

Locality: Bolsover and North East



Covid-19 - Community updates

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

Name: Tina Eltringham

Email: tina.eltringham@derbyshire.gov.uk

Mobile: 07785381128

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

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Foodbanks: Bolsover and North East



Market Share Stall

Brockley Primary School working with FareShare and the local community of Shuttlewood has created a food bank called 'Market Share Stall' to support families during this unprecedented time.

This food bank is for families and individuals who may be struggling and need supplies to get them through.

Every Tuesday morning from 8:30am

If you would like a free food parcel then please contact school on: **01246-823344** and leave a message or email: headteacher@brockley.derbyshire.sch.uk with your details and request.



Clay Cross Foodbank (Voucher required from referrer)

www.claycross.foodbank.org.uk

Community of Christ Church, Thanet Street, Clay Cross.

Operating only as a delivery service.

Phone: 07899878398 (All enquiries)

Email: info@claycross.foodbank.org.uk

Please use email address where possible not phone number.

The word 'freedom' in white lowercase letters on an orange rectangular background.

Freedom Community Project

www.fcgroup.org.uk

Due to Coronavirus disease (COVID-19) all centres will be closed until further notice. The food bank is still operating and they are delivering to people that are isolated. They are offering the advice service over the phone and via video link.

Phone: 0300 302 0334

Email: info@fcgroup.org.uk



Rhubarb Farm

Fresh vegetable bags

£3 for Regular feed 2 x adults

£4 for Large 2 x adults 1 x child or Family

Referral to anita@rhubarbfarm.co.uk.

They can be collected or £1 delivery charge to local villages (Shirebrook, Langwith, Whitwell, Clowne)





Grace Food Bank

www.gracefoodbanksheffield.org.uk

240, Low edges Road, Sheffield.

Referral - Email form on website.

Phone: 07580516512 (Referrals)

Phone: 07964896283 (General enquiries)



Limestone House

www.limestonehousecreswell.com

Food bank open Monday to Friday 10:00am – 2:00pm

Limestone House Foodbank service including Creswell, Hodthorpe, Whitwell and Bakestone Moor.

Phone: 01909 724061

Email: creswell_res_point@yahoo.co.uk

Living Hope Food Bank – Holmewood

Abundant Life Christian Centre, Tibshelf Road, Holmewood

Open Wednesdays 12:00pm – 1:30pm

They offer a 24/7 emergency service.

Lead contact: Tokkie Haywood

Phone: 07940845805

Email: tokkie@uwclub.net



Mickley Infant School

Offering food to the community.

Collection from outside of the school.

Morton Food Hub

2 Main Road, Morton, Alfreton DE55 6GT

Open Monday, Wednesday and Friday 10:00am – 12:00pm

Food parcel collection by prior arrangement – please don't just turn up. Referrals accepted by other organisations.

Phone: 01773874324 – Only during food bank opening hours



New Hope Food Bank (Referral from agency)

www.newhopefoodbank.org.uk

Norwood Industrial Estate, 3, Rotherham Close, Killamarsh.

Area's covered: Creswell, Clowne, Dronfield, Eckington, Killamarsh & Renishaw.

Phone: 07939950713 (All enquiries)

Email: michelle@newhopefoodbank.org.uk



Shirebrook Christian Centre

www.thebrookccc.co.uk/foodbank.php

The Brook Community Church and Centre

Food Bank is open: Friday 9-5pm

Phone: 01623 744371 Mobile: 07726223557

Email: enquiries@brookccc.co.uk



South Normanton Foodbank (Voucher required from referrer)

www.southnormantonarea.foodbank.org.uk

St Michael and All Angels Church, Church Street, South Normanton.

Open Tuesdays 1:30pm – 2:30pm and Friday 1:30pm – 2:30pm

Phone: 07999551691

Email: info@southnormantonarea.foodbank.org.uk



Tibshelf Infant & Nursery School

www.tibshelf-inf.derbyshire.sch.uk

Food bank open Monday to Friday 10:00am – 2:00pm

In addition there is a shoe bank and library outside school for the community to access.

Phone: 01773 872571

Email: headteacher@tibshelf-inf.derbyshire.sch.uk

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.

<https://www.gov.uk/government/news/cash-support-for-food-redistribution-during-coronavirus-outbreak>

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

www.trusselltrust.org

enquiries@trusselltrust.org



Rural Action Derbyshire

www.ruralactionderbyshire.org.uk

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



Money and Finance: Bolsover and North East



Citizens Advice

<http://www.nedcab.org.uk>

At Citizens Advice North East Derbyshire, we give free, independent, confidential and impartial advice on a wide range of subjects which includes benefits, debt, housing, employment, consumer, legal, relationships, and immigration. We are continuing to offer a service during lockdown via telephone and webchat. Phone: 0300 456 8427 Our lines are open Monday-Friday 10am-2pm.



Derbyshire Law Centre Due to recent Government guidelines, we have closed our office until further notice.

However, we continue to provide free legal advice by telephone and email.

We are also representing tenants at County Court by telephone but please contact us first. If you require advice, please contact us by:

Phone: 01246 550674 / 0800 707 6990

Text: 07781 482 826

Emails: dlc@derbyshirelawcentre.org.uk

Telephone for deaf people: 18001 01246 550 674



Release

www.releaseonline.org.uk

Release is open for telephone help and support during the crisis with finances, budgeting and more.

Email: info@releaseonline.org.uk

Phone: 01773 306289 Text: 07932088331





Money and Finance:

Derbyshire Discretionary Fund

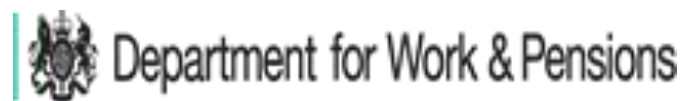
The Derbyshire Discretionary Fund (DDF) can provide grants or emergency cash payments if you are in urgent need of financial help following a crisis or disaster.



[Website](#)

Department for Work & Pensions

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



[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](#)

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](#)





Money Advice Service

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



[website](#)

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

Employment Help



[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,

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-



0300 555 2222

Text a report

07860022116

shark@stoploansharks.uk
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.



Website



Criminals are exploiting the COVID-19 pandemic to try and get their hands on your money and personal information. **To date, Action Fraud has received reports from 2,378 victims of Coronavirus-related scams, with the total losses reaching over £7 million.**

How you can protect yourself from Coronavirus-related scams:

There are some simple steps you can take that will protect you from the most common Coronavirus-related scams. Here's what need to do:

1 - Watch out for scam messages

Your bank, or other official organisations, won't ask you to share personal information over email or text. If you receive an email you're not quite sure about, forward it to the Suspicious Email Reporting Service (SERS): report@phishing.gov.uk

2 - Shopping online

If you're making a purchase from a company or person you don't know and trust, carry out some research first, for example, by checking to see if others have used the site and what their experience was. If you decide to go ahead with the purchase, use a credit card if you have one, other payment providers may not provide the same protection.

3 - Unsolicited calls and browser pop-ups offering tech support

Never install any software, or grant remote access to your computer, as a result of a cold call. Remember, legitimate organisations would never contact you out of the blue to ask for financial details such as your PIN or full banking password.

NHS Test and Trace scams:

The NHS Test and Trace service plays an important role in the fight against coronavirus and it's vital the public have confidence and trust in the service. However, we understand the concerns people have about the opportunity for criminals to commit scams.

What you need to know:

Contact tracers will **only call you from the number 0300 013 5000**. Anyone who does not wish to talk over the phone can request the NHS Test and Trace service to send an email or text instead, inviting them to log into the web-based service.

All text or emails sent by NHS Test and Trace will ask people to sign into the contact tracing website and will provide you with a unique reference number. We would advise people to **type the web address** <https://contact-tracing.phe.gov.uk> **directly into their browser**, followed by the unique reference number given to you, rather than clicking on any link provided in the message.

The NHS Test and Trace service will never:

- ask you to dial a premium rate number to speak to them (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product or any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

If you think you have been a victim of fraud, please report it to Action Fraud at <https://www.actionfraud.police.uk> or by calling 0300 123 2040. If you live in Scotland, please report directly to Police Scotland by calling 101.



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 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

Providing support for people experiencing financial difficulties

<p>About Money Sorted in D2N2</p> <p>Money Sorted in D2N2 provides support and personally tailored interventions for people experiencing financial difficulty. It can help you take control, build your confidence and skills and help you tackle barriers and problems in order to improve your financial well-being for the longer term.</p>	<p>How is the project funded?</p> <p>'Money Sorted in D2N2' is a project funded as part of the 'Building Better Opportunities' programme in D2N2. The project is funded by the European Social Fund and The National Lottery Community Fund.</p>	
<p>Who is it for?</p> <p>Anyone who is experiencing financial difficulties and worries and would like some support. It is for people living in either Derby, Derbyshire, Nottingham or Nottinghamshire.</p> <p>You need to be of working age and either unemployed or not in paid work at the time of starting.</p>	 <p>I have been very happy with the service provided by Money Sorted. It has been a big help to me to move forwards and also have an understanding of money situations to deal with.</p> <p>- (participant)</p>	<p>Struggling with money?</p> <p>Would you like support to help you feel more in control of your finances? Know you need to do something but don't know where to start?</p>
<p>What does the project provide?</p> <ul style="list-style-type: none"> ➤ A personal worker working with you (a 'Personal Navigator') ➤ Assessment of your financial well-being ➤ Personal action plan ➤ Help to improve your skills, knowledge and confidence with different money issues (topics such as budgeting, banking, debt, credit, saving). This is tailored to your needs through one to one or group sessions. ➤ Option of a Money Mentor ➤ Support for referrals with your current financial circumstances (such as benefit, debt, banking). ➤ Support getting into employment, training or job search. 	<p>'Money Sorted in D2N2' helps people with money management and supports them to improve their financial well-being.</p> <p>It can help you if you are someone not in work and you live in Derby, Derbyshire, Nottingham or Nottinghamshire.</p> <p>Money Sorted in D2N2 Office Tel: 0115 908 1534 Email: info@moniesortedind2n2.org www.moniesortedind2n2.org</p>	<p>We can provide help that is tailored just to your needs. Whatever your circumstances, we provide support to make a real difference around money, improving your ability to deal with it.</p>  

<p>High Peak, Derbyshire Dales Citizens Advice Derbyshire Districts Roz McCoy (High Peak) 07866 947859 or 0300 456 8390 roz.mccoy@dcdcab.org.uk</p> <p>Mandy Simm (High Peak, Derbyshire Dales) 07494 032354 or 0300 456 8390 mandy.simm@dcdcab.org.uk</p> <p>Katy Turquoise (Derbyshire Dales) 07730 089667 or 0300 456 8390 katy.turquoise@dcdcab.org.uk</p> <p>Bolsover, Chesterfield, North East Derbyshire Derbyshire Law Centre Carmen Yates 07868 003565 or 01246 550674 carmen.yates@derbyshirelawcentre.org.uk</p> <p>Debra Parkin 07478 669499 or 01246 550674 debra.parkin@derbyshirelawcentre.org.uk</p> <p>Derbyshire Unemployed Workers Centre John Power 07870 388045 or 01246 23441 john.power@duwc.org.uk</p> <p>Amber Valley, Erewash DHA - Direct Help and Advice Charlotte Cotton 07842 129195 or 0115 9300 199 charlotte.cotton@dhadvice.org</p> <p>Tim Robinson 07752 575247 tim.robinson@dhadvice.org</p> <p>Citizens Advice Derbyshire Districts Katy Turquoise (Amber Valley, Erewash) 07730 089667 or 0300 456 8390 katy.turquoise@dcdcab.org.uk</p> <p>South Derbyshire Citizens Advice Mid Merica Tracey Harris 01283 210108 or 07498 065104 tharris@citizensadviceamidmercia.org.uk</p> <p>Laura Speirs 01283 210108 or 07470 860281 lspeirs@citizensadviceamidmercia.org.uk</p>	<p>Who to contact in your local area :</p>  <p><i>'My knowledge has increased which in turn has helped improve my confidence'</i></p> <p>Derby City Derby Advice Leanne Scaybrook 07812 300080 01332 643396 leanne.scaybrook@derbytimes.org</p> <p>Derby City YMCA Derbyshire Jenni Hewlin 07702 854324 01332 579550 jenni.hewlin@ymcaderbyshire.org.uk</p> <p>DHA - Direct Help and Advice Tim Robinson 07752 575247 tim.robinson@dhadvice.org</p> <p>Katy Frost 07793 048528 01332 579550 Katy.frost@ymcaderbyshire.org.uk</p>	<p>Buxton, Mansfield, Ashfield DHA - Direct Help and Advice Alison Parnell 01623 658 060 or 07305 802094 alison.parnell@dhadvice.org</p> <p>Mansfield Citizens Advice Jennifer Seals 07307 888327 jennifer.seals@mansfieldcab.org.uk</p> <p>Vikki Foster 0745 3798425 vikki.foster@mansfieldcab.org.uk</p> <p>Jillian Eves 0745 3793791 jillian.eves@mansfieldcab.org.uk</p> <p>Derbyshire Law Centre Debra Parkin 07478 669499 or 01246 550674 debra.parkin@derbyshirelawcentre.org.uk</p> <p>Network & Sherwood, Gedling St Ann's Advice Polly Tyler 07387 104933 or 0115 908 1534 polly.tyler@stannsadvic.org</p> <p>Broxtowe, Nottingham City, Rushcliffe St Ann's Advice Margaret Bagnall 07570 078273 or 0115 908 1523 margaret.bagnall@stannsadvic.org</p> <p>Jade Britten 07827 248747 OR 0115 9081534 jade.britten@stannsadvic.org</p> <p>Nadine Morgan 07387 104934 or 0115 908 1534 nadine.morgan@stannsadvic.org</p> <p>Nottinghamshire YMCA Samantha Collins 07398 316181 or 0115 9567600 Ext 259 samantha.collins@nottsymca.org</p> <p>Nottingham and Nottinghamshire Refugee Forum Josh Aspden (refugees) 07375 068512 josh.aspden@nottarefugeeforum.org.uk</p>
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Housing: Bolsover and North East



Bolsover District Council

Many of the council services can be accessed through using the website forms which can be found at

www.bolsover.gov.uk

Phone: 01246 242424

Email: enquiries@bolsover.gov.uk



Rykneld Homes

www.rykneldholmes.org.uk

Online form available for enquiries

Phone: 01246 217670

Email: contactus@rykneldhomes.org.uk



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.

[website](#)



Mental Health
Emotional wellbeing/
Staying active Bolsover
and North East



P4YP – Positive 4 Young People

www.p4yp.org.uk

Free 1-2-1 Phone Counselling KS3 & KS4

Wendy Majhen Mobile: 07909117442

Email: w.majhen@p4yp.org.uk



Specialist Community Advisors – CAMHS

Bolsover – Sophie Tipple

CAMHS Duty Team

Phone: 0300 123 9164 Weekdays 9:00am – 5 :00pm



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.



[Website](#)

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

Or 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

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](#)

Qwell

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.

[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

healthwatch
Derbyshire

Healthwatch Derbyshire Telephone Helpline

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

If you don't have access to the internet or can't find the information you are looking for online at: www.joineducarederbyshire.co.uk/public-info-covid-19 please get in touch.

Telephone: 01773 880786 – 10am - 3.30pm, Mon - Fri
Email: enquiries@healthwatchderbyshire.co.uk

An illustration at the bottom of the poster shows a hand pointing at a smartphone screen, a yellow speech bubble with three dots, a yellow speech bubble with a question mark, and a hand holding a telephone receiver.

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

Rethink Mental Illness

EMOTIONAL SUPPORT HELPLINE

If you need some support, a listening ear, or you just want to chat. Here at Derbyshire Recovery and Peer Support Service, we are launching our helpline to offer emotional support to you.

GIVE US A CALL ON 01773 734989
MON-FRI 9:00-17:00

An illustration at the top of the poster shows two red telephone receivers.



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

website

Online chat: Available on Facebook
www.facebook.com/derbyshirelgbt/

Email: INFO@DERBYSHIRELGBT.ORG.UK

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

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

Newsletter

Borderline Derbyshire

Newsletter of the
**Derbyshire Borderline Personality Disorder
Support Group**



Deaf-initely Women

What support do they offer? Definitely Women have created a new group for women who are deaf, deaf-blind, hard of hearing and any hearing loss.

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

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

We will be setting up Zoom topic group, we will include caption/voiceover/BSL.



[Website](#)

First Steps – Together At Home

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



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

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.

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

<https://www.actionforchildren.org.uk/support-for-parents/>



[website](#)

Child line

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

Telephone: 0800111

Online Chat: Available on their website



Winston's Wish

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](#)



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](#)



If you are a parent or carer for a child aged between 0-19 and want advice or have any worries you can text the Parents and Carers ChatHealth Service on: **07507 327754**

We can help with all kinds of things like:

- Bedwetting/soiling/toileting
- Concerns about hearing or vision
- Feeding problems
- Weaning
- Emotional wellbeing
- Behaviour
- Speech concerns

Text our confidential line 07507 327754 for advice and support

If you are aged 11-19 and want advice or have any worries text the Young People's ChatHealth Service: **07507 327104**

If you feel concerned about:

- Sexual health
- Relationships
- Emotional health
- Drugs and alcohol use
- Physical health

Text our confidential line 07507 327104 for advice and support



DERBYSHIRE County Council

Vita Minds



What is VitaMinds?

VitaMinds is your local NHS talking therapies service, known as IAPT (Improving Access to Psychological Therapies). It is a free service.

We all experience times when we feel like we can't cope, sometimes this can seem to affect our everyday lives and prevent us from doing the things we normally do. VitaMinds can help. If you are over 16 and live in Derby and Derbyshire we can support you and provide you with the tools you need to get things back on track.

How we can help

Call or refer online and our supportive team will book you an appointment with one of our therapists who will take the time to talk with you about what's concerning you and provide you with the best options and next steps that can help.

These initial appointments will usually be offered by telephone.

Talking Therapies:

For your choice and convenience, all of our therapies can be provided via secure video, self-based therapy, webinar, phone or face to face (one to one, in a group).

If you are suffering from:

- ✓ Excessive worry
- ✓ Low mood
- ✓ Depression
- ✓ Anxiety
- ✓ Social Anxiety
- ✓ Agoraphobia
- ✓ Obsessive Compulsive Disorder
- ✓ Body Dysmorphic Disorder
- ✓ Panic
- ✓ Trauma
- ✓ Specific Phobias
- ✓ A lack of motivation
- ✓ Have a Long-term health condition such as Diabetes, COPD, Chronic Pain, IBS, you are more likely to feel low in mood

VitaMinds can provide you with advice and guidance on the best options for you. We will take the time to understand what you need to get back on track.

We provide a range of evidence based talking therapies as well as advice and guidance on community services that can support you in your local area.

- ✓ Psycho-educational courses – An opportunity to learn with others about your symptoms and new coping techniques
- ✓ Computerised Cognitive Behavioural Therapy (CCBT) – You need access to a computer for this
- ✓ Self-guided therapy with phone support from a therapist. 12 months access to a range of self-help materials
- ✓ Cognitive Behavioural Therapy (CBT) – Individual talking therapy that aims to change negative thinking and develop new ways of coping
- ✓ Eye Movement, Desensitisation and Reprocessing (EMDR) – specifically for trauma
- ✓ Counselling for Depression – where you've tried CBT and prefer a counselling approach
- ✓ Mindfulness – for recurrent/repeated episodes of depression
- ✓ Couples CBT for Depression – designed to treat depression in couples where there is also relationship distress

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

Vita Minds are new NHS providers within the IAPT (Improving Access to Psychological Services) community commissioned by Derby and Derbyshire CCG.

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 [HERE](#).

People can refer themselves directly into the service either by calling 0333 0153 496 or by visiting the website and using the self-referral form [HERE](#).

Monday – Friday 8.00am – 8.00pm, Saturdays 8.00am – 12.30pm
0333 0153 496 | iapt.derbyshire@nhs.net | vitahealthgroup.co.uk/VitaMinds

NHS
Derby and Derbyshire
Clinical Commissioning Group



Online Support Schedule

Activities are running everyday via Zoom or Social Media platforms. You can get engaged with some Mindfulness sessions, learn new skills at Mental Health Training, get creative at Art Workshops or join one of our fantastic wellbeing groups where you can talk and discuss different topics with other people

(

 A poster titled 'Online Support Schedule' with the 'First Steps' logo in the top left. It lists various support activities by day of the week.

Monday	Tuesday	Wednesday	Thursday	Friday
9:00-9:20 Mindfulness Monday Morning with Clair, Mindfulness Practitioner and Specialist Support Officer 11:00-12:00 Art Workshops with Lorna Collins a great recovery spokesperson who is running creative art workshops in collaboration with First Steps	18:00-19:00 Eating Disorders in Student Services (EDISS) Group This is a continued support we offer for students in higher education struggling with eating difficulties 19:00 Live Stream Mindfulness sessions with Clair via Facebook and Instagram	16:00-17:00 Feeling Good Wednesday! with Sam, our Specialist Support Officer Themed session which will allow time for discussion. Registration required. Please contact: samr@firststepsed.co.uk	15:00-15:30 Mental Health Training with Maria, Training and Events Manager 18:45-19:45 ALTERNATIVE WEEKS WEEK 1 Kundalini Yoga for anyone interested, facilitated by Racheal. Please contact for more details lisa@firststepsed.co.uk WEEK 2 All Ages group for new and existing service users with eating difficulties facilitated by Lisa, trained nurse and training facilitator	11:00-12:00 Art Workshop with Lorna Collins a great recovery spokesperson who is running creative art workshops in collaboration with First Steps 14:00-14:30 Stress Free Friday with Ria, Chantay and Marta, our amazing volunteers who will bring some positivity, self-care and useful distractions to reduce your stress levels

ChatED
 Live Chat Support via Facebook available Monday-Friday 9-10, 12-13, 15-16 @firststepsedchated

Saturday
11:00-12:00
 Start the Weekend Right

 with Judith and Diljit, our fabulous volunteers, who run this group to support your general wellbeing, discuss different topics and bring some optimism to your coming weekend. Registration required. Please contact: rose@firststepsed.co.uk

All of the groups are free to attend and most of them are open to EVERYONE! To attend the sessions please click on the Zoom links posted on our social media or email us at info@firststepsed.co.uk for more information



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."

Active Derbyshire

What support do they offer? The School Games Organiser Network and Active Derbyshire are working together to create and publish a weekly programme of activities to help schools to support parents and carers to maintain an active routine for children and young people whilst at home.

[Website](#)



Derbyshire Dementia Support Service

To view information please click link below

[Flyer](#)





Relate Derby (www.relatederby.org.uk) has been commissioned by NHS England to provide counselling services free to residents of Derby and Derbyshire and these can be accessed immediately. Due to the Covid-19 pandemic, we are delivering all our counselling services remotely via webcam and telephone. Please contact us on 01332 349177 or 07741193484 info@relatederby.org.uk.

IAPT (Improving Access to Psychological Therapies) counselling for couples and young people (16-18years).

People can access this free service if they are registered with a Derby or Derbyshire GP. Anyone who is experiencing anxiety, depression, low mood, relationship issues, loss, grief, trauma and other conditions, can contact their GP to get referred to Relate Derby or people can just contact us directly and we will advise them.

Support for children and young people's (age 5-18) emotional health and wellbeing.

If you know a child or young person who is experiencing depression, low mood, stress, panic or anxiety, or need wider emotional support due to the impact of the Covid -19 pandemic then please refer them to Relate Derby. Our specially qualified counsellors are ready to assist. This is a free service and we currently have no waiting list, so people can get access to a qualified counsellor straight away.

Counselling for people affected by Autism Spectrum Condition (ASC).

Relate Derby has a special project called 'Living Well with Autism' (LWA) which supports people with ASC who are wanting to explore their own relationships and people who have a family member with ASC. This service is free to people who are living in Derbyshire. For more information please visit our dedicated website <http://www.livingwellwithautism.org.uk/>

Our free Telephone Helpline (0808 178 9363)

This has been extended and is now running on Monday, Tuesdays and Thursdays 10am -1pm. Thanks to Foundation Derbyshire for their financial support.

Our helpline gives people the opportunity to speak directly to an experienced Relate trained counsellor without having to make an appointment.

Calls are free from landlines and most mobiles. If you are not sure whether or not you will be charged, please check with your mobile provider to confirm that 0808 calls are free before calling us.

About Relate

The Relate Federation is the UK's largest provider of relationship support, and last year we helped over 2 million people of all ages, backgrounds, sexual orientations and gender identities strengthen their relationships of all kinds. Relate Derby and Southern Derbyshire has been working locally since 1960 and is a registered (1110768) and a company limited by guarantee (4980776), 3 Wentworth House, Vernongate, Derby DE1 1UR. www.relatederby.org.uk

We're here to support people to build and maintain strong healthy relationships and improve their emotional, mental and physical well-being. We do this by delivering a range of education and training courses and counselling services for couples, individuals, family, children & young people and people with Autism Spectrum Condition who perhaps experiencing anxiety, depression, low mood/self-esteem, bereavement, grief, marriage or relationship or sex issues.

Domestic Abuse



**If you are in immediate danger
call the police 999**

**Silent Calls to the police
(if you can't speak) – 999 55**

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: derbyshiredahelpline@theelmfoundation.org.uk

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

Call 08000 198 668

Email derbyshiredahelpline@theelmfoundation.org.uk

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

Safer Derbyshire

Derbyshire 24/7 helpline



website

08000 198 668

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





Women's Aid

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



[website](#)

The Men's Advice Line

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

[website](#)

0808 801 0327

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



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

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](#)

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

<https://www.reducingtherisk.org.uk/cms/content/hestias-bright-sky-app>



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

01773 765899



Sexual Abuse



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.

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. [Website](#)

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.

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](#)

Safeguarding



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** Investigative Operations Programme
 Supported by **women's aid** and women & children are safe **NPCC** National Police Chiefs' Confederation



**DERBYSHIRE
CONSTABULARY**

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

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.





STOP HATE CRIME
0800 138 1625
24 HOUR HELP LINE

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](https://www.stophateuk.org/) 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 www.saferderbyshire.gov.uk/asb

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





As the government lockdown and social distancing measures continue, there is growing concern for children and young people who may be at risk of exploitation and abuse.

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



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.

The Childline logo, with the word 'childline' in a blue, lowercase, sans-serif font.

ONLINE, ON THE PHONE, ANYTIME
childline.org.uk | 0800 1111

[website](https://childline.org.uk)

NSPCC

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



[website](https://nspcc.org.uk)

Parental Support
Bolsover and North East



Bolsover & North East Derbyshire Children's Centres

<https://www.derbyshire.gov.uk/education/early-years-childcare/childrens-centres/childrens-centres.aspx>

Alice's View Children's Centre 01629 533266

Bolsover Children's Centre 01629 533851

Creswell Children's Centre 01629 537396

Eckington Children's Centre 01629 537169

Shirebrook Children's Centre 01629 537398

Children's Centre Co-ordinator: Julie Stanley

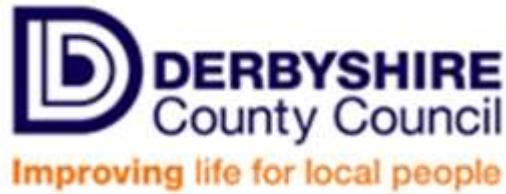


Junction Arts

<https://junctionarts.org/community-projects/voyage-of-discovery/>



Parental Support



Health Exercise and Nutrition for the Really Young (Henry)

Due to Covid-19 HENRY (Health Exercise and Nutrition for the Really Young) are not facilitating courses at present, but we are working on this being delivered virtually or signposting 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):

HENRY: <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>



Website

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.

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.





The Breastfeeding Network

Website

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

DIY Haircuts

website

Coronavirus updates

website

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

Cooking on a budget

website

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.

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



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

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.

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

Education

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.



**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/Stoneley/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 07890 804090
- High Peak (Buxton/Glossop/New Mills) contact Sarah Kelly 07967 391263
- North East Derbyshire (Clay Cross/Bolsover/Shirebrook) contact Becky Stanoll 07787 070797



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 ncc.scans@derbyshire.gov.uk or 07812 473033/07812 473034 for more information.

Date of publication: 28/04/2020



National Careers:

Please see the new National careers video below showing what services National Careers Service are offering.

[You tube link](#)



Adult Community Education News

Love learning locally
Adult Community
Education News



Silly Squad Summer Reading Challenge

A fun and free reading challenge for children aged 4-11 running from June to September. Celebrating funny books, happiness and laughter. Children are asked to share or read books, comics, jokes anything that makes them happy. These can be books they have at home or books that are downloaded for free from Derbyshire Libraries. They can join in the fun at the Silly Squad website where there are lots of games and quizzes as well as book recommendations and reviews written by children.



Delivered by the Reading Agency and supported by Derbyshire Libraries. Contact Anna Cotsell, Childrens Services Manager, Libraries and Heritage.

www.sillysquad.org.uk

www.derbyshire.gov.uk/summerreadingchallenge

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

website

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

Community Support
Bolsover and North East



Age Concern

At Age Concern we are continuing to provide our Telephone Befriending Service to anyone age 55 + who is struggling with loneliness. We cover Chesterfield, North East Derbyshire & Bolsover. Our trained volunteers can provide much needed support and someone to talk to up to 3 times a week by telephone. Anyone can refer into the service by contacting

Jo Sinclair email: tbs@ageconcernchesterfield.co.uk or

Telephone 07434 615672



Bolsover District Council – Community Support Team

www.bolsover.gov.uk

Online form to register if you are self-isolating

Derbyshire Community Response Unit CRU

We're co-ordinating a massive community response across the county to make sure vulnerable residents are supported through the coronavirus outbreak.

We're calling on Derbyshire's strong network of community groups, voluntary organisations and businesses to help by joining the Derbyshire Community Response Unit. Do you belong to a business or group that could help supply goods or services?

The Community Response Unit will help those in need by delivering services such as:

- food shopping and delivery
- checking up on people who are isolated with a phone call or online help to prevent loneliness and check whether there is anything they need
- collecting and delivering prescriptions
- preparing meals.

Residents who could be helped by the Community Response Unit include those who are self-isolating because they, or a member of their household, is at risk from coronavirus. Support will be offered to residents struggling to meet their basic needs because of financial, social and health restrictions – including pregnant women, people with some underlying health conditions and those aged 70 or over.

If you're involved in a community group, voluntary organisation or business and you have members who are below the age of 70 who are fit and well then we want to hear from you.

If you have any questions, please do not hesitate to contact us via email:

help.offered@derbyshire.gov.uk





North East Derbyshire District
Council – Community Support
Team

www.ne-derbyshire.gov.uk

Online form to register if you are
self-isolating



North East
Derbyshire
District Council

NED Expert Patient Volunteer Buddies Programme

Email :sam@dva.org.uk

Tel : 07926 361183

If you are a cancer patient, survivor or carer who would like to contact a buddy or you would like to make a difference to local cancer patients and carers by volunteering some time contact Sam

**AFFECTED BY CANCER?
WE CAN HELP**

North Derbyshire Expert Patient Volunteer Buddies
are people who have been diagnosed with cancer or cared for someone with cancer. They support others who are affected by cancer in North Derbyshire.

A Buddy can support you by

- being there with a listening ear
- providing a confidential space to talk
- sharing experience of their own cancer journey
- signposting to relevant information and/or support

If you are a cancer patient, survivor or carer who would like to contact a Buddy or if you would like to make a difference to local cancer patients and carers by volunteering some time Sam would love to hear from you!

Mobile: 07926 361183 Email: sam@dva.org.uk

North Derbyshire Expert Patient Volunteer Programme

Derbyshire voluntary action
MACMILLAN
CANCER SUPPORT

Community Support



Living Well with Dementia Online Programme



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.

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.

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.

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



Employment/ Training
Bolsover and North East



Acorn Training Ltd

www.acorntraining.co.uk

Suite 1A, Stephenson Chambers, 6-8 Corporation Street, Chesterfield, S41 7TP

Telephone: 01246 520530

Email: info@acorntraining.co.uk



Employment/ 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 or 07812 473033/07812 473034 for more information.

Date of publication: 28/04/2020



National Careers Service

[Website](#)



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/Aldreton/Eckington) contact Wendy Leigh 07717 303859
- Derbyshire Dales (Matlock/Ashbourne/Belper) contact Yvonne Power 07967 308573
- Erewash/South Derbyshire (Ilkeston/Long Eaton/Heanor/Swadincote) contact Chris Ellerington 07896 004096
- High Peak (Buxton/Glossop/New Mills) contact Sarah Kelly 07967 381263
- North East Derbyshire (Clay Cross/Bolsover/Shirebrook) contact Sue McDonald 07967 308908 or Becky Stancill 07767 870797

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.





Princes Trust
Website



Prince's Trust

A graphic for a Prince's Trust webinar. It features a cup of coffee and a plate of cookies on the left, and a tablet on the right displaying the Prince's Trust logo and text. The background is a light grey surface.

2 DAYS ONLINE

FREE BUSINESS WEBINAR:

CALL 0800 842 842

Learn all about self-employment
AND how to setup and run your
own business.

Includes marketing, invoicing, taxation,
finances, skills for business and funding.

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Join us on the
22nd & 23rd JUNE 2020
9.30am-4.30pm

**START
SOMETHING**

European Union
European Regional
Development Fund



DERBYSHIRE CARERS ASSOCIATION



Are you a Carer or concerned about a Carer during the Covid-19 crisis?

Derbyshire Carers Association support Carers who look after a friend or family member who, due to illness, disability, mental health problems or an addiction cannot cope without their help or support. We are commissioned by Derbyshire County Council to be the lead provider of Carer Services across Derbyshire.

To help us to better support our most vulnerable Carers during these difficult times Derbyshire Carers Association are offering a new supportive service to connect Carers to vital support services within their community.

We can contact carers to help them with a wide range of issues as we have 30 years of experience of working with carers

Types of help

- Help /advice to source practical help
- We have direct links with Social care
- Advice and links where to get legal and financial help
- Practical advice
- Help to make an emergency plan
- Links to befriending support, and peer support to help with wellbeing and resilience
- Specialist advice for conditions and links to other specialist services e.g. those with Dementia or Parkinson's disease and mental health

Specific help and support for Young Carers – which includes social, practical and emotional support for them and their families.

We are accepting referrals for Adult and Young Carers. To make a referral please email derbyshire.carers@nhs.net or phone 01773 833 833

Alcohol and Substance misuse support



[website](#)

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.

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.



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](#)

childline

ONLINE, ON THE PHONE, ANYTIME
childline.org.uk | 0800 1111

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

Telephone: 0800111 **Online Chat:** Available on their website **ChildLine – [Website](#)**

Action for Children - 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](#)





If you are aged 11-19 and want advice or have any worries **text the Young People's ChatHealth Service: 07507 327104**

If you feel concerned about:



Sexual health



Relationships



Emotional health



Drugs and alcohol use



Physical health

We might share information we have gathered about your safety but we won't usually share it with your family or friends. We will share it with your GP or other health professionals if we think it's necessary. Your information will be kept safe and secure. We will only use it to help you get the support you need. We will not use it for anything else. If you have any concerns about your safety, please contact your GP or other health professionals. We will only use your information to help you get the support you need. We will not use it for anything else. If you have any concerns about your safety, please contact your GP or other health professionals.



If you are a parent or carer for a child aged between 0-19 and want advice or have any worries **you can text the Parents and Carers ChatHealth Service on: 07507 327754**

We can help with all kinds of things like:



Bedwetting/soiling/toileting



Concerns about hearing or vision



Feeding problems



Weaning



Emotional wellbeing



Behaviour



Speech concerns

We might share information if we are concerned about your safety but we won't usually share it with your family or friends. We will share it with your GP or other health professionals if we think it's necessary. Your information will be kept safe and secure. We will only use it to help you get the support you need. We will not use it for anything else. If you have any concerns about your safety, please contact your GP or other health professionals. We will only use your information to help you get the support you need. We will not use it for anything else. If you have any concerns about your safety, please contact your GP or other health professionals.

Text our confidential line **07507 327104** for advice and support

Text our confidential line **07507 327754** for advice and support

Volunteering
Bolsover and North East



[website](#)

Bassetlaw CVS
Tel: 01909 476118
Email: admin@bcvs.org.uk



[website](#)

Links CVS
Tel: 01246 272844
Email: info@linkscvs.org.uk



Volunteer for Derbyshire County Council Children's Services

Bolsover & North East Derbyshire Youth & Community Engagement Worker

Tina Eltringham

Mobile: 07785381128

Email: tina.eltringham@derbyshire.gov.uk



Volunteering



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 infor-

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.



Library News

Residents who are not online but still want to find information about our library service, get help with enquiries or basic digital skills are being encouraged to ring a dedicated call-back information line for support.

[Plenty of ways to get information from your county library](#)



Any other Local info.
Bolsover and North East



Active Derbyshire is a local organisation who promote physical activity across the area

<https://www.activederbyshire.org.uk>

info@activederbyshire.org.uk



Undefeatable

<https://weareundefeatable.co.uk>

We Are Undefeatable is a campaign supporting those with long term health conditions to be more active.



Young Minds

<https://youngminds.org.uk/>

Parents Helpline: 0808 802 5544

Monday – Friday 9:30am – 4:00pm



Frank

<https://www.talktofrank.com/>

For advice, support and honest information about drugs.



The Derbyshire Scam watch team work throughout Derbyshire, raising awareness of all the latest scams. We also provide support when people have been the targets of scammers.

Our telephone number is 07925 643050.

Email: scamwatch@nedcab.org.uk

Our leaflets can be downloaded via our Website: <http://www.derbyshirescamwatch.org.uk/>

Remember anyone any age can be scammed, do not feel isolated or blame yourself, we are here to help!