

Stay Warm and Healthy this winter – who’s doing what in Derbyshire

Derbyshire Dales - www.derbyshire.gov.uk/winterpressures

Cold homes: home and heating maintenance issues; leaks; emergency heating

Direct help available to vulnerable clients to keep warmer and safer at home, such as boiler, gas or electrical repairs, water leaks and emergency heating;

Derbyshire Healthy Home Programme - The aim of the programme is to help prevent owner occupiers going into hospital, being unable to transfer out of hospital or have care delivered in their home because the house is cold and damp or unfit for habitation. This is achieved through the provision of heating installations.

The programme only receives professional referrals.

Householders need to be known to Adult Care and eligible for support. People must be fuel poor (income below £31K and savings below £24K) and have cold related health issues: Respiratory; cardiovascular; mobility; suppressed immunity or complex mental health conditions.

The team can also provide Derbyshire residents with information and advice about the Energy Company Obligation (ECO) 4 Flexible scheme, to provide energy efficiency home improvements for those on low incomes or with health conditions vulnerable to the cold. Complete referral form (in the “[Winter Pressures – winter pressures services](#)” folder) (DCC Health & Wellbeing Team only) and email to healthy.home@derbyshire.gov.uk
Other professionals should email healthy.home@derbyshire.gov.uk for further information and/or a copy of the referral form

Derbyshire Trusted Trader - Home owner. Searchable directory to help find honest and reliable trader. <https://www.derbyshire.gov.uk/community/trusted-trader/trusted-trader.aspx>

Cold homes: Energy efficiency advice/information/funding schemes; support with switching energy tariff; enforcement of energy efficiency standards

Warmer Derby & Derbyshire - (via Marches Energy Action): free, impartial advice service with city/county councils. Tel: 0800 6771332 <https://mea.org.uk/> advice@mea.org.uk

Citizen’s Advice - 0300 456 8390 Lines open Monday to Friday, 9am to 4pm.

Financial hardship; Employment support

Citizens Advice - income maximisation and advice. 0300 456 8390

Derbyshire Welfare Rights Service. Benefits checks - advice over the phone about which benefits to claim and how to claim them, how to challenge decisions, appeals and representation at tribunal hearings. Email: welfarebenefits@derbyshire.gov.uk, Tel: 01629 531535 from 11am to 4pm on Monday, Tuesday, Thursday and Friday

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. You can apply by phone, tel: 01629 533399

Financial hardship; Employment support continued

Universal Credit for advance payments - Universal Credit helpline 0800 328 9344

Job Centre Plus - 0800 169 0190

Employment support via national careers service - 0800 100 900 or use

<https://nationalcareers.service.gov.uk/webchat/chat>

Disability employment support - Support for disabled people to find training, work experience, voluntary work and paid employment.

disabilityemploymentservice@derbyshire.gov.uk Tel: 01629 532440

Building better opportunities employment support - Support for those with barriers on their first steps towards employment. <https://www.towardswork.org.uk/get-into-work/>

Money Sorted - email info@moneysortedind2n2.org Customer need 121 support to help to manage their financial circumstances which may be spiralling or causing stress.

Opportunity and Change - opportunityandchange@frameworkha.org. Has multiple & complex needs, but aspires to resolve and move into employment/ training through longer term 121 support, counselling & therapeutic interventions.

Towards Work - www.towardswork.org.uk Has a barrier to employment and requires focussed/ personalised 121 training and support into employment or education.

Eviction/Homelessness/Rough sleeping issues

Homelessness advice - Derbyshire Dales District Council can provide you with Housing Advice and things that can be done to prevent you losing your home or assist you in finding alternative accommodation. You may be able to move in a planned way without actually becoming homeless. You can email homelessness@derbyshiredales.gov.uk, call 01629 761311 or complete this online form <https://hpa2.org/refer/DDDC>.

If you are homeless owing to an emergency situation outside of office hours or at the weekend, please call Derbyshire County Council for advice and assistance - telephone 01629 532600.

The Derbyshire Dales Housing Options service (via Age UK Derby and Derbyshire) - free, independent, confidential and offers one-to-one support for older people and their carers who are thinking about their housing needs now and for the future. Supporting all housing tenures for people aged 50+ the service aims to help people consider their options and to help them remain living independently. The service can help improve older people's quality of life, address immediate issues and help plan for future needs. Tel: 01629 761147 Email housingoptions@ageukdd.org.uk

Derbyshire Law Centre - Offer free housing advice for Derbyshire residents and employ a tenancy support officer. Email dlc@derbyshirelawcentre.org.uk, Tel: 01246 550674 visit <https://derbyshirelawcentre.org.uk/>

Home Options - <https://www.home-options.org/>, team contacts: <https://www.home-options.org/choice/content.aspx?pageid=2>

Rough sleeping. P3 Charity - If you are rough sleeping or you are a member of the public who is concerned about a rough sleeper you can refer them into the outreach team or ring on 0808 1968 199 <https://www.p3charity.org/services/derbyshire-street-outreach> . Referrals can also be made through Streetlink (<http://www.streetlink.org/>)

Prescriptions; Medical appointments; Covid/Flu related support

Home from hospital service - Anyone who lives in Derbyshire (outside Derby City) or is registered with a GP in Derbyshire and has limited support from family or friends. Collecting medication prescriptions. Please call 01283 817417 Monday to Friday, 9am - 5pm. An answerphone is available outside these hours.

Flu related support - Pharmacy / Flu jab information

Slips, trips and falls

Simple services assessment - Call Derbyshire 01629 533190. Simple aids to support at home including grab rails.

Community alarms - Community alarms systems have a wristband or pendant you wear which connects to a telephone line through a base unit. If you need help, for instance if you have fallen or you feel unwell, you can trigger a call for help by pressing the button on the pendant or wristband. The call will go to a monitoring centre who will be able to speak to you through a speaker in the base unit and get you the help you need. This could be contacting a family member or neighbour for you or calling an ambulance.

Derbyshire Dales – Beep Assist – 0333 999 7430

Telecare - Telecare sensors help to manage some of the risks associated with living independently. If a sensor detects a problem, an alert is automatically generated and sent to a carer, family member or response centre. This can help prevent a minor problem from turning into a crisis.

Sensors include: Motion sensors, gas and water sensors, falls sensors and door sensors. Telecare can form part of a care and support package or can be arranged privately. If you already have a care and support package in place, speak to your adult care worker. If you haven't got a package, please contact your local community alarm provider (Beep Assist – 0333 999 7430), or ring Call Derbyshire on tel: 01629 533190 to request an assessment.

Health Improvement Services; Social Prescribing; Care Co-ordinators

Live Life Better Derbyshire - Stop smoking, lose weight, and get active: [0800 085 2299](tel:08000852299) / www.livelifebetterderbyshire.org.uk

Social Prescribing Short - cut to social prescribing information can be found in the [winter pressures service-area information folder](#) (**DCC Health & Wellbeing Team only**)

Care Co-ordinators - Via your GP surgery

Health and Wellbeing Team - healthandwellbeing@derbyshire.gov.uk or visit [Improve your health and wellbeing - Derbyshire County Council](#)

Hearing Helps - Hearing help is a charity which exists to provide Practical Help & Support to the Hearing Impaired Community enabling them to enjoy the highest quality of life possible. Offers support across the whole

Food; Shopping; Befriending support

Jigsaw food bank Matlock - Referral only - Lime Tree Business Park, The Lime Tree, Lime Tree Rd, Matlock DE4 3EJ. 07718 855386/ jigsaw@churchinthepeak.org website <https://churchinthepeak.org/>

Ashbourne Food Bank - Ashbourne Elim Pentecostal Church, The Waterside Centre, Ashbourne DE6 1DG. Food bank for local people in crisis. 01335 661237. Can self-refer for a one-off parcel. For regular food parcels must be referred by a professional.

Farmers Larder - Contact 07495 895076. Farmer's Larder, Hurst Social Club, Hazel Grove, Matlock, DE4 3ED. Tues 5pm -7pm, Wed 1pm – 3pm, Thurs 11am – 1pm

Hope Valley - St. Helen's Church, 1 Main Rd. Gringleford, Hope Valley, S43 2BH
All Trussell Trust foodbanks use a referral by your local frontline professionals such as doctors, health visitors, social workers.

Tansley Methodist Church - Food Pantry open Monday/Wednesday/Friday/Sunday.
<https://www.facebook.com/TansleyMethodist/posts/tansley-peoples-pantry-is-open-four-days-a-week-and-until-further-notice-anyone-/771662984993575/>

Home from hospital shopping service - Anyone who lives in Derbyshire (outside Derby City) or is registered with a GP in Derbyshire and has limited support from family or friends. Simple shopping and other support.
Please call 01283 817417 Monday to Friday, 9am - 5pm. An answerphone is available outside these hours.

Age UK Derby and Derbyshire Befriending - The Befriending Service provides social support and companionship to people living in the community who are isolated, vulnerable or lonely. We also provide a specialist befriending service to support people in the early stages of dementia. Email: befriending@ageukdd.org.uk, Tel: 01433 620263.

Careline Calling Befriending - Make contact with Call Centre and arrange anything from a call once a fortnight to a call every day. 01335 210353.

Connex Befriending - Befriending services and Readycall service are providing support and social contact to isolated and vulnerable people through telephone calls, letters and Zoom/Skype where appropriate. 01335 348602

Silver line befriending - The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.
Call anytime: 0800 4 70 80 90

Suicide Prevention Information

Key Support Available

If you, or anyone you know, are feeling suicidal, there are several things that you can do:

Speak to a friend, family member or someone you trust

Call the Samaritans 24-hour support service on 116 123

Call the Derbyshire 24/7 support line on 0800 028 0077

Go to your nearest accident and emergency (A&E) department and tell the staff how you are feeling Contact NHS 111

Make an urgent appointment to see your GP

Mentell offer peer support for men aged 18 and over in Derbyshire. You can find out more about the support on offer at www.mentell.org.uk

A range of free apps are available to support wellbeing and suicide prevention. Search and download health and wellbeing apps online at derbyshire.orchard.co.uk

If you have been affected by a death or by a suicide, then bereavement support is available in Derbyshire through The Tomorrow Project and Survivors of Bereavement By Suicide (SOBS) <https://derbyandderbyshireemotionalhealthandwellbeing.uk/suicide-prevention/suicide-bereavement-support>

Referrals to Derbyshire Fire & Rescue, these can be made by calling one of the following Area office;

South area: South Derbyshire, Erewash & Derby city – 01332 777850

The key elements of a referral to DFRS are based around the acronym CHARLIE.

C – Care and support needs

H – Hoarding and mental health issues

A – Alcohol and medication use

R – Reduced mobility

L – Lives alone

I – Inappropriate smoking

E – Elderly 65+

And of course, No working smoke alarms.

Referrals received will result in a telephone call from a Community Safety Officer or Area admin team to agree the need for a face-to-face visit and establish the risk of fire using a scoring matrix based on the CHARLIE acronym. Once agreed the criteria has been met, a visit will be arranged where Fire Safety information will be given, and necessary equipment fitted for example:

- Cooking safety
- Smoke safety
- Candle safety
- Electrical safety
- Night-time routines
- Escape plans