

## Step change

Contact the UK's leading debt charity to get expert debt advice and fee-free debt management to help you tackle your debts. Step Change Debt Charity.



0800 138 1111

Website





## Warmer Derby & Derbyshire helpline is open

Our energy bills/cold homes phone line service is still running, albeit in a modified form. While home visits will be replaced by conference/video calls where appropriate, and/or postage of information leaflets & materials.

We're conscious that incomes are being hit while energy bills may be going up as people stay home, and support is harder to access. We want to do all we can whilst not compromising health of clients and colleagues. Stay healthy & hope to hear from you soon.



The Warmer Derby & Derbyshire number is still available:

**0800 677 1332**



Contact Charis Grants for more information about the scheme.

**Charis Grants Ltd**

Telephone: 0330 555 9424

Monday to Friday, 9am to 5:30pm (closed on bank holidays)

[Find out about call charges](#)

[Website](#)

### Warm Home Discount Scheme

#### Overview

You could get £140 off your electricity bill for winter 2020 to 2021 under the Warm Home Discount Scheme. The money is not paid to you - it's a one-off discount on your electricity bill, between September and March. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

The discount will not affect your [Cold Weather Payment](#) or [Winter Fuel Payment](#).

#### Eligibility

There are 2 ways to qualify for the Warm Home Discount Scheme:

you get the [Guarantee Credit element of Pension Credit](#) - known as the 'core group'

[you're on a low income](#) and meet your energy supplier's criteria for the scheme - known as the 'broader group'

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount.

#### Pre-pay or pay-as-you-go meters

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.

#### Park (mobile) homes

You apply a different way if you live in a park home.

Park home applications for winter 2020 to 2021 are now closed.

[Fill in the Park Homes Warm Home Discount application form](#) to be contacted when the scheme reopens.

**STOP LOAN SHARKS**  
Intervention . Support . Education

0300 555 2222

Text a report

07860022116

[shark@stoploansharks.uk](mailto:shark@stoploansharks.uk)  
[website](#)



## The Stop Loan Sharks Helpline Service

Ensuring that illegal money lenders (loan sharks) do not take advantage and profit from other people's hardship is fully operational during the COVID-19 pandemic-

## **Suspicious Email Reporting Service (SERS)**

If you receive an email that you think is suspicious, you can forward it to the NCSC at [report@phishing.gov.uk](mailto:report@phishing.gov.uk) and their automated programme will immediately test the validity of the site. Any sites found to be phishing scams will be removed immediately.



Website

## **Digital MOT**

As we are all spending more time online, it is more important than ever that we do everything we can to stay safe online.

By answering a few simple questions, you can find out the most important steps you can take to protect your devices and avoid being a victim of cybercrime.



website

## **Money Sorted in D2N2**

Visit the website for financial help in your area.

Money Sorted in D2N2 provides support and personally tailored interventions for people experiencing the greatest financial difficulty. It will enable individuals to take control, build their confidence and skills and help them tackle barriers and problems in order to improve their financial well-being.



Website

Main office 0115 9085134

Email [info@moneysortedinn2d2.org](mailto:info@moneysortedinn2d2.org)

## **Action Fraud**

Visit the website to see some simple steps you can take to protect yourself from fraud including Coronavirus-related scams.



Release Financial Charity Newsletter

0300 123 2040

Website





## Housing: Chesterfield

Many of the council's services can be accessed through using our website forms which can be found at [www.chesterfield.gov.uk/contactus](http://www.chesterfield.gov.uk/contactus). You can also reach our services including benefits, council tax, licensing and many more via email, these are listed on our website at [www.chesterfield.gov.uk/coronavirus](http://www.chesterfield.gov.uk/coronavirus).



**CHESTERFIELD**  
BOROUGH COUNCIL

The customer service call centre can also still be reached by calling 01246 345345 between 8.30am – 5.00pm, Monday to Friday.

If you are homeless and need urgent support, our homelessness service can be reached on 07870 277291.

If you need to apply for an emergency payment from the Derbyshire Discretionary Fund, you can call Derbyshire County Council directly on 01629 533399.

We are happy to accept copies of forms and documents online and encourage you to use this method to provide us with information. If you need support to do this, please call us on 01246 345345 and we will be pleased to help you.

Payments can be made online at [www.chesterfield.gov.uk/pay](http://www.chesterfield.gov.uk/pay) or by using our automated telephone number 0345 602 0214. If you are unable to use these methods, please contact us on 01246 345345 and we will do all we can to help.

Chesterfield Borough Council-Keep up to date with changes to services due to COVID 19 on our website <https://www.chesterfield.gov.uk/coronavirus>

### ***Information from Chesterfield Borough Council-updated***

Emergency housing repairs – 01246 345041

### ***Keeping up to date***

The best way to keep up to date with the latest information on changes to Council services is to visit the Council's website, [www.chesterfield.gov.uk](http://www.chesterfield.gov.uk), and click on the "Coronavirus COVID-19 updates" icon on the homepage. This will take you to the Coronavirus information hub which is updated daily and provides links to external websites for further information.

Facebook - @ChesterfieldBoroughCouncil

Twitter - @ChesterfieldBC



## Housing:



**Please contact your housing provider or mortgage lender (these details will be on any correspondence that you have received from your provider)**

### Morrisons Foundation – Covid 19 Homeless Support Fund

The Morrisons Foundation has announced a Homeless Support Fund aiming to fund charities caring for the homeless during the Covid 19 outbreak and ensure help gets to those who need it. The Foundation recognises that homeless people are particularly vulnerable to Covid 19 because of underlying health conditions and are less able to access basic sanitation.

There is a total of £500,000 for this fund and awards of up to **£10,000** are available. Smaller requests will allow more charities to be supported from the fund.

Registered charities that care for the homeless can apply to cover the broad areas:

- Outreach and support to rough sleepers
- Delivery of services in hostels and shelters
- Information and advice

Applications can be made at anytime.



If you're struggling with finances and finding it difficult to pay your rent, it's important that you act as soon as possible to avoid becoming homeless.

[Website](#)







**Mental Health  
Emotional wellbeing/  
Staying active**

The coronavirus (COVID19) outbreak is going to have an impact on everyone's daily lives, as the government and the NHS take necessary steps to manage the outbreak, reduce transmission and treat those who need medical attention.

It may be difficult, but by following guidance on social distancing, or staying at home, you are helping to protect yourself, your family, the NHS and your community.

During this time, you may be bored, frustrated or lonely. You may also feel low, worried, anxious, or be concerned about your health or that of those close to you. Everyone reacts differently to events and changes in the way that we think, feel and behave vary between different people and over time. It's important that you take care of your mind as well as your body and to get further support if you need it.

**Derbyshire Community Response Unit**

Derbyshire County Council are coordinating a community response across the county to make sure vulnerable residents are supported through the coronavirus outbreak.

If you need help and have no friends or family you can call on, you can register to get help online:



Website

you can phone us on: 01629 535091.  
Our phone line opening hours are:

Monday to Friday from 9am to 5pm-  
Saturday from 9am to 1pm

**Mental Health and Wellbeing Support for Children, Young People, Parents and Carers during Covid-19**

We know that the closure of schools due to the Covid-19 pandemic has the potential to be an anxious and uncertain time for children, young people, parents and carers across Derby and Derbyshire. We are pleased to be able to offer services to support the whole family. You will find information attached. We would again be most grateful if you could support us in sharing this information.



If you have any questions or concerns then please do not hesitate to contact us:  
[ddccg.enquiries@nhs.net](mailto:ddccg.enquiries@nhs.net)

**NHS Derby and Derbyshire Clinical Commissioning Group**

There are many resources available on the Joined up Care Derbyshire website: <https://joinedupcarederbyshire.co.uk/> which brings together information from Health across Derby and Derbyshire.

I would also like to highlight the new accessible information that has just become available which you can find here:

[website](#)



## Every Mind Matters

Every Mind Matters is the new national platform for good mental health, from Public Health England. It aims to make it easier for everyone to look after their own wellbeing and improve their mental health, by providing a digital hub full of advice, tips and resources and a new online tool to help everyone create their own action plan.



[website](#)

a good resource site and section on 'Looking after children and young people during the coronavirus outbreak'

## **Qwell** Can join the service for ongoing support

Qwell is a free online Mental Health and Wellbeing resource for parents and carers of young people under the age of 18 that requires no formal referral, instead only requiring the user to set up an account on the website.



[website](#)

Available 365 days of the year via mobile, tablet and desktop devices from 12 noon to 10pm Monday-Friday and 6pm-10pm at weekends

## **Derby and Derbyshire: Emotional Health and Wellbeing.**

Online toolkit .Sections for professional, parent carer and child /young person



[Website](#)

## **Samaritans**

What support do they offer? Offering mental health support and can be contacted by telephone, letter, e-mail and mini-com. There's also a face-to-face service, available at their local branches. They are open 24 hours a day, every day of the year.



[website](#)

Telephone: 116123





### Healthwatch Derbyshire

In response to Covid-19 there is now a telephone support line for people looking to access health or care services.

#### Website

Telephone—01773 880786

10am-3:30pm Mon– Fri

Email—

[enquiries@healthwatchderbsyhire.co.uk](mailto:enquiries@healthwatchderbsyhire.co.uk)

### RETHINK

We support people who are having difficulties with their mental health across the whole spectrum of mental illnesses. We do this by offering targeted goal-focused support, developing peer support and volunteer opportunities across Derbyshire, and also peer support groups where there is a need



#### Website

Telephone: 01773 734989

### Derbyshire LGBT+

Specialist LGBT+ support for young people and their families across Derbyshire. Currently offering online support via youth groups, one to one support over the phone and email.



Telephone: 01332 207704

Email:

[INFO@DERBYSHIRELGBT.ORG.UK](mailto:INFO@DERBYSHIRELGBT.ORG.UK)

website

Online chat: Available on Facebook [www.facebook.com/](https://www.facebook.com/)

## Men-Talk

Men-Talk is all around the subject of improving men's mental health, raising awareness, removing the stigma and ultimately reducing male suicide. Men-Talk are continuing to offer mental health support to anyone who needs it. They are providing talks, listening, sharing and signposting online.



Email:

[mentalkmeeting@gmail.com](mailto:mentalkmeeting@gmail.com)

## Derbyshire County Community Trust

**What support do they offer?** Virtual FREE online sessions for all the family to stay active, involved in their wider community and online interactive challenges.



[Website](#)

## Borderline Derbyshire

Newsletter of the  
Derbyshire Borderline Personality Disorder  
Support Group

[Newsletter](#)

First Steps know this time is particularly difficult for many, therefore they are providing a range of weekly opportunities for their service users and anyone seeking support to come together and support each other, learn something new, create together by using their

interests and skills and just have some fun. The First Steps team is working with some wonderful collaborators from around the country to bring opportunities which you can engage in focused on our well being and positive mental health.

Activities include:

Be Creative is a collaboration with Lorna Collins  
Mindfulness Monday Mornings and Tuesday  
Evenings  
Mental Health Training  
Eating Disorders support



To find out more and follow the links to join in click [HERE](#)

[NEWS: First Steps coping guides & COVID 19 Psychological Therapies Pathway](#)





### **Kooth**

An online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use.



[website](#)

Online chat: Available

### **Action for Children**

We protect and support children and young people, provide practical and emotional care and support, ensure their voices are heard, and campaign to bring lasting improvements to their lives. Offering support around fostering, adoption and through resources.



[website](#)

Daily tips and tricks on how to boost your wellbeing/ Feel Good Booklet

### **Child line**

Information and advice on managing anxiety, bullying, internet safety, staying safe and a place you can speak to trained counsellors.

**childline**

ONLINE, ON THE PHONE, ANYTIME  
[childline.org.uk](http://childline.org.uk) | 0800 1111

Telephone: 08001111

Online Chat: Available on their website

### **Winston's Wish**

Supports grieving children AND parents

Information, advice and guidance on supporting bereaved children and young people during the coronavirus (COVID-19) outbreak and our updated services and opening times.



[Website](#)



### The Mix

Essential support for under 25's, including mental health, housing and relationships



[Website](#)

### Active Derbyshire/Notts Guide to Staying at Home

Our staying active at home page includes this guide showing physical activity you can do at home, if you're shielding or can't get out, there's some illustrated activities to help you stay active



[Website](#)

As part of the Improving Access to Psychological Therapies (IAPT), we provide therapy in Derbyshire and Nottinghamshire. You can access the service if you are registered with a GP in one of these areas.



[Website](#)

Telephone: 01332 265659 Derbyshire  
0115 896 3160 Nottingham  
To discuss integrated referral routes [jhopskins@trentpts.co.uk](mailto:jhopskins@trentpts.co.uk)

### Dr Radha's five mental health tips for lockdown

Dr Radha Modgil from BBC Radio 1's Life Hacks shares her top five tips on how to stay mentally and emotionally well during the coronavirus lockdown, all beginning with the letter C.



[Website](#)

### Chat Health

If you are a parent or carer for a child aged between 0-19 and want advice or have any concerns you can text 07507327754

If you are aged 11-19 and want advice or have any worries text the young peoples service 07507327104



[website](#)



## Vita Minds

Vita's new service further increases the options and accessibility for patients being referred into the service and in the current circumstances offers a service that does not require face to face appointments

The service is now live and offers a range of talking therapies for depression, generalised anxiety disorder, mixed depression and anxiety and a range of other conditions - the full list is on their general information leaflet



For referrals

Call 0333 0153 496 or by visiting the website and using the self-referral form

A new social media group known as Broken Beauty aims to provide support for women in North Derbyshire struggling with stress, anxiety or depression. Run entirely by volunteers.

"We can be found on Facebook via the Broken Beauty page, and anyone can get in touch via Facebook messenger. We offer a completely confidential messaging service or you can join the online group, Broken Beauty chatroom which is a platform to connect with others, talk, listen and share any issues that are affecting you. We also hope to start some meetings within the community once the lockdown restrictions allow."



A facebook chatroom run by volunteers

*yes to a healthier you*

Visit: [livelifebetterderbyshire.org.uk](http://livelifebetterderbyshire.org.uk)

Live Life  
**BETTER**  
DERBYSHIRE

**Derbyshire Dementia Support Service**

To view information please click link below

[Flyer](#)

Relate Derbyshire offers a range of relationship services that will be delivered by specially trained counsellors. Services include:

Adult and Relationship

Improving Access to Psychological Therapies (IAPT)

Children & Young People

Family

Sex Therapy

Living Well with Autism

relate  
the relationship people

[Website](#)

**Please contact us on**

**01332 349177 or**

**07741193484**

[info@relatederby.org.uk](mailto:info@relatederby.org.uk)



## Derbyshire Mental Health Support

If you want to talk to someone about your emotional wellbeing the Derbyshire Mental Health support line is on 0800 028 0077 (24 hours a day, 7 days a week). It's staffed by mental health professionals and is for all ages.

## Samaritans

If you are having thoughts of self-harm or suicide The Samaritans can be contacted 24 hours a day, 7 days a week on telephone 116 123 or contact Samaritans online <https://www.samaritans.org/>

## Joined Up Care Derbyshire

A broad range of advice, support and information on emotional wellbeing and mental health:



<https://joinedupcarederbyshire.co.uk/public-info-covid-19/your-wellbeing-during-pandem>

## Mental Health Services for Children and Young People

Mental Health Support Line - A new mental health support line run by the NHS and operating seven days a week between the hours of 9am and midnight (24/7 coming soon) has been set up to provide access to support for people of all ages in Derby and Derbyshire. Call 0800 028 0077 for free where mental health professionals will be on hand to help.

<sup>i</sup>  
[Download Leaflet](#)





### Access to Work Mental Health Support Service

This confidential service delivered by Remploy is funded by the Department for Work and Pensions and is available at no charge to any employees with depression, anxiety, stress or other mental health issues affecting their work.

#### Specialist advisers provide:

- Tailored work-focused mental health support for nine months
  - Suitable coping strategies
- A support plan to keep them in, or return to work
- Ideas for workplace adjustments to help them fulfill their role

Practical advice to support those with a mental health condition.

#### Please note

To be eligible for this service, individuals need to be in permanent or temporary employment and have a mental health condition (diagnosed or undiagnosed) that has resulted in workplace absence, or is causing difficulties to remain in work

**Mental health support in work**

Depressed? Not eating? Stressed?  
Not coping? Feeling low?

**Are you having more bad days than good at work?**

Anxious? Not sleeping?

**You're not alone.  
If you are experiencing mental health difficulties at work, we can help.**

There is no charge to access the service and applications are subject to a decision by Access to Work advisers.

**0300 456 8114**  
a2wmhss@remploy.co.uk  
www.remploy.co.uk/mentalhealth

Ref: K223-Aug18

The Access to Work Mental Health Support Service delivered by Remploy is funded by the Department for Work and Pensions.

In partnership with Department for Work & Pensions

Remploy in partnership with MAXIMUS

**Supporting Mental Health During Coronavirus/Covid – 19**

**DRCS** | Your Counselling Service  
Operating throughout Derbyshire

Time to talk?  
We're here to listen

Telephone  
Treatments

SELF REFER: 0800 047 6861 or [www.dracs.org.uk](http://www.dracs.org.uk)



Children, young people and grief

Share this: [Share on Facebook](#) [Share on Twitter](#) [Other Sharing](#)

In these pages we have information on:

- what you can do to help a child or young person who is grieving
- how to understand the concept of loss in children and young people of different ages
- how to recognise potential complicated grief.

Many of our Cruse services across England, Wales and Northern Ireland offer support to children and young people. [Find your local branch](#) and contact them to see what is offered in your area. Our website [Hope Again](#) is a website designed for young people by young people. It includes information and message boards where young people can share their experiences.

<https://www.cruse.org.uk/get-help/for-parents>

Derby: 01332 332098  
[Derby@cruse.org.uk](mailto:Derby@cruse.org.uk)



**Suicide Bereavement UK specialise in the following:**

Suicide bereavement research;

Providing consultancy on postvention (care of those bereaved by suicide); and

Developing and delivering evidence-based suicide bereavement training

**For more information contact:**

Dr Sharon McDonnell

Tel: [01706 827 359](tel:01706827359)

Email: [sharon.mcdonnell@suicidebereavementuk.com](mailto:sharon.mcdonnell@suicidebereavementuk.com)

Website: <https://suicidebereavementuk.com>



Joined Up Care  
Derbyshire

NHS  
Derby and Derbyshire  
Clinical Commissioning Group

MENTAL HEALTH SUPPORT IN  
DERBY AND DERBYSHIRE FOR  
CHILDREN, YOUNG PEOPLE,  
PARENTS AND CARERS

We understand that things may be tough at the moment.  
If you find yourself feeling anxious, stressed or overwhelmed,  
we want you to know support is ready and available to help.



Kooth and Qwell

With friendly counsellors available to speak to via a text  
messaging service from 12 noon-10pm Monday to Friday and  
6pm-10pm on weekends, Kooth and Qwell provide great  
online counselling service options



- Available for all 11-25 year olds in Derby and Derbyshire
- Free, anonymous and confidential
- Participate in forum discussions and read articles written by other young people

Please visit [Kooth.com](https://www.kooth.com) to sign up



- Available for all parents and carers in Derby and Derbyshire whose child is under 18 years old
- Free, anonymous and confidential
- Participate in forum discussions and read articles written by other parents and carers

Please visit [www.qwell.io/](https://www.qwell.io/) to sign up

Joined Up Care  
Derbyshire

NHS  
Derby and Derbyshire  
Clinical Commissioning Group

Emotional Health and  
Wellbeing Website

The new Derby and Derbyshire Emotional Health and Wellbeing website has been set up to support the mental health and wellbeing of children, young people, parents/carers and professionals in Derby and Derbyshire. On the website you can find a range of information including local and national support, training and resources.

- Get access to local 1 to 1 and group therapy support
- Regularly updated information about local offers in your area to support mental health and wellbeing
- Information to support parents, carers and professionals
- Strategies and guidance to maintaining emotional wellbeing at home



For more information, please visit:  
<https://derbyandderbyshireemotionalhealthandwellbeing.uk/>

Mental Health Support Line

A new mental health support line run by the NHS and operating seven days a week between the hours of 9am and midnight (24/7) evening so far has been set up to provide access to support for people of all ages in Derby and Derbyshire.

Please call 0800 828 0077 for free where mental health professionals will be on hand to help.

- Run by experienced mental health professionals who are equipped to provide mental health support and advice.
- Support for people experiencing immediate distress or to their families or carers
- A professional point of contact for health and social care partners to support any individuals in mental distress.



For more information, please visit:  
<https://www.derbyshirehealthcareft.nhs.uk/support-line>





To find out more about the workshops visit <https://www.acompassionatevoice.co.uk/events/the-power-of-you-workshops/>

Download the poster [HERE](#)

WWW.ACOMPASSIONATEVOICE.CO.UK SHARON@ACOMPASSIONATEVOICE.CO.UK 07894 101995



# The power of YOU

online workshops help women across England affected by COVID19

THE POWER OF YOU WORKSHOPS ARE FREE ONLINE WELL-BEING AND EMPOWERMENT SESSIONS HOSTED BY ACV FOUNDATION CIC. THEY ARE AVAILABLE TO ALL WOMEN ACROSS ENGLAND, WHO HAVE BEEN AFFECTED IN SOME WAY BY COVID19. WHATEVER YOUR SITUATION PLEASE REGISTER NOW - WE WANT TO SUPPORT YOU!



**The Power of YOU workshops facilitated by Sharon Bull include:**

- A personal downloadable interactive journal.
- The opportunity to socialise with like-minded others!
- A follow up workshop reunion or one-to-one session
- Invitation to the private Power of YOU group.
- Exclusive membership invitations and offers that include further workshops, meditation classes and other networking opportunities.

**Some Feedback**

*"The workshop was like no other I have attended."* - Claire

*"It has been everything I wanted and a whole lot more."* - Andrea

*"A leap of faith."* - Sylvia

*"A complete game changer."* - Vicky

*"An amazing experience."* - Karin

*"Writing down my thoughts was very cathartic."* - Laura

*"I feel so positive about the future."* - Leila

*"I really would recommend The Power of YOU"* - Sharon



Sharon Bull, the founder of ACV Foundation CIC, understands the crippling impact mental illness can have on people's lives. Having recovered from 30 years battling with mental illness herself, she hopes the FREE 'The Power of YOU' workshops can assist women in rebuilding their confidence, so that they can move forward positively from the pandemic.

To find out more about the workshops please visit [www.acompassionatevoice.co.uk/events/the-power-of-you-workshops/](https://www.acompassionatevoice.co.uk/events/the-power-of-you-workshops/) or email [info@acompassionatevoice.co.uk](mailto:info@acompassionatevoice.co.uk)

The Power of YOU is funded by the Coronavirus Community Support Fund, distributed by The National Lottery Community Fund.



HM Government

In partnership with

**THE NATIONAL LOTTERY COMMUNITY FUND**







**Mental Health  
Emotional wellbeing/  
Staying active  
Chesterfield**

**FREE COUNSELLING**

Are you aged 70+ or do you have an underlying health condition? If so and you live in Chesterfield and North Derbyshire, then thanks to funding from National Lottery Awards for All, we can offer free counselling via telephone or webcam from today.

Thanks to other funding and national contracts, we can also provide free/subsidised counselling to:

Young people aged 11-18 years old

Individuals with anxiety or depression

Couples where one person has anxiety or depression

Individual/Couples aged 70+

Individual/Couples with underlying health conditions

Civil Servants, Chartered Accountants, Bank employees (and family members)

Air Force, Royal Navy, Royal Marines (serving or veterans and family members)



Please e-mail [admin@relatechesterfield.org.uk](mailto:admin@relatechesterfield.org.uk) or call 07384762877 or 07401343817. We can currently book you an appointment within 24/48 hours of you contacting us.

<https://www.facebook.com/Relate-Chesterfield-North-Derbyshire->

**The Dronfield Wellbeing Group**

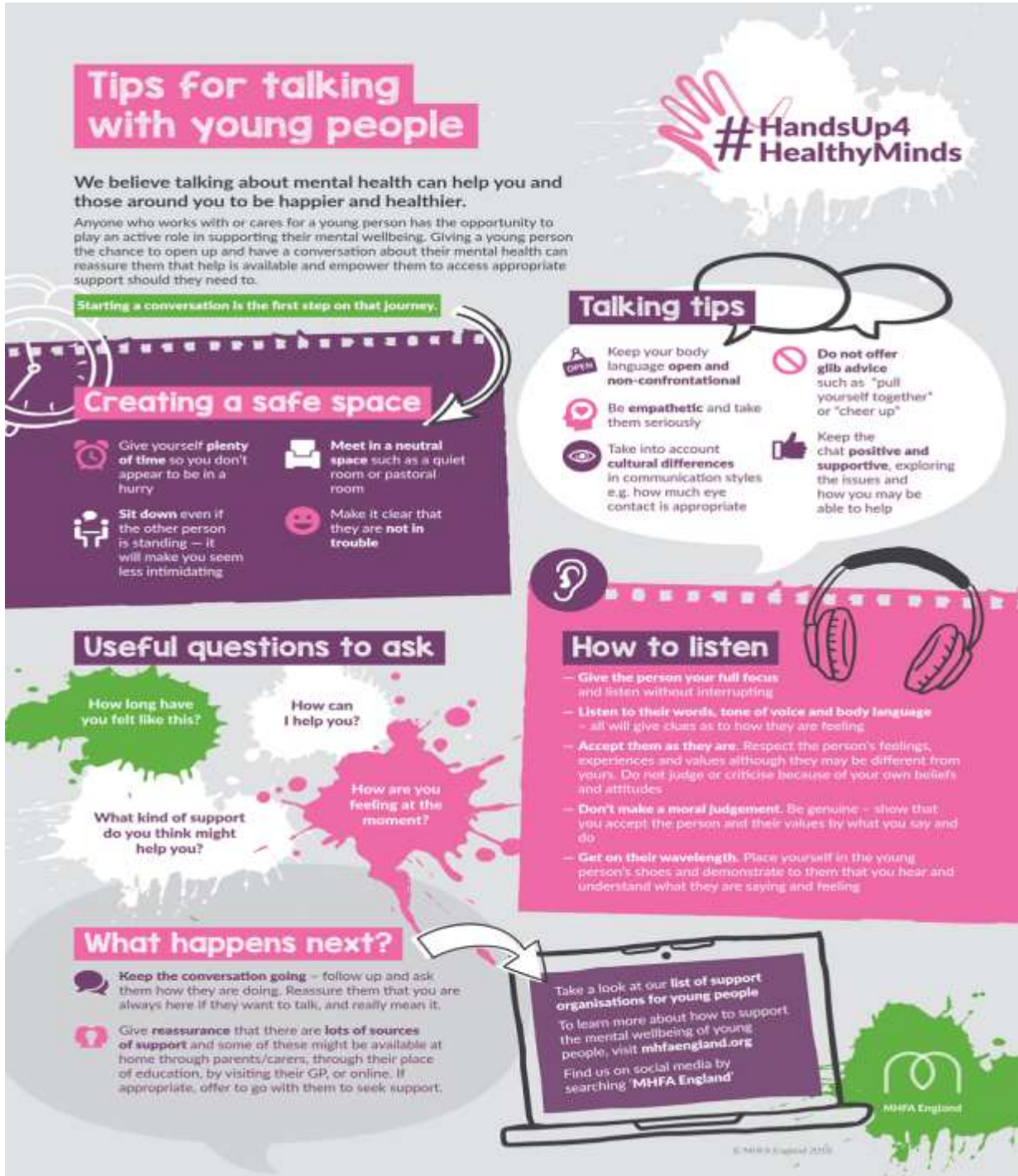
Providing a safe environment to support people affected by mental health issues, whether Dronfield residents, or from further afield.

Our group is unique in that we aim to combine a physical meeting with an online video meeting. Our group currently meets in person at a central location in Dronfield, and also has a live video link enabling people to join us from the comfort of their own home if they prefer not to attend in person.

We provide a friendly and confidential environment for members.

**We are actively looking for new members**, regardless of where you live. The group currently meets every Monday (socially distanced) from 7:30pm at Gosforth Lodge (Cliffe Park), Dronfield, Derbyshire S18 2XP, and also has a live video link enabling people to join us via Zoom.

If you would like to join us for a meeting or would like more information please contact us by phone 07484 001842 or email [info@dronfieldwellbeing.org](mailto:info@dronfieldwellbeing.org)



## Tips for talking with young people

We believe talking about mental health can help you and those around you to be happier and healthier.

Anyone who works with or cares for a young person has the opportunity to play an active role in supporting their mental wellbeing. Giving a young person the chance to open up and have a conversation about their mental health can reassure them that help is available and empower them to access appropriate support should they need to.

Starting a conversation is the first step on that journey.

### Creating a safe space

- Give yourself **plenty of time** so you don't appear to be in a hurry
- Meet in a **neutral space** such as a quiet room or pastoral room
- Sit down** even if the other person is standing — it will make you seem less intimidating
- Make it clear that they are **not in trouble**

### Talking tips

- Keep your body language **open and non-confrontational**
- Be **empathetic** and take them seriously
- Take into account **cultural differences** in communication styles e.g. how much eye contact is appropriate
- Do not offer **glib advice** such as "pull yourself together" or "cheer up"
- Keep the chat **positive and supportive**, exploring the issues and how you may be able to help

### Useful questions to ask

- How long have you felt like this?
- How can I help you?
- What kind of support do you think might help you?
- How are you feeling at the moment?

### How to listen

- Give the person your **full focus** and listen without interrupting
- Listen to their words, tone of voice and body language — all will give clues as to how they are feeling
- Accept them as they are. Respect the person's feelings, experiences and values although they may be different from yours. Do not judge or criticise because of your own beliefs and attitudes
- Don't make a **moral judgement**. Be genuine — show that you accept the person and their values by what you say and do
- Get on their **wavelength**. Place yourself in the young person's shoes and demonstrate to them that you hear and understand what they are saying and feeling

### What happens next?

- Keep the conversation going — follow up and ask them how they are doing. Reassure them that you are always here if they want to talk, and really mean it.
- Give **reassurance** that there are **lots of sources of support** and some of these might be available at home through parents/carers, through their place of education, by visiting their GP, or online. If appropriate, offer to go with them to seek support.

Take a look at our **list of support organisations for young people**. To learn more about how to support the mental wellbeing of young people, visit [mhfaengland.org](https://mhfaengland.org). Find us on social media by searching 'MHFA England'

MHFA England

© MHFA England 2019

Specialist Community Advisors – CAMHS

Chesterfield South & Central:  
Liz Stephens Tel: 07795 354 988  
Email: [e.stephens1@nhs.net](mailto:e.stephens1@nhs.net)

**Domestic Abuse**

**If you are in immediate danger call the police 999**  
**Silent Calls to the police**  
**(if you can't speak) – 999 55**

For more advice and guidance on domestic abuse, please see <https://www.gov.uk/guidance/>

**Derbyshire Domestic Abuse Support Line**

Children, young people and families who are affected by domestic abuse or violence can get support, including refuge accommodation, by contacting the Derbyshire Domestic Abuse Support Line. Its available 24 hours per day, 7 days per week and offers a single point of contact to get the help you need.

Tel: 08000 198 668 and you'll get help from someone close by. You can also contact them by email: [derbyshiredahelp-line@theelmfoundation.org.uk](mailto:derbyshiredahelp-line@theelmfoundation.org.uk)

If you're deaf or hearing impaired, text: 07534 617252.

Mon – Fri 8.00am – 7.00pm specialist domestic abuse workers will take the call and refer into the Derbyshire Domestic Abuse Support Services.

Overnight, weekends and bank holidays contact the helpline and the call will be taken by Call Derbyshire, who will respond and direct to the support services



**Website**

Call 08000 198 668

Email [derbyshiredahelp-line@theelmfoundation.org.uk](mailto:derbyshiredahelp-line@theelmfoundation.org.uk)

Text 07534 617252

**The National Domestic Abuse Helpline**

Provide guidance and support for potential victims, as well as those who are worried about friends and loved ones.

**website**

0808

2000

247

24 hours a day

Free Calls



### **The Men's Advice Line**

A confidential helpline for male victims of domestic abuse and those supporting them.

[website](#)

0808 801 0327

### **Women's Aid**

Provides additional advice, extra support is available designed for the current coronavirus outbreak, including a live chat service.



[website](#)

### **Galop**

Domestic Violence support for members of the LGBT+ community



### **Respect**

Support if you are worried about hurting someone

If you are worried about hurting the ones you love while staying at home.

[website](#)

0808 8024040

### **Safer Derbyshire**

Derbyshire 24/7 helpline



[website](#)

08000 198 668

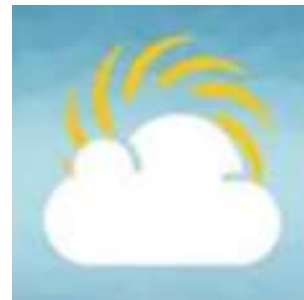




**Blue Sky** is a free download mobile app, launched in partnership with the by Vodafone Foundation, providing support and information to anyone who may be in a abusive relationship or those concerned about someone they know

- Blue Sky .. It is Bright Sky .

A useful resource as also has info available in urdu, punjabi, polish



[Website](#)

## Derbyshire County Council

If you are concerned that a child is suffering or is at risk of significant harm please contact Call Derbyshire/ Starting Point.



[website](#)

## Salcare

Domestic abuse support for all genders from all communities

We are continuing provide our services and will be supporting by telephone, text and e mail during our normal working times of 9.30 – 5pm Monday to Friday



[website](#)

[enquiries@salcare.org.uk](mailto:enquiries@salcare.org.uk)

01773 765899

## The Hideout

Women's Aid have created this space to help children and young people to understand domestic abuse, and how to take positive action if it's happening to you.



[Website](#)





# CEASE.

## ? What is CEASE?

Based around the course creator's personal experience of supporting her best friend through an abusive relationship that ended in tragedy, CEASE is a 4 session educational programme which aims to:

- Help young people recognise the subtle indications of an abusive relationship
- Have an understanding of the options available to them should they encounter or witness such behaviour
- Identify local sources of specialist support and support access to those services
- Create Empowerment And Self Efficacy

## ? Why do we need it?

*"A survey showed that 40% of teenage girls would consider giving their boyfriend another chance if he hit them, and one third said that cheating justified the use of violence."*

In short, to save lives. To challenge abusive views and behaviour. To question negative social norms in youth relationships.

## ? What is the outcome?

The desired outcome of the programme is for young people to have an understanding of these key points:

- What you could do if you suspect or personally experience domestic abuse
- Who you could talk to if you suspect or personally experience domestic abuse
- Why a person cannot "just leave" an abusive relationship
- Domestic abuse is a behavioural choice on the perpetrator's part
- What local sources of specialist support are available? And how can they be accessed?

## ? How is it delivered?

The programme is delivered over 4 sessions. Each session encourages active dialogue within the group and uses various methods to provoke discussion. These include advert clips, handouts, statistics, music videos, newspaper articles and group brainstorming.

## ? What is the cost?

This will depend on the number of courses required. It is important to note that the course is being delivered by Remedi on a 100% 'not for profit' basis and will be facilitated at 'cost'.

## ? Who do I contact to find out more?

In the first instance please contact our CEASE lead Keely Grainger via [keely.grainger@remediuk.org](mailto:keely.grainger@remediuk.org)

*"The programme is a good thing because not everyone is brave enough to speak up for themselves."*

Young Person, Nottingham

*"The programme really helped me."*

Young Person, Mansfield

*"The programmes were very good and helpful. I'm going to try and help someone who I think is going through the same thing."*

Young Person, Nottingham

CEASE.

is delivered by

remedi

[www.remédiuk.org](http://www.remédiuk.org)



#### New suicide bereavement support in Derbyshire

Two local providers have started offering support for people bereaved by suicide. The Tomorrow Project offers immediate support to people affected by a suicide, including family, colleagues or professionals. Survivors of Bereavement by Suicide (SOBS) run peer support groups, a helpline and online support which anyone bereaved by suicide can access at any time. These services are supported by the development of a local bereavement by suicide pathway to raise awareness, create a joined up approach and enable better access to appropriate support. For further details see the websites of The Tomorrow Project and Survivors of Bereavement by Suicide (SOBS).





NEW CALL HATE OUT MATERIALS AVAILABLE TO  
HELP TACKLE HATE CRIME AGAINST YOUNG PEOPLE

Stop Hate UK is excited to launch some new promotional materials to support our confidential 24-hr support service for young people, under the age of 18, experiencing or witnessing Hate Crime.

Stop Hate UK already has great experience in supporting this age group, but we recognised a need for a dedicated service and that we are ideally placed to provide this across our helpline areas.

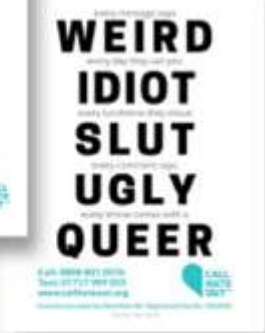
Call Hate Out™ is available to all existing Stop Hate UK helpline areas, plus all of West and South Yorkshire, Leicestershire and Nottinghamshire.

Our new materials are available immediately, in electronic and hard copy format.

For more information contact [info@stophateuk.org](mailto:info@stophateuk.org)



Posters available in  
a variety of sizes



A6 Postcards -  
available  
in 2 designs



**CALL™ HATE OUT** Call: 0808 801 0576  
Text: 07717 989 025  
[www.callhateout.org](http://www.callhateout.org)  
Stop Hate Crime Against Young People

A service provided by

**STOP HATE. START HERE** **STOP HATE UK**



## Sexual Abuse

Support for victims and survivors 18+ who have or have had experiences of sexual abuse and violence, including childhood sexual abuse. Sail supports all genders from all communities. Referrals can be made from other agencies and self referral

1:1 counselling

ISVA (independent sexual violence advisor)

Art and Drama therapy

Group therapy

Move on support group

Helpline 0800 028 2678



[Website](#)

### **Advice Line**

The Advice Line is available between 8am and 5pm every day of the week to provide you with accurate information and relevant advice for your personal situation - 01773 746115



### **Children and Young People's Therapy**

Talking, creative and play therapies are available to children and young people for something that has happened either in the past or more recent.

[Website](#)

### **ISVA and ChISVA Support**

SV2 provides an ISVA service (Independent Sexual Violence Advisor or Children's Independent Sexual Violence Advisor) for anyone who has been the victim of rape, sexual assault or abuse. The ISVA's or ChISVA's main role is to provide emotional support and guidance for anyone reporting or considering reporting current or historic sexual offences to the police and through the Criminal Justice System.

### **SARC**

Our Sexual Assault Referral Centre is for anyone aged 18 or over who has been raped or sexually assaulted within the last 7 to 10 days. At the SARC you will undergo a forensic medical examination; hand over any other evidence, such as clothing etc; and complete a witness statement.

### **Adult Therapy**

We are not currently taking new referrals for adult therapy but this is changing situation so please check our website and Facebook page for the latest information.



# Make Yourself Heard

**In danger, need the police, but can't speak?**

- 1** Dial 999
- 2** Listen to the questions from the 999 operator
- 3** Respond by coughing or tapping the handset if you can
- 4** If prompted, **press 55**  
This lets the 999 call operator know it's a genuine emergency and you'll be put through to the police.

Led by

**IOPC**

Supported by

**women's aid**

**NPCC**



For concerns that are not immediate you can contact Derbyshire police using any of the below methods:  
Facebook – send them a private message to / Derbyshire Constabulary  
Twitter – direct message their contact centre on @DerPolContact  
Website – complete the online contact form [www.derbyshire.police.uk/Contact-Us](http://www.derbyshire.police.uk/Contact-Us).  
Phone – call them on 101.



**DERBYSHIRE  
CONSTABULARY**

**Supporting vulnerable children and young people during the coronavirus outbreak**

## Hollie Guard - Personal Safety

**free** to download on any **Android** phone or **iPhone**

In danger? With a simple shake or tap it activates Hollie Guard, immediately notifying your chosen contacts, pinpointing your location and sending audio and video evidence directly to their mobile phones.



At a time when community cohesion is needed more than ever, sadly we continue to see instances of Hate Crimes that threaten the safety of individuals in our community.

A hate crime is any crime which is perceived by the victim or anyone else, to be motivated by a hostility or prejudice towards someone because of their identity.

We would encourage all hate incidents to be reported to the police. Derbyshire County Council jointly funds [StopHateUK](#) to provide support, advice and alternative reporting to anyone affected by hate crime.



If you're worried about anti-social behaviour find more information or find out how to report different types of anti-social behaviour at



[Website](#)

SafeToNet  
To view information please click link below  
[Online](#)



School closures, restricted services and lack of face-to-face support mean that there may be less opportunities to protect children at risk.

Exploited children and young people don't always look vulnerable and may not act like victims. If something doesn't feel right though, it might not be.

Public spaces like bus and train stations, fast food outlets, hotels and roadside services can be where young victims of child exploitation are most visible. Help to protect children and young people. **Don't wait. Report it.**



If you are concerned about a child and think it's an emergency, dial 999 or 101 if it's not an emergency.

On a train text British Transport Police on 61016.

Otherwise contact Crimestoppers on 0800 555 111.



#### Modern slavery

Modern slavery is where a person is brought to, or moved around the country by others who threaten, frighten or hurt them, and force them into work or other things they don't want to do.

It is a term used to describe: human trafficking, slavery, forced labour and domestic servitude, slavery practices, such as debt bondage, sale or exploitation of children and forced marriage.

If you are worried, or suspect, that a person may be a potential victim of modern slavery or trafficking, please report it.

Police on 999, if the person is at immediate risk or 101, if a non-emergency - quote Modern Slavery Human Trafficking Unit

Call Derbyshire on 01629 533190 (24hr Adults & Children) Children triaged via [Starting Point](#)

Derby City Council: 01332 640777 and refer to social care

For advice - Modern Slavery Human Trafficking Unit on 0300 122 8057 or email [MSHTU@derbyshire.pnn.police.uk](mailto:MSHTU@derbyshire.pnn.police.uk)

Safe and Sound support vulnerable young people at risk of exploitation across Derby and Derbyshire

Don't forget we're running live chat sessions on Facebook EVERY WEEKDAY between 10-11am and 3-4pm.

If you want to chat, have any questions or need some support just drop us a message. These are open to parents and professionals as well as young people.



<https://www.facebook.com/safesoundgroup/>



## ACT

ACT has also launched free online seminars on safeguarding and they are exploring e-learning modules in safeguarding – if you are interested in finding out more please follow them on Twitter <https://twitter.com/AnnCraftTrust> or Facebook <https://www.facebook.com/AnnCraftTrust/> and/or sign up to their newsletter via the website.

## Child Line

If you're worried about a child, even if you're unsure, contact our professional counsellors for help, advice and support.



ONLINE, ON THE PHONE, ANYTIME  
[childline.org.uk](http://childline.org.uk) | 0800 1111

[website](#)

## NSPCC

Support for Children and parents in regard to mental health, safety, bullying etc.



[website](#)

The CORE website has been created to support victims of crime, giving people access to the different types of help they may need from just one place. The aim is to ensure that every victim of crime or anti-social behaviour has access to the best possible support service.

On these pages you will find useful information and contact details which have been brought together with help from victim services, the police, local authorities, the fire and rescue services, health services, voluntary organisations and specialist support groups.

For detail of victim services in Derbyshire visit the Core website [www.core-derbyshire.com](http://www.core-derbyshire.com)



<https://www.childnet.com/parents-and-carers>

Keeping under 5's safe online....

<https://www.childnet.com/parents-and-carers/hot-topics/keeping-young-children-safe-online>

<https://www.childnet.com/parents-and-carers/hot-topics>

Disney+ parents' guide: what is it and is it safe for kids?

<https://parentzone.org.uk/article/disney-parents%E2%80%99-guide-what-it-and-it-safe-kids>



**Parental Support**  
**Chesterfield**

**De-escalation Leaflet**

**Escalation:**



**Top 10 do's and don'ts when it comes to escalation with your child:**

- | What to do:   | What to avoid:                  |
|---|---------------------------------|
| - Stay calm   | - React                         |
| - Stop and think                                      | - Talk too much                 |
| - Remain positive                                     | - Argue                         |
| - Give yourself time to plan your response            | - Lecture                       |
| - Be non-judgemental                                  | - Threaten                      |
| - <b>Remind yourself you're doing the right thing</b> | - Raise your voice              |
| - Be gentle and firm                                  | - Use sarcasm                   |
| - Persist   | - Blame                         |
| - Walk away   | - Say hurtful things            |
| - Believe things can get better                       | - Use aggressive body language. |



**Dealing with loss**

**Please click on link to see resources.**



**The Cruse** [www.cruse.org.uk](http://www.cruse.org.uk)

Provides supportive information to help anyone deal with their difficult emotions and situation if they have been bereaved.

Free telephone support sessions for adults by phoning: - 01246 550080 leave clearly your name and phone number on the answer machine and **we will return your call**. Messages are accessed regularly each day.



Crack ... that would be your head! - <https://www.youtube.com/watch?v=XfICPSJvSYE&list=PLG9ygjq0J95vfqhJhz6gt3oEmoFQNZqcJ&index=1>

Parent safety tip: Washing line - leave in the upright position - <https://www.youtube.com/watch?v=nqIZQzsnYQ0&list=PLG9ygjq0J95vfqhJhz6gt3oEmoFQNZqcJ&index=2>

Parent safety tip: Window locks - simple solution - <https://www.youtube.com/watch?v=w-rSd5qHwx8&list=PLG9ygjq0J95vfqhJhz6gt3oEmoFQNZqcJ&index=3>

Parent safety tip: Bleach and cleaning products - <https://www.youtube.com/watch?v=1TjXj0F8eUg&list=PLG9ygjq0J95vfqhJhz6gt3oEmoFQNZqcJ&index=4>

Parent safety tip: Cleaning Products - <https://www.youtube.com/watch?v=LqhyBiq7Owc&list=PLG9ygjq0J95vfqhJhz6gt3oEmoFQNZqcJ&index=5>

Parent safety tip: Toaster - <https://www.youtube.com/watch?v=xxud60wB4Sq&list=PLG9ygjq0J95vfqhJhz6gt3oEmoFQNZqcJ&index=6>

Parent safety tip: Plug Sockets - <https://www.youtube.com/watch?v=f7vro&list=PLG9ygjq0J95vfqhJhz6gt3oEmoFQNZqcJ&index=8>

Parent safety tip: Blind Cord - <https://www.youtube.com/watch?v=f7vro&list=PLG9ygjq0J95vfqhJhz6gt3oEmoFQNZqcJ&index=8>

How to Recognise if a Baby is Choking - <https://www.youtube.com/watch?v=ZRp99WrVaRs&list=PLG9ygjq0J95vfqhJhz6gt3oEmoFQNZqcJ&index=9>

Childminder tip: Out of the reach of children - <https://www.youtube.com/watch?v=Zy69S-QbJTo&list=PLG9ygjq0J95vfqhJhz6gt3oEmoFQNZqcJ&index=10>

Childminder tip: Hot Drinks - <https://www.youtube.com/watch?v=8K3kocsNYuQ&list=PLG9ygjq0J95vfqhJhz6gt3oEmoFQNZqcJ&index=11>

Granny tip: Kettle - <https://www.youtube.com/watch?v=hkWGm5Dc69I&list=PLG9ygjq0J95vfqhJhz6gt3oEmoFQNZqcJ&index=12>

Wise Grandma tip: Cutting grapes - <https://www.youtube.com/watch?v=cpCEbniDN8I&list=PLG9ygjq0J95vfqhJhz6gt3oEmoFQNZqcJ&index=13>

Keeping children safe from button batteries - <https://www.youtube.com/watch?v=PI794iCPZGc&list=PLG9ygjq0J95sVva8iVOrDBTOQ6gK0ehQu>

Button Battery Treasure Hunt with CAPT - <https://www.youtube.com/watch?v=QDKsVtU49Bw>

## **Parental Support**

What support do they offer?

We offer information and support in understanding the digital world, to help raise resilient children. Our services include Parent Info, and the Parent Lounge, which gives access to our Parenting in the Digital Age training course.

Schools

Parent Zone's Digital Schools Membership supports schools in keeping children safer online, fostering resilience and helping them educate pupils for a digital future. As well as Digital Schools Membership, we deliver the Parent Info service (offering articles and advice for parents, to run free of charge on school websites), and in-school training sessions.

Local Authorities

Parent Zone's Digital Resilience Membership supports effective work with parents and families in all communities, covering all the issues amplified by the internet.



### **Website**

## **Grants for families raising disabled children are available now from Family Fund**

Family Fund is a UK-wide charity that provides grants for essential items to families on low incomes raising disabled or seriously ill children.

Since the beginning of the pandemic, Family Fund has continued to provide vital support to families, and has seen a significant increase in applications. Research indicates that half of the families they support have lost income as a result of the pandemic.

In May, in response to this extra need, the Department for Education provided a further £10 million in additional funding to the £27.3 million it had already committed to Family Fund, which has allowed them to support thousands more families.

This funding is still available, and families can apply for a grant right now by visiting the [Family Fund website](#). All families can apply online, by downloading an application pack, or by ordering a pack to be sent to them.

[Find out more.](#)



## **Tik Tok: a guide for parents**

A new Parent Info article explores [how Tik Tok works](#), the parental controls available, and how they can help their child to stay safer on the platform.







Website



We are now delivering HENRY Healthy Families Right From The Start courses virtually over 8 weeks.

You can also register your interest in future courses once we are delivering face to face: HENRY starting solids, Healthy eating and active workshop and HENRY a healthy start in childcare. All details can be found by following the above link.



**Healthy eating and lifestyles for families**

This interactive e-learning course is designed for anyone interested in improving their eating habits and lifestyle. It also supports people to think about the importance of being active with hints and tips to do so. We hope you enjoy the experience and its first step to making positive changes. The e-learning takes around 45 minutes to complete.

This course will help you:

- understand more about what you eat, diet advice and food portion sizes
- find suggestions for activities and ideas for developing this learning with children

Apply if you are:

- parents or carers
- early years and childcare staff
- health and social care staff
- children’s centre staff
- foster carers
- food bank staff
- primary school and nursery staff
- NHS staff

Volunteers working in these services

Please follow the link to register your interest:

<https://www.derbyshire.gov.uk/social-health/health-and-wellbeing/your-health/children-and-young-peoples-health/henry/health-exercise-and-nutrition-for-the-really-young-henry.aspx>

You can also register your interest in future courses once we are delivering face to face. Courses will include: HENRY healthy families - right from the start, HENRY starting solids, Healthy eating and active workshop and HENRY a healthy start in childcare. All details can be found by following the above link.

Due to Covid-19 HENRY (Health Exercise and Nutrition for the Really Young) we are not facilitating courses but working on this being delivered virtually or sign-posting families to interactive E-learning courses. We are also developing family cookery sessions to offer on the other side of this pandemic. Please follow the below link to register interest for families to access future courses (please scroll to the bottom of the page to register interest):

### **The Breastfeeding Network**

It's a strange and unsettling time for everyone right now, especially new parents.

We've had to make some changes to our service to fit with venue closures, infection control measures and sensible distancing precautions, but there's still lots of support we can offer you.

We will update this document as things develop but here's what you can expect from us over the coming weeks



**Website**

### **Mother Hub**

Our aim is to show Derbyshire women the choices they have in their maternity care and provide reliable information for pregnancy, birth and the early days with baby.



**Website**

### **Coronavirus updates**

Lockdown help with the latest information on supermarkets, MOT's and more.

**website**

### **Cooking on a budget**

Jack Monroe's recipes provide families who are struggling on a tight budget might benefit from having some very inexpensive and easy recipes to use.

**website**

### **Contacting your Dentist**

Access to NHS Dentistry is currently limited during the pandemic as dentists have been asked to stop all routine "face-to-face" dental care. However, if you need urgent dental care, help is at hand:

CALL your dental practice: They will give you advice over the telephone and make arrangements for you if you need to be seen. If you don't have a dentist, find your nearest dentist and CALL them. You can search for your nearest dentist at: <https://www.nhs.uk/service-search/find-a-dentist>. You can also contact NHS 111.



Communication Unlimited provide sign language interpreting in a range of situations, they are still open during COVID-19 and can help if you have a health appointment, if you need to get a repeat prescription or need to call the doctor etc. They cover the whole of Derbyshire.

Communication Unlimited



- Tel: 01332 369920
- SMS: 07812300280
- Fax: 01332 369459
- Email: [bookings@cu-bsl.co.uk](mailto:bookings@cu-bsl.co.uk)
- Facebook: <https://www.facebook.com/BSLcommunicationunlimited/>

## **Mental Health and Wellbeing Support for Children, Young People, Parents and Carers during Covid-19**

We know that the closure of schools due to the Covid-19 pandemic has the potential to be an anxious and uncertain time for children, young people, parents and carers across Derby and Derbyshire. We are pleased to be able to offer services to support the whole family. You will find information attached. We would again be most grateful if you could support us in sharing this information.

If you have any questions or concerns then please do not hesitate to contact us: [ddccg.enquiries@nhs.net](mailto:ddccg.enquiries@nhs.net)

## **New from Parent Info: active gaming and Roblox guide**



Gaming can be an active experience for children and young people. A new Parent Info article explores [how active gaming](#) works and the games available that help them stay active.

Parents and carers asking for advice on Roblox? Share [Parent Info's guide](#) which takes a look at how the platform is used and how it can be made safer for children.



## Are you unemployed, on low income, a lone parent or a young family?

The following items are being donated by Tommee Tippee to help support the local community:

- Baby Bottles
- Drinking Cups
- Soothers (Dummies)
- Advanced Nappy Disposal System

DHA can also help you with:

- Training
- Job Searching
- Debt Advice
- Housing Advice



Please speak to a member of DHA staff for more information



## Weekly virtual drop ins

Monday 10am Long Eaton Breastfeeding Support

Tuesday 11am BEARS Amber Valley

Tuesday 1.30pm South Derbyshire Breastfeeding Brunches (alternate weeks)

Thursday 11am Cradles Ilkeston

Thursday 8:30pm Breastmates Breastfeeding Support

Friday 10am Ashbourne Mum2Mum

Friday 1:30pm Feeding Together Bolsover.

For more info go to

[www.breastfeedingnetwork.org.uk/derbyshire/](http://www.breastfeedingnetwork.org.uk/derbyshire/)







## **Information See Hear Respond**

The See, Hear, Respond Partnership is a new service funded by the Department for Education. With your help, the See, Hear, Respond Partnership will quickly identify and support children, young people and families who are struggling to cope with the impacts of coronavirus.

Its aim is to provide early intervention before these children reach the threshold for statutory intervention.

See, Hear, Respond does not replace your usual referral process for children who meet a statutory threshold for significant harm: such referrals must be made to your local authority safeguarding team using your usual safeguarding procedures.

The See, Hear, Respond Partnership has been created specifically to help children and young people in England who are experiencing harm and increased adversity during coronavirus, by providing support to those who are not being seen by schools or other key agencies. There is no minimum threshold for referral. We will support children from pre-birth up to 18 years of age and those with special educational needs under the age of 25.

See, Hear, Respond will contact every referral made to us, so no child gets missed. We'll then find a partner best placed to support the most isolated and at risk children in your area. They'll get help in one or more of four ways:

- an online hub of support and information
- online counselling and therapy
- face-to-face support for those most affected and at risk of some of today's most pertinent issues, such as criminal exploitation, and
- helping children and young people reintegrate back into school.

We especially want to invite referrals for families who are most isolated from support due to Covid-19, including:

- Under 5s with a specific focus on under 2
- Those with Special Educational Needs and Disabilities and where there are concerns about their welfare e.g. online safety
- Children who may be at increased risk of abuse, neglect and exploitation inside or outside of the home
- Black, Asian, Minority Ethnic and Refugee children who experience barriers to accessing services
- Young carers

Children, young people, families and professionals can find out more information about how we can help, how to contact us and more about our referral forms by using the links below.

<https://www.barnardos.org.uk/see-hear-respond>

**Or call us on our freephone number:**

**0800 157 7015**

**To join a virtual group please visit the groups individual Facebook pages**

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### **Ante natal and Post-natal apps**

Parents can use these to find out local information of what's available to support them in pregnancy and post birth

#### **Healthzone App**

Each hospital uploads their own information,. See link to the app below:

[https://play.google.com/store/apps/details?id=uk.co.piota.healthcentral&hl=en\\_GB](https://play.google.com/store/apps/details?id=uk.co.piota.healthcentral&hl=en_GB)

There is a useful overview of the Healthzone app from Maternity Voices on their Facebook page:

<https://ne-np.facebook.com/DerbyshireMaternityVoices/videos/healthzone-uk/250344186094056/>

<https://motherhubderbyshire.co.uk/local-services>

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### **On line safety**

<https://www.childnet.com/parents-and-carers>

Keeping under 5's safe online....

<https://www.childnet.com/parents-and-carers/hot-topics/keeping-young-children-safe-online>

Hot Topics....

<https://www.childnet.com/parents-and-carers/hot-topics>

Disney+ parents' guide: what is it and is it safe for kids?

<https://parentzone.org.uk/article/disney-parents%E2%80%99-guide-what-it-and-it-safe-kids>

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BSPD has lined up a great team to help make toothbrushing fun for families. Meet Dr Ranj, Hey Duggee, CBeebies and Brush DJ. Choose a video and be inspired to look after your teeth!



[Website](#)

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Tiny Happy People is here to help you develop your child's communication skills. Explore our simple activities and play ideas and find out about their amazing early development.



[Website](#)

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Are you feeling worried about how the children in your setting will cope with the return back to nursery?

As we move closer to babies and young children returning to nursery, we need to consider how their experiences over the past months will have affected them, and what impact this may have on their transition back into childcare.

Our Early Years in Mind team have put together these resources to help early years workers to start planning now for how they may be able to help oil the wheels of this important transition, and make it as stress free for young children as possible.

<https://www.annafreud.org/coronavirus-support/support-for-early-years/>

School and colleges are having to work in new ways and develop new relationships in the lockdown. We have published a series of resources to help support staff and to provide them with information about how to work with children and young people, include those with SEN, and materials

<https://www.annafreud.org/coronavirus-support/support-for-schools-and-colleges/>



Derbyshire Libraries: Online Events

Join us on Facebook and Twitter



'Coffee and Cake Club', first Tuesday of the month, 12.30pm



'Reminiscence Reverie', fourth Wednesday of the month, 12.30pm



'Learn Something New', second Monday of the month, 12.30pm



International Games Week 8th to 14th November



'Reader Recommendations', third Friday of the month, 12.30pm



'Foodie Pitstop', last Thursday of the month, 12.30pm



facebook.com/DerbyshireLibraries



@DerbyshireLibs



Children's Online Events

Join us on Facebook and Twitter



Monday, 10am - Celebrate 'books and reading' at Storytime



Wednesday, 10am - Sing your favourite songs at Rhymetime



Baby Babble, Thursday 12th November, 10am for 5 weeks



Family Bookshare, Fridays, 6pm



Activity Club every Saturday, 10am



facebook.com/DerbyshireLibraries



@DerbyshireLibs



**Education**

National Careers:


Please see the ne National careers video below showing what services Nation Careers caches are offering.

[You tube link](#)



**National  
Careers  
Service**

**Website**



## National Careers Service

### Information of our service during the Covid-19 outbreak

Our centres are currently closed for face-to-face appointments, but we're still offering impartial information, advice and guidance in other ways. Get in touch if you're looking for work, training, education and / or recently been made redundant?

Derbyshire County Council National Careers Service are continuing to work to support Derbyshire residents and are open to referrals. This support will be via telephone, Skype, text and / or email.

Please get in contact with your local Careers Coach as listed below:

- Chesterfield (Dronfield/Staveley/Alfreton/Eckington) contact Wendy Leigh 07717 303855
- Derbyshire Dales (Matlock/Ashbourne/Belper) contact Yvonne Power 07967 308873
- Erewash/South Derbyshire (Ilkeston/Long Eaton/Heanor/Swadincote) contact Chris Ellerington 07896 804096
- High Peak (Buxton/Glossop/New Mills) contact Sarah Kelly 07967 391263
- North East Derbyshire (Clay Cross/Bolsover/Shirebrook) contact Becky Stancil 07767 670767



## CALLING ALL YEAR 11, 12 & 13 PUPILS!

### National Careers Service COVID-19 Activities

Have you been unable to sit your exams? Are you unsure of your options and what to do next? We can help and support you with this.

Careers support is also available to anyone over 16 with no upper age limit.

Please contact [ncs.scans@derbyshire.gov.uk](mailto:ncs.scans@derbyshire.gov.uk) or 07812 473033/07812 473034 for more information.

Date of publication: 28/04/2020



National Careers service give free and impartial information, advice and guidance about career opportunities, learning and employment to any Derbyshire residents aged 19 years and over and to those aged 18 who are not currently in education, employment or training.



## TED Ed

TED Talks are short videos usually last up to 18 minutes each and cover a huge range of subjects and can be watched anywhere, any time via the website or the TED app.

TED Ed is a related site, which offers free short learning sessions. Take a few minutes out of your day to explore a topic of interest to you.



[Website](#)

## **MOOC! There are loads of free on line learning courses available.**

[website](#)

'Massive Open Online Course'

This link takes you to the Open Universities wide selection of on line courses that are free to access

This website covers groups and support nationwide.

<https://covidmutualaid.org/local-groups/>.

This government website offers training courses at 'beginner', 'intermediate'; and 'advanced' levels and takes the learner to the relevant training provider offering courses.

All training courses are FREE.



[Website](#)

Derbyshire Countywide Library service

Email : [ask.library@derbyshire.gov.uk](mailto:ask.library@derbyshire.gov.uk)

**Derbyshire Library Service** looks forward to welcoming you.

Please check our website for opening hours and updated safety measures.

You can visit a library without an appointment. There may be a short wait due to restrictions on numbers.

Please wear a face covering, unless exempt. If you need to use a computer, please ring the library.

Find out more and join online from our website - [www.derbyshire.gov.uk/libraries](http://www.derbyshire.gov.uk/libraries)

Tel : 01629



## Library News

Some libraries across Derbyshire are to begin reopening from next week with several temporary changes in place to keep customers and staff safe.

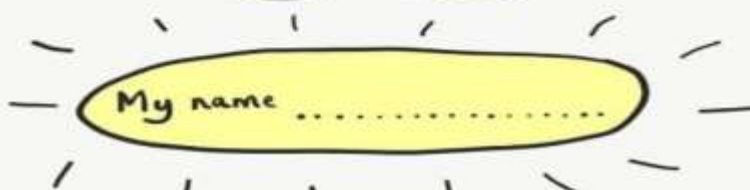


[County libraries to roll out reopening with safety a priority](#)

For further updates about your local library please use both links below:

[Website](#)

# Coming back to school...





## **Community Support**

Here is a link to an online version of the Living Well with Dementia Programme: <https://surveys.derbyshcft.nhs.uk/s/LivingWellWithDementia/>

It has been developed by Derbyshire Community Health Services & Derbyshire Healthcare NHS Foundation Trust who are currently unable to provide their face to face Living Well with Dementia groups due to COVID-19. This resource could be helpful to people with mild dementia and their carers & families. It has some useful links to activity ideas & resources towards the end of the course.

### **Living Well with Dementia Online Programme**



## **Neighbourhood Watch Network**

The Neighbourhood Watch Network supports individuals and groups to create safer, stronger and active communities. To find your local neighbourhood watch please go the Our-Watch website on the link below and enter your postcode.

### **Website**

Definitely Women have created a new group for women who are deaf, deafblind, hard of hearing and any hearing loss.

Especially in this difficult time with Coronavirus, they want to support you to prevent you feeling isolated and lonely. They want all deaf and hard of hearing women to be included to discuss various topics, drop in chat or even just a quick hello!

They will be setting up Zoom topic group, and will include caption/voiceover/BSL.

Visit their website <https://www.deafinitelywomen.org.uk/> to find out more.

You can also read the latest Deaf-initely Women newsletter [HERE](#).

Deaf-initely Women Community Support Group



Every Thursday 2-3pm – they will be around on Facebook group but most will be using Zoom – more private and able to see each other with subtitle.







As lockdown eases, we're expecting a rise in burglaries. Get practical tips to burglar-proof your home at <https://www.ourwatch.org.uk/crime-prevention/crime-prevention-toolkits/burglary-prevention>



#### Press Release 11.09.20

##### Arts Derbyshire - A Necklace of Stars

Following on from the success of the first phase of *A Necklace of Stars*, we are looking for older adults who are housebound (aged 65+) from across Derbyshire to join us in a creative writing and embroidery project.

Arts Derbyshire is running a remote embroidery and creative writing project where participants receive weekly\* one to one phone calls with artists 'arthur + martha'. The artists will guide people through the process of creating beautiful embroidered stars or creative writing themed around lullabies, for free.

The embroidered stars will be brought together to create a quilt which will be exhibited alongside the creative writing and lullaby soundtrack around Derbyshire's cultural venues in 2022.

*A Necklace of Stars* hopes to increase confidence and wellbeing, reduce loneliness, forge connections and re-ignite creativity.

If you are interested in taking part in this project (whether you have no experience or plenty), or know of someone who might enjoy getting involved, please contact Sally Roberts on 07395 904386 or email [sallyartsderbyshire@gmail.com](mailto:sallyartsderbyshire@gmail.com)

*A Necklace of Stars* is an Arts Council England supported collaboration between Arts Derbyshire, DCC Public Health, Derbyshire Library Services and arts organisation arthur+martha.

\* Weekly phone calls for approximately 4 weeks or until you are happy with the work you have created.





**Derbyshire's \*NEW\* Autism Alliance:  
*supported by Autism Information & Advice and  
Living Well with Autism.***

**Have you been diagnosed with Autism Spectrum Condition?  
Are you the parent/carer/friend of someone living with Autism?  
Do you want to meet like minded people and benefit from peer  
support? Do you want to have an input into Derbyshire's support  
services? *If so, our Autism Alliance is the group for you!***

The Autism Alliance is an informal and non-judgemental quarterly meeting, where individuals living with ASC, parents, family and friends, carers, and professionals can meet to share their experiences of ASC and benefit from peer support, meet a visiting speaker and learn a little more about ASC, meet the teams behind Autism Information & Advice and Living Well with Autism, and feed into what support is available in Derbyshire.

The meetings will be a safe and positive space where experiences, ideas, thoughts and feelings can be shared openly – however, if talking is not for you, you can simply come along and listen in. Everyone is welcome.

The first Autism Alliance meeting is on Wednesday 21<sup>st</sup> October 2020.

Following meetings will be held on:

Wednesday 20<sup>th</sup> January 2021

Wednesday 21<sup>st</sup> April 2021

Wednesday 21<sup>st</sup> July 2021

The meetings will all be held over Zoom and take place at 15:00 (3pm).

**Interested in joining? Simply email or call:**  
**Email:** [autismservice@citizensadvicemidmercia.org.uk](mailto:autismservice@citizensadvicemidmercia.org.uk)  
**Tel:** 01332 228 790

The first meeting will host visiting speaker Ben Holmes – founder of Autism & Neurodiversity Coaching in Chesterfield. He will be talking about ASC & ADHD.





**Employment/ Training**



Website

National Careers service give free and impartial information, advice and guidance about career opportunities, learning and employment to any Derbyshire residents aged 19 years and over and to those aged 18 who are not currently in education, employment or training.



### Have you recently been furloughed?

**National Careers Service COVID-19 Activities**

Do you need help to make decisions on learning, training and work opportunities?  
The service offers confidential and impartial advice.  
This is supported by qualified Careers Coaches.

Please contact [ncs.scans@derbyshire.gov.uk](mailto:ncs.scans@derbyshire.gov.uk) or 07812 473033/07812 473034 for more information.

Date of publication: 28/04/2020





## National Careers Service

Do you need help to discover your digital skills and to look for online learning/courses?

Derbyshire County Council National Careers Service offers information, advice and guidance to adults on employment and learning.

Our staff are:

- Experienced and qualified to a minimum of Level 4 in Information, Advice and Guidance
- Friendly, supportive and adaptable to learner needs
- Impartial and able to advise on and refer to a wide range of local provision

During the COVID-19 outbreak our centres are closed for face-to-face appointments, but we're still offering impartial information, advice and guidance in other ways. Support will be available via telephone, Skype, text and / or email.

Please get in contact with your local Careers Coach as listed below:

- Chesterfield (Dronfield/Staveley/Alfreton/Eckington) contact Wendy Leigh 07717 303855
- Derbyshire Dales (Matlock/Ashbourne/Belper) contact Yvonne Power 07967 308873
- Erewash/South Derbyshire (Ilkeston/Long Eaton/Heanor/Swadlincote) contact Chris Ellerington 07896 804096
- High Peak (Buxton/Glossop/New Mills) contact Sarah Kelly 07967 391263
- North East Derbyshire (Clay Cross/Bolton/Shirebrook) contact Becky Stancil 07767 670797





## Derbyshire Careers Service

Not sure what you want to do? Free impartial careers advice will help

Derbyshire County Council Careers Service offers information, advice and guidance to adults on employment and learning.

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## Derbyshire Careers Service

Do you need help updating your CV and uploading this to job search sites?

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## AMAZING CONSERVATION TRAINING OPPORTUNITY

*Are you passionate about wildlife and nature? Do you want to work in conservation, but haven't got the practical experience and qualifications?*

We're excited to offer full-time, funded traineeships based at Derbyshire Wildlife Trust to gain a level 2 qualification in environmental conservation and a bursary of over £11,000.

No previous qualifications are required – you just need to be over 18, have enthusiasm for the natural world and be ready to learn new skills.

### *Interested?*

Find out more at [www.derbyshirewildlifetrust.org.uk/working-nature](http://www.derbyshirewildlifetrust.org.uk/working-nature) and if it sounds like an opportunity for you, fill out the expression of interest form.

If you have any questions please contact us on [enquiries@derbyshirewt.co.uk](mailto:enquiries@derbyshirewt.co.uk) or 01773 881188



[www.derbyshirewildlifetrust.org.uk/working-nature](http://www.derbyshirewildlifetrust.org.uk/working-nature)

*Defending wildlife, restoring landscapes, inspiring people*



### FREE Online Drug and Alcohol Training

Derbyshire Alcohol Advice Service and Derbyshire Recovery Partnership are continuing to offer free drug and alcohol training during this time despite the disruption caused by Covid-19.

Our training is currently being delivered online and we are breaking it down into independent modules. The first modules are available and being offered free now.

Spaces are currently available on the following training:

**Thurs 1st Oct** - [Substance \(Drug\) Awareness](#)

**Tues 13th Oct** - [Substance \(Drug\) Awareness](#)

**Thurs 5th Nov** - [Alcohol Awareness](#)

**Tues 17th Nov** - [Substance \(Drug\) Awareness](#)



These course are all FREE to health, social and community staff and volunteers working with adults in Derbyshire and can be booked at <https://alcoholadvice.eventbrite.com>

### Working Ways

Effective employment support for people with a disability.

For full details visit the website below or call on 08000155332

**Website**



In an effort to get you some extra skills and give you the opportunity to help get your local communities back on their feet, National Citizen Service (NCS) will be running “Keep Doing Good”.

NCS this summer will be a 2 week programme delivered across August in your community, where 15-17 year olds will work in teams guided by NCS staff to Keep Doing Good.

Week 1 will give you brand new skills such as leadership, team building, presentation skills and the chance to plan your very own social action project. This will include workshops and activity sessions.

Week 2 will allow you to create and carry out your very own social action and volunteering projects. Helping the community where it needs it the most.

It's an exciting opportunity and the best thing is...it's completely free. So if you're looking for a new challenge or a chance to get out the house and make a difference, visit [wearencs.com](http://wearencs.com) and register today! Don't worry this won't stop you from doing the autumn 2020 or summer 2021 programmes.



[Website](http://wearencs.com)

Decisionz magazine for young people offering advice and support.. <http://magazine.decisionz.co.uk/books/qdus>





# Derbyshire Careers Service

Have you been made redundant and need help finding new employment?

Derbyshire County Council Careers Service offers information, advice and guidance to adults on employment and learning.

Our staff are:

- Experienced and qualified to a minimum of Level 4 in Information, Advice and Guidance
- Friendly, supportive and adaptable to learner needs
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## Derbyshire Careers Service

Not sure what you want to do? Free  
impartial careers advice will help

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## Derbyshire Careers Service

**Do you need help to discover your digital skills  
and to look for online learning/courses?**

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# Derbyshire Careers Service

## Information of our service during the Covid-19 outbreak

Our centres are currently closed for face-to-face appointments, but we're still offering impartial information, advice and guidance in other ways. Get in touch if you're looking for work, training, education and / or recently been made redundant?

Derbyshire County Council Careers Service are continuing to work to support Derbyshire residents and are open to referrals. This support will be via telephone, Skype, text and / or email.

Please get in contact with your local Careers Coach as listed below:

- Chesterfield (Dronfield/Staveley/Alfreton/Eckington) contact Wendy Leigh 07717 303855
- Derbyshire Dales (Matlock/Ashbourne/Belper) contact Yvonne Power 07967 308873
- Erewash/South Derbyshire (Ilkeston/Long Eaton/Heanor/Swadlincote) contact Chris Ellerington 07896 804096
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**Addiction Support  
Chesterfield**

**krysallis**

Chesterfield Gambling Support

[Krysallis](#) (Yorkshire inc. Chesterfield)

[enquiries@krysallis.org.uk](mailto:enquiries@krysallis.org.uk)

**01423 857939**



## Addiction support

### Change Grow live

Supporting young people who are using drugs or alcohol, feel they have a problem and want some help. We're not here to judge you or tell you what to do, but we can help you make the changes you want to make.



[website](#)

Supporting children who are seriously affected by someone else's substance misuse.



[Website](#)

### Derbyshire Recovery and Peer Support Service

The Derbyshire Recovery and Peer Support Service has set up a helpline.

Monday to Friday - 09.00 - 17.00

(Will be reviewed regularly and times/days could be expanded).

**Telephone:**

01773 303646

**Email:** [derbyshire@cgl.org.uk](mailto:derbyshire@cgl.org.uk).





### National Gambling Helpline

24/7 service, ran by Gamcare, core element of the National Gambling Treatment Service

For both harmful gamblers and affected others.

Work through some immediate strategies to try and reduce the gambling in the short-term.

Can also place referral for the person to access specialist partner service in their local area.

**0808 8020 133**

online help for problem gamblers

**gambling  
therapy**

<https://www.gamblingtherapy.org/en/gambling-therapy-presents-gt-app>

Providing the tools and information to build digital resilience, educate and safeguard young people against problematic gambling and gaming.



<https://www.ygam.org/>



## GamCare Midlands partner Aquarius

[gambling@aquarius.org.uk](mailto:gambling@aquarius.org.uk)

[0300 456 4293](tel:03004564293)

CBT and various psycho-social intervention techniques, group-based gambling recovery courses.

We would refer a severely harmful gambler to Aquarius, our local Gamcare partner service, for specialist support. As many sessions as a client wishes, can be conducted via telephone or in person.







**Support for Children  
and Young People  
Chesterfield**

**Queen's Park Youth Club**

There is a limit to how many can attend (max 15) so people **must** book their place beforehand at <https://www.derbycountycommunitytrust.com/events/category/inclusion-sessions>, first come first served.

*When there, select more info on the session you wish to attend, select the dates and add to basket.*

*When you have done this, it will ask you to check out and add your details. There is no payment required.*

**For young people of Rother area only**

**Football at Queen's Park for 13-18 year olds Fridays, 5.30-7.00pm**

Please arrive ready to play and meet us at the old 3G pitches



Fairplay supports children and young people with disabilities and additional needs, and their families, across North Derbyshire

<https://www.fair-play.co.uk/>



Support for Children  
and Young People

CAMHS - Supporting bereaved children during the outbreak of

Covid-19

The outbreak of Covid-19 means that many aspects of our lives have changed. School is closed for most, lots of families are working from home, and we are all having to spend more time apart. The news is full of talk of the virus and the effect it is having. Many children and young people will have questions and worries about the virus, but those who have experienced the death of someone important or who have an ill family member might be particularly worried. This has been created to provide information to help professionals feel more informed about how best to support children, young people and their families with bereavement.

To view full information please click link below

[CAMHS - Supporting bereaved children during the outbreak of Covid-19](#)

Childrens guide to Coronavirus

[Website](#)

UNICEF for Every Child



[Website](#)

ONLINE Postal Condoms

[Website](#)

**What support do they offer?** Information and advice on managing anxiety, bullying, internet safety, staying safe and a place you can speak to trained councillors.

**Telephone:** 0800111 1

**Online Chat:** Available on their website

**ChildLine – [Website](#)**

**childline**

ONLINE, ON THE PHONE, ANYTIME  
[childline.org.uk](http://childline.org.uk) | 0800 1111



**Action for Children - [www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)**



**What support do they offer?** We protect and support children and young people, provide practical and emotional care and support, ensure their voices are heard, and campaign to bring lasting improvements to their lives. Offering support around fostering, adoption and through resources.

Daily tips and tricks on how to boost your wellbeing/ Feel Good Booklet

### **Website**

### **Papyrus**

Papyrus provides confidential support and advice to young people under the age of 35 who are experiencing thoughts of suicide, and anyone worried about a young person at risk of suicide.



**PAPYRUS**  
PREVENTION OF YOUNG SUICIDE

[Website](#)



[Derbyshire Carers Association](#) (DCA) run support services for Young Carers in Derbyshire

Young people's experience of loneliness in spring/ summer 2020 lockdown and beyond

You can read the new [leaflet here](#).

<https://lonelynotalone.org/>





## Mermaids

Mermaids has been supporting trans and gender-diverse children, young people, and their families since 1995.



Website

Talk to us on  
0808 801 0400

## Helpline Open Monday to Friday, 9am to 9pm

Calls to Mermaids are confidential and any details recorded will not be shared with a third party. All staff, trustees and volunteers are required to comply with our Privacy and Confidentiality policies.

If you wish to know more about our Confidentiality, Privacy and Safeguarding policies please see below.

## New online access for Sexual Health Services

Your Sexual Health Matters @ Home! Derby and Derbyshire Sexual Health Services now have a number of services that you access from the comfort of your own home.

The following new services are free, confidential and non-judgemental:

- Condoms by post – this includes C-Card for 13-24 year olds and 24 years+
- Oral contraception – virtual assessment and prescriptions posted out
- Postal emergency contraception (over 16s only). Under 16s can still contact the service to request emergency contraception via our information and booking line
- STI & HIV testing – including treatment for chlamydia by post
- Virtual sexual health promotion advice
- Photo diagnosis for lumps, bumps and warts (18 years old and over)

For more information visit the website: [www.yoursexualhealthmatters.org.uk](http://www.yoursexualhealthmatters.org.uk)  
or Information and Booking line: 0800 328 3383.







Derbyshire  
Healthcare Support  
Children | Parents | Teenagers

# CHAT HEALTH

WE HELP 11-19 YEAR OLDS  
WITH ALL KINDS OF THINGS:

HEALTHY EATING

BULLYING

SMOKING

ALCOHOL

MENTAL HEALTH

RELATIONSHIPS

It's safe and easy for you to speak to a qualified health professional. Just send a text, you don't have to give your name.

Discreet and quick, it only takes one message to start making a difference...

SCAN THE QR CODE  
TO FIND OUT MORE

TEXT US FOR **CONFIDENTIAL** ADVICE AND SUPPORT

**07507 330025**

**YSHM**  
@Home

Access free, discreet & confidential sexual health services direct to your home

Condom & tube by post

Emergency contraception

Virtual sexual health protection advice

STI & HIV testing

Photo diagnosis

Visit: [www.yoursexualhealthmatters.org.uk](http://www.yoursexualhealthmatters.org.uk) to request our online service

Information & Booking Line: 0800 328 3383

This service is funded by Derbyshire County Council and delivered by Derbyshire Community Health Services NHS Foundation Trust.

your sexual health matters

DERBYSHIRE County Council

July 2020



This service is funded by Derbyshire County Council and provided by Derbyshire Community Health Services NHS Foundation Trust



 Derbyshire LGBT+



Derbyshire's ONLY Specialist LGBT+ Youth Service

We are running a new weekly online sessions for young people who are 11 to 13 years old and live within Derbyshire.

Contact Sally for more information:

[sallyh@derbyshirelgbt.org.uk](mailto:sallyh@derbyshirelgbt.org.uk)

**11-13 years old?**  
**Live within Derbyshire?**

Get in touch with us to find out more information.

01773 833 833

[youngcarers@derbyshirecarers.co.uk](mailto:youngcarers@derbyshirecarers.co.uk)

[www.derbyshirecarers.co.uk](http://www.derbyshirecarers.co.uk)



**DERBYSHIRE**  
**YOUNG**  
**CARERS**

## COVID-19 PANDEMIC SERVICE

SUMMER / AUTUMN 2020

The Young Carers Service is still operating and taking on new referrals.

Young Carers on the service might receive:

- Telephone calls with their support worker
- Video calls with their support worker
- Video calls with other young carers to take part in games and activities
- Activity packs through the post
- Home visits outdoors in gardens or on doorsteps with their support worker
- School visits, or video calls, while at school with their support worker
- Family support telephone calls or text messages
- Email resources and information

Group activities and outings are not currently operating due to COVID-19, but will re-start as soon as they can be done safely.



Please get in touch:

Email	<a href="mailto:youngcarers@derbyshirecarers.co.uk">youngcarers@derbyshirecarers.co.uk</a>
Facebook	@dcayoungcarers
Twitter	@derbyshirecarer
Instagram	@youngcarersderby



## Are you worried about a child during Covid-19 in England?

There's now one co-ordinated response centre: See, Hear, Respond

In England, call 0800 157 7015 or visit [barnardos.org.uk/see-hear-respond](https://barnardos.org.uk/see-hear-respond)

Funded by the Department for Education and managed by Barnardo's, See, Hear, Respond will contact every referral so no child gets missed.

We'll then find a partner best placed to support the most isolated and at risk children in your area.

They'll get help in one or more of four ways:

- ☑ a self-service online hub of support and information
- ☑ online support including advice, guidance, and one to one and group therapy
- ☑ direct, face to face intervention, or
- ☑ helping children and young people reintegrate back into school.

Don't hesitate to call between 9am-9pm Monday-Friday, and 10am-6pm on Saturday and Sunday.



Funded by  
  
Department  
for Education

Believe in  
children  
 Barnardo's

## Is Covid-19 hurting your family?

Struggling to cope?

Feeling isolated?

Worried for your children?

There's somewhere safe to get help and support.

**Call us free on 0800 157 7015**

**We're there 9am-9pm Monday to Friday, and 10am-6pm at weekends.**

Or visit [barnardos.org.uk/c19](https://barnardos.org.uk/c19)



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children  
 Barnardo's





## **Is lockdown making you worried or sad?**

Family finding it tough?

Nervous about going back to school?

There's somewhere safe to get help and support.

**Call us free on 0800 157 7015**

**We're there 9am-9pm Monday to Friday, and 10am-6pm at weekends.**

**Or visit [barnardos.org.uk/c19](https://barnardos.org.uk/c19)**



**Believe in  
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 **Barnardo's**



**Volunteering**  
**Chesterfield**

If you would like to volunteer in Children's Services for the Chesterfield Area, please contact your Youth and Community Engagement Workers

**Name: Roni Green and Susan Wragg**

**Contact details-**

**Roni Green - mobile-07717355716 (work- 01629 533896)**

**email [roni.green@derbyshire.gov.uk](mailto:roni.green@derbyshire.gov.uk)**

**Susan Wragg - mobile-07900608343 (work- 01629 536555)**

**email [susan.wragg@derbyshire.gov.uk](mailto:susan.wragg@derbyshire.gov.uk)**



If YOU still have some time available do get in touch, as each person makes a huge difference. 01246 276 777 or [in-fo@chesterfieldvc.org.uk](mailto:info@chesterfieldvc.org.uk)



*The Chesterfield and North East Derbyshire Council for Voluntary Service and Action Limited*

Contact Links CVS on: 01246 274844

Or email: [info@linkscvs.org.uk](mailto:info@linkscvs.org.uk)

**Chesterfield COVID-19 support directory**

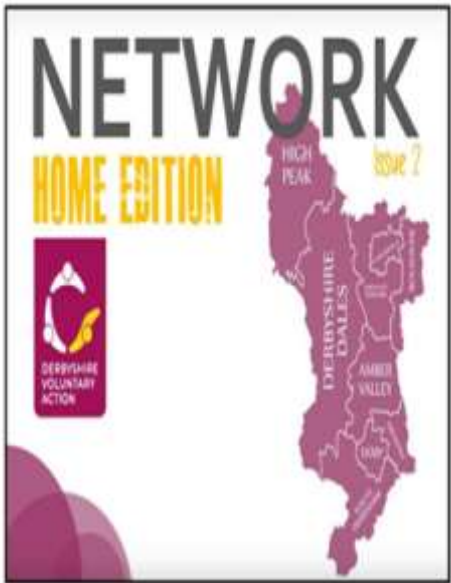
Comprehensive directory providing details such as:

- national and local resources
- support on how to stay active as well as health and wellbeing information
- where to get home food deliveries as well as emergency food provision
- personal and business financial support and guidance
- resources for children and parents

The directory can be accessed here - <http://ow.ly/Nqir50zjdrz>

Please use the contact link at the top of the page to suggest corrections or contributions to the information in the directory, making sure you select 'other.'

Network Home Edition - Issue 2



Derbyshire Voluntary Action are delighted to share our second Network Newsletter Home Edition. We hope you find it packed full of inspiring and useful information!

As always, we remain committed to supporting our voluntary sector, and we hope that the information shared in this newsletter allows you to feel connected to what is happening within our communities in Derbyshire.

You can view our Network Home Edition - Issue 2 [HERE](#) or download the [PDF](#)

If you have any news you would like featured in the next issue please email [ra-chel@dva.org.uk](mailto:ra-chel@dva.org.uk)

So here's the thing. As the lockdown is released, many of our wonderful volunteers are having to return to work. Perfectly understandable, but we really need to replace them. If you can help with our shopping and delivery service in any way, PLEASE let us know asap. Thanks. 01246 276 777 | [chesterfieldvc.org.uk](http://chesterfieldvc.org.uk)

**URGENT ... URGENT ... URGENT ..**

If you can help with our shopping and delivery service in any way,  
PLEASE let us know asap. Thanks.

**01246 276 777**



**Volunteers Needed**

Chesterfield Volunteer Centre needs help to support its To Your Door service.

Volunteers will help support the community with food shopping and prescription deliveries.

To find out more  
email: [info@chesterfieldvc.org.uk](mailto:info@chesterfieldvc.org.uk)  
or call: 01246 276777.





## **COVID-19 Book: Share Your Story – submit your photos, art, poems and short stories**

Derbyshire Voluntary Action is to publish a book documenting the Covid-19 Pandemic as seen through the eyes of Chesterfield, North East and Bolsover residents...but we really need your help in doing this.

- **Do you have interesting photos of bad haircuts, VE Day celebrations, volunteer's delivering food parcels, deserted streets and queues outside supermarkets?**
- **Have you kept a diary during this time or have you expressed yourself in a short story or poem?**
- **Have you or your children created rainbows for your windows or a scarecrow in your garden?**

**Maybe you now feel inspired to create something?**

Submissions will be welcomed from amateur and professional artists, poets, photographers, creative writers, crafters, whether you are the young, the elderly, volunteers, survivors of Covid-19 or the bereaved...everyone has their own unique story that deserves to be told and preserved for future generations. This book aims to unite us through a common goal, celebrating how we rose to an unprecedented challenge and showed that community spirit is alive and kicking.

Allow your creativity to record your experience and consider the ways you've dealt with the changes, the ups and the downs, the feelings of isolation and loneliness and let's not forget the heart-warming stories, the acts of kindness towards strangers and elements of lockdown we may not want to lose!

With your permission the work you submit will be featured in the Covid-19 book, our Network magazine, Derbyshire Voluntary Action website's COVID 19 page, social media platforms and when it is safe to do so, an event for us all to meet and view the array of submissions.

### **Our Vision Our Future receives the Queen's Award for Voluntary Service.**

Our Vision Our Future is a voluntary group based in Chesterfield Derbyshire. We have been honoured with the Queen's Award for Voluntary Service, the highest award a voluntary group can receive in the UK.

**Please click links below for more information**

[Queens Award press release](#)

[QAVS June 1 2020 power point](#)

[Photos](#)



**Coronavirus (COVID-19): health, care and volunteer workers parking pass and concessions**

This guidance describes the terms of use around the government's free council car parking scheme for NHS workers, social care workers and NHS Volunteer Responders.

**Derbyshire Carers Telephone Befriending**

Telephone Befriending at Derbyshire Carers Association (DCA) is a regular friendly call from a fully trained volunteer to help alleviate isolation and provide some company and light conversation to adult Carers (over 18) within Derbyshire (not Derby City). DCA phone volunteers give support, reassurance, a listening ear.



The DCA Telephone Befriending service is continuing to run in the usual manner throughout the COVID-19 period. DCA established Volunteer callers are continuing to make their calls from home, as usual, to Carers they have previously been matched with, as well as any new Carers needing a chat. DCA Peer Support staff are also helping to provide befriending calls to isolated Carers during this time of increased need.

During the COVID19 period DCA are able to continue to offer support from their Telephone Befriending service to those Carers who are, or have become, more isolated or who are extremely vulnerable. Support and signposting can also be provided during the calls, where the Carer is in need of other information and local support.

If you feel you as a Carer would benefit from telephone support, or wish to discuss the Telephone Befriending, please contact DCA on: 01773 833833

**British Red Cross online training course for coronavirus volunteers**

Whether you're volunteering with a charity or lending a hand to a neighbour, this step by step guide tells you how to look after yourself and others. This training was designed by the British Red Cross for anyone who is responding to the coronavirus outbreak. Whether you've been deployed by a charity or have decided to lend a hand to a neighbour, it tells you what you need to know to look after yourselves and others. The content of this course will be regularly updated to reflect the latest situation and advice from government.



[Website](#)





**Any other Local info.**

Derbyshire Carers Association (DCA) run support services for Young Carers in Derbyshire



Young people's experience of loneliness in spring/ summer 2020 lockdown and beyond

<https://www.carersinderbyshire.org.uk/young-carers>





**Any other Local info.**  
**Chesterfield**

Inclusive Pedals has been given funding by Cycling UK to provide a number of free basic bike services for key workers (as defined by the government list).

It includes collection and delivery within 10 miles of Chesterfield, if more extensive work is required it will act as part payment.

More details on [www.inclusivepedals.org.uk](http://www.inclusivepedals.org.uk)

We are also restarting the popular Dr Bike workshop in the Queen's Park north car park on Saturday June 6th. Again this provides free repairs but for anyone, any new parts used are charged at more or less cost. We are operating a booking system to aid social distancing although you can just turn up but may have to wait.

Slots can be booked here <https://cal.smoothbook.co/5ec245e8368405403b21eee6#/class>

*The*  
**BIG BIKE REVIVAL**  
For Key Workers

Free bike service in Chesterfield for key workers

more details;  
[www.inclusivepedals.org.uk](http://www.inclusivepedals.org.uk)

or 07834838076



Free services to keep key workers cycling  
[BigBikeRevival.org.uk](http://BigBikeRevival.org.uk) #BigBikeRevival

**we are cycling**  
The National Cycling UK



[Newsletter](#)







# Cooking Class

## Announcement

**November**

Due to escalations in safety protocols by the government, we regret to announce that we are cancelling our cooking class on the 4th of November.

**Register for our  
December class:**  
[bit.ly/AACReg](https://bit.ly/AACReg)









ASIAN ASSOCIATION  
Chesterfield & N Derbyshire

**Cultural Exchange  
Programme for Kids**  
(2 - 11 years)



Fun-Learn  
DAY BOARDING SCHOOL



Children will learn about Diwali and Children's Day (India) and Halloween and Remembrance Day (UK)

India

United Kingdom

**Session 2 - Themed Storytelling and Crafting**

When: 11:00 a.m. Saturday 14th November 2020    Where : Zoom Call

Games and Crafts | Storytelling | Free Entry!

**REGISTER TO GET LINK:**

**INDIA**

Call: 033 24699575, +91 9830041828  
Email: [uditac@gmail.com](mailto:uditac@gmail.com)

**UNITED KINGDOM**

Call : 01246 297452, 07517470353  
Email: [asianassociation@OBTmail.com](mailto:asianassociation@OBTmail.com)

Organised by Asian Association of Chesterfield and North Derbyshire and Fun-Learn Day Boarding School, Kolkata, India



ASIAN ASSOCIATION  
Chesterfield & N Derbyshire

**Cultural Exchange  
Programme for Kids**  
Cross-Border Nativity Play!  
(2 - 11 years)



Fun-Learn  
DAY BOARDING SCHOOL



India

United Kingdom

**Session 3 - A Nativity Play Like No Other!**

When : 11:00 a.m. Saturday 12th December 2020    Where : Zoom Call

One-of-a-kind, Cross-border Nativity Play | Free Entry!

**REGISTER NOW TO VIEW OR PARTICIPATE !**

**INDIA**

Call: 033 24699575, +91 9830041828  
Email: [uditac@gmail.com](mailto:uditac@gmail.com)

**UNITED KINGDOM**

Call : 01246 297452, 07517470353  
Email: [asianassociation@OBTmail.com](mailto:asianassociation@OBTmail.com)

Organised by Asian Association of Chesterfield and North Derbyshire and Fun-Learn Day Boarding School, Kolkata, India