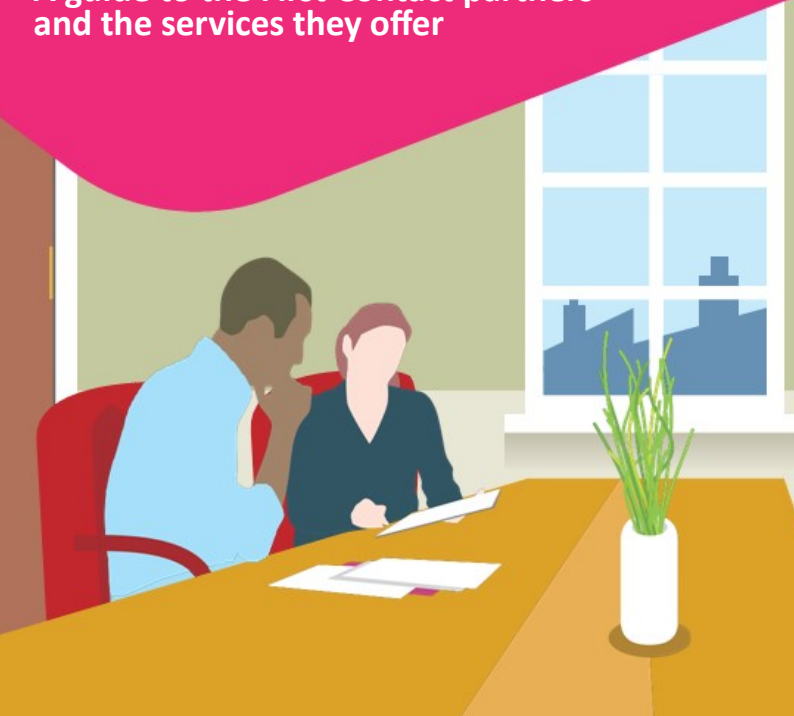


# First Contact Derbyshire Signposting Scheme Partner Directory

A guide to the First Contact partners  
and the services they offer



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## **What is First Contact Derbyshire?**

First Contact is a free and universally available service for adults living in Derbyshire. It provides an easy way, through a single contact, for people to be put in touch with a wide range of local partner organisations who offer services and information that can support independence, health and wellbeing.

First Contact works by asking a series of 'yes/no' questions to work out what kind of help and advice a person might be interested in. Any 'yes' answer triggers a referral to a First Contact partner organisation.

You can find out more on our website at:

[\*\*www.derbyshire.gov.uk/firstcontact\*\*](http://www.derbyshire.gov.uk/firstcontact)

Or you can request a copy/copies of the First Contact Signposting Scheme leaflet by using the leaflet order form with this app.

## **What's the Partner Directory?**

This directory gives further information about the First Contact partners. This includes details of the services they offer and the geographical areas of Derbyshire that they cover.

For further information please contact the First Contact Team using the contact details above.

**Q1. Would you like information or support to help improve fire safety in your home? Do you need: A) a smoke alarm? B) fire safety advice?**

**Area**

**Partner**

All areas of Derbyshire

Derbyshire Fire and Rescue Service / Handy Van

**Service:**

The Fire Service offer home visits to provide fire safety advice (escape planning, risk identification etc.) and the fitting of free smoke alarms as required. They also provide health and wellbeing advice and signposting, including falls risk assessments.

**Partner contact method:**

Phone to arrange home visit



## Q2. Would you like information and advice about keeping safe and secure at home?

Area	Partner
All areas of Derbyshire	Derbyshire County Council Adult Care and Community Safety Departments / Derbyshire Constabulary
<p><b>Service:</b> An information pack about home security (e.g door locks, window locks), burglary prevention advice, bogus callers, Trusted Trader, unwanted telephone calls, Neighbourhood Watch schemes, anti-social behaviour prevention and telecare/home safety information. The pack has been jointly developed by the partners listed above.</p>	
<p><b>Partner contact method:</b> Posted information</p>	

### Q3. Would you like advice about keeping your home warm?

Area	Housing tenure / Partner
<b>Amber Valley</b>	<i>Home owners &amp; Private renters:</i> Metropolitan - Home Improvement Agency <i>Housing Association tenants:</i> Futures Housing Group
<b>Bolsover</b>	<i>All:</i> Bolsover District Council
<b>Erewash</b>	<i>Home owners &amp; Private renters:</i> Erewash Borough Council <i>Housing Association tenants:</i> East Midlands Homes
<b>Chesterfield</b>	<i>All:</i> Chesterfield Borough Council
<b>Derbyshire Dales</b>	<i>All:</i> Derbyshire Dales District Council
<b>High Peak</b>	<i>Home owners &amp; Private renters:</i> Metropolitan - Home Improvement Agency <i>Council tenants:</i> High Peak Borough Council

<b>North East Derbyshire</b>	<i>All:</i> North East Derbyshire District Council
<b>South Derbyshire</b>	<i>All:</i> South Derbyshire District Council
<p><b>Service:</b>          General advice and information including energy tariffs, availability of grants and schemes for replacement heating equipment (boilers and insulation), home visits to check insulation quality and help with meter readings.</p>	
<p><b>Partner contact method:</b> Phone, followed by home visit if appropriate</p>	





**Q4. Would you like to discuss your existing and future housing needs with a housing options advisor?**

<b>Area / Age</b>	<b>Housing tenure / Partner</b>
<b>Amber Valley</b> <i>Under 50</i>	<b><i>Home owners &amp; Private renters:</i></b> Amber Valley Borough Council <b><i>Housing Association tenants:</i></b> Futures Housing Group
<b>Amber Valley</b> <i>Over 50</i>	<b><i>All tenures:</i></b> Amber Valley Borough Council
<b>Bolsover</b> <i>All ages</i>	<b><i>All tenures:</i></b> Bolsover District Council
<b>Chesterfield</b> <i>All ages</i>	<b><i>All tenures:</i></b> Chesterfield Borough Council
<b>Erewash</b> <i>Under 50</i>	<b><i>Home owners &amp; Private renters:</i></b> Erewash Borough Council <b><i>Housing Association tenants:</i></b> East Midlands Homes
<b>Erewash</b> <i>Over 50</i>	<b><i>All tenures:</i></b> Erewash Borough Council

<b>Derbyshire Dales</b> <i>All ages</i>	<b>All tenures:</b> Derbyshire Dales District Council
<b>High Peak</b> <i>All ages</i>	<b>All tenures:</b> High Peak Borough Council
<b>North East Derbyshire</b> <i>All ages</i>	<b>All tenures:</b> North East Derbyshire District Council
<b>South Derbyshire</b> <i>All ages</i>	<b>All tenures:</b> South Derbyshire District Council
<b>Service:</b> Advice and information on suitable housing options in the local area. Information and assistance to apply for housing association property/council housing and/or applying to move/swap property. Also includes advice about housing options for older people and help to apply for warden accommodation.	
<b>Partner contact method:</b> Phone	

**Q5. Would you like some help or advice about arranging repairs to your home?**

<b>Area</b>	<b>Housing tenure / Partner</b>
<b>Amber Valley</b>	<i>Home owners &amp; Private renters:</i> Metropolitan - Home Improvement Agency (HIA) <i>Housing Association tenants:</i> Futures Housing Group
<b>Bolsover</b>	<i>Home owners &amp; Private renters:</i> Derbyshire Adult Care* <i>Council tenants:</i> Bolsover District Council
<b>Chesterfield</b>	<i>All tenures:</i> Chesterfield Borough Council
<b>Erewash</b>	<i>Home owners &amp; Private renters:</i> Erewash Borough Council <i>Housing Association tenants:</i> East Midlands Homes
<b>Derbyshire Dales</b>	<i>All tenures:</i> Derbyshire Dales District Council
<b>High Peak</b>	<i>Home owners &amp; Private renters:</i> Metropolitan - HIA <i>Council tenants:</i> High Peak Borough Council

<p><b>North East Derbyshire</b></p>	<p><i>Home owners &amp; Private renters:</i> Connect - North East Derbyshire District Council (NEDDC) <i>Housing Association tenants (NEDDC &amp; Rykneld Homes):</i> Rykneld Homes</p>
<p><b>South Derbyshire</b></p>	<p><i>Home owners &amp; Private renters:</i> Metropolitan - HIA <i>Council tenants:</i> South Derbyshire District Council</p>
<p><b>Service:</b> *home owners and private renters living <b>Bolsover</b> district are sent a repairs information pack (Handy Van, Trusted Trader, Disabled Facilities Grants). <i>Home owners:</i> Advice on repairs/maintaining the home, including financial help/grants available to fund repairs and assistance with applications. Help with technical advice/preparing work schedules and obtaining quotes from reliable tradespeople. <i>Private renters:</i> enforcement of standards in private rented housing and signposting to other organisations. <i>Council/housing association:</i> Reporting of repairs and improvements needed to property as well as signposting to other organisations.</p>	
<p><b>Partner contact method:</b> Phone and/or letter</p>	

**Q6. Do you provide informal care for someone else? If yes, would you like information on support services available to carers?**

**Area**

**Partner**

All areas of Derbyshire

Derbyshire Carers

**Service:** Advice and information on support for carers including support groups, carers rights, carers assessments, financial and legal issues, sitting services and respite/short break opportunities.

**Partner contact method:** Phone/posted information

**Q7. Have you or a member of your immediate family served in the armed forces? If yes, would you like information on support available to ex-service people and their dependants?**

**Area**

**Partner**

All areas of Derbyshire

Royal British Legion

**Service:** Support for current and ex service personnel and their close relatives. Support offered includes help with housing issues, finances, emotional/mental wellbeing, support groups and social activities.

**Partner contact method:** Posted information

## Q8. Would you like any advice on benefits you may be entitled to?

**Area**

**Partner**

All areas of Derbyshire

Derbyshire County Council Welfare Rights Service

### **Service:**

General advice and a check to see if all eligible benefits are being claimed. The Team can also support people at tribunals if they have been turned down for a benefit and feel the decision is incorrect. Information about the Derbyshire Discretionary Fund.

**Partner contact method:** Posted information - benefit check form and Welfare Rights Team contact details sent in post



**Q9. Would you like help or advice if the following has happened to you:**

**A) a bogus caller / rogue trader has tried to sell you something or carry out work at your property**

**B) you have been the victim of a scam**

<b>Area</b>	<b>Partner</b>
All areas of Derbyshire	Derbyshire County Council Trading Standards
<b>Service:</b> Information, advice and support on avoiding scams and bogus callers. Support for scam victims, help to access the Trusted Trader register and bogus caller alarms. Can help set up telephone call blocker/PIN systems to stop unwanted callers.	
<b>Partner contact method:</b> Phone followed by home visit if appropriate	

**Q10. Are you interested in finding out about social and recreational activities in your area?**

<b>Area / Age</b>	<b>Partner</b>
<p><b>All areas under 65</b></p> <p><b>South Derbyshire Over 65</b></p>	<p>vSPA Service (Voluntary Sector Single Point of Access)</p> <p><i>vSPA is delivered by South Derbyshire CVS in the South of the county and NDVA in the North and Erewash.</i></p>
<p><b>All areas except South Derbyshire</b></p>	<p>Age UK Derby and Derbyshire</p>
<p><b>Service:</b>                      Information and advice on social groups, clubs, support groups, local activities, drop in services, social/community transport schemes, advice on condition related support groups.</p>	
<p><b>Partner contact method:</b>                      vSPA will make contact by phone.                      Age UK - posted information</p>	



**11. Would you like information on community transport (for those who cannot access other forms of transport i.e. public transport, or do not have their own car)?**

<b>Area</b>	<b>Partner</b>
<b>Amber Valley, Chesterfield &amp; North East Derbys.</b>	Community Transport for Town County (CT4TC)
<b>Bolsover</b>	DCC Derbyshire Business Centre / Clowne & District Community Transport
<b>Derbyshire Dales South</b>	Ashbourne Community Transport
<b>Erewash, High Peak, Derbyshire Dales North</b>	DCC Derbyshire Business Centre - posted information pack
<b>South Derbyshire</b>	vSPA Service (Voluntary Sector Single Point of Access)

**Service:** Information about community transport, dial-a-bus & local social car schemes for people who can't use public transport due to age or disability.

**Partner contact method:** Phone or post

## 12. Would you like information on the Home Library Service?

Area	Partner
All Areas of Derbyshire	Home Library Service - Derbyshire County Council
<b>Service:</b> Monthly visits for people who are housebound and/or their carers. Books specifically chosen for the person based on their likes/dislikes. Alternate formats available including audio, large print etc.	
<b>Partner contact method:</b> Phone (followed up by letter)	

## 13. Would you like information on opportunities for taking part in Adult Education Learning, such as computing, improving Maths / English etc?

Area	Partner
All Areas of Derbyshire	Derbyshire County Council - Adult Education
<b>Service:</b> Information about maths, English, computer, cookery courses etc. for adults.	
<b>Partner contact method:</b> Posted brochure/leaflet	

**Would you like information to help you improve your health through making positive lifestyle changes? Please tick as required:**

- **14a.** *Would you like information to help you to give up smoking?*
- **14b.** *Would you like information to help you to lose weight?*
- **14c.** *Would you like information to help you to become more active?*

<b>Area</b>	<b>Partner</b>
All Areas of Derbyshire	Derbyshire Community Health Services - Live Life Better Derbyshire

**Service:**

**Stop smoking services** including access to stop smoking products and telephone support.

**Weight loss programmes** including a 12 week group programme of weigh-in and support sessions as well as healthy eating advice.

**Getting active** including free exercise/activity sessions twice a week for 12 weeks delivered by qualified instructors.

**Partner contact method:** Phone

#### ***14d. Help to manage or reduce alcohol use?***

<b>Area</b>	<b>Partner</b>
All Areas of Derbyshire	Derbyshire Alcohol Advice Service
<b>Service:</b> Information and advice for people with alcohol misuse problems: Support groups, drop in services, treatment programmes.	
<b>Partner contact method:</b> Phone	

#### ***14e. Help with a drug problem?***

<b>Area</b>	<b>Partner</b>
All Areas of Derbyshire	Derbyshire Healthcare Foundation Trust – Substance Misuse Service
<b>Service:</b> Support and advice for people with drug problems: access to support services, substance misuse substitute prescribing programmes, intensive interventions etc. Support for all levels of drug misuse – legal highs to class A drug use.	
<b>Partner contact method:</b> Phone	

**15. Do you have children 19 and under? Would you like information about opportunities for support available for families?**

Area	Partner
All Areas of Derbyshire	Derbyshire County Council – Families Information Service

**Service:**

Information about local family services: childcare options & providers, leisure activities, parent & toddler groups, family support services, free early years education, help with childcare costs & benefits. Also provide information for families with children with Special educational needs and/or disabilities including brokerage service to find paid services.

**Partner contact method:** Post



**16. Do you consider yourself to be at risk of falls? If yes, would you like an information pack about how to prevent falls?**

**Area**

**Partner**

All Areas

Age UK – Strictly No Falling

**Service:** Information pack with falls prevention advice. Details of Strictly No Falling exercise sessions (suitable for all abilities).

**Partner contact method:** Posted Information (will follow up with phone calls if possible)

**17. Do you have difficulties managing your personal care including hygiene, dressing/undressing, mobility, making meals and social contact or require advice on aids and adaptations?**

**Area**

**Partner**

All Areas of Derbyshire

Derbyshire County Council - Call Derbyshire

**Service:** Initial telephone assessment of social care needs, signposting & advice. If appropriate, a face-to-face assessment will be arranged. Suitable for routine/non-urgent referrals into Adult Care.

**Partner contact method:** Phone

**18. Would you like to be able to call for assistance at home if you get into difficulty by having a community alarm fitted? (Please note there may be a charge for this)**

<b>Area</b>	<b>Partner</b>
<b>Amber Valley</b>	Futures Housing Group
<b>Bolsover</b>	Bolsover District Council
<b>Chesterfield</b>	Chesterfield Borough Council
<b>Erewash &amp; Derbyshire Dales</b>	Making Space
<b>High Peak</b>	High Peak Borough Council
<b>North East Derbyshire</b>	Rykneld Homes
<b>South Derbyshire</b>	South Derbyshire District Council

**Service:**

Information about community alarms and tel-ecare, including 24hr Falls Alert Service, pendant alarms (with warden visit or without), telecare sensors etc. Will also provide housing support, referral to Handy Van for fire checks/key safes etc.

**Partner contact method:** Phone or post depending on supplier

## 19. Would you like information or support to improve your emotional / mental wellbeing?

Area	Partner
All Areas of Derbyshire	vSPA Service (North and South)
<b>Service:</b> Signposting and help to access local services, e.g. condition related support groups, befriending services, activities and other voluntary sector services that can support a person's emotional/mental wellbeing.	
<b>Partner contact method:</b> Phone	

## 20. Do you feel lonely and isolated? Would you like to find out more about befriending services?

Area	Partner
All Areas of Derbyshire	Derbyshire Trusted Befriending Network (DTBN) - South Derbyshire CVS (countywide service)
<b>Service:</b> Signposting to appropriate local befriending service providers for people who are socially isolated and/or vulnerable who could benefit from befriending services. The DTBN works with befriending services of all kinds, all over Derbyshire and maintains an up-to-date directory of services in the county.	
<b>Partner contact method:</b> Various	



## 21. Would you like support to find or sustain employment if you have long term health condition or disability?

Area	Partner
All Areas of Derbyshire	Derbyshire County Council - Disability Employment Service
<b>Service:</b> Help for people who have a disability or illness and are struggling to find or sustain work (paid, voluntary or work experience). A DES Officer will make contact with the person to find out about their disability, the kind of support they need and what kind of employment they are looking for. They will support the person to achieve their employment goals by signposting to jobs and training courses, giving advice on CV's and application forms, considering reasonable adjustments and support with interview preparation (i.e mock interviews). The DES can't promise to find work for someone.	
<b>Partner contact method:</b> Phone (or persons preferred method)	

### **Service:**

Help for people who have a disability or illness and are struggling to find or sustain work (paid, voluntary or work experience). A DES Officer will make contact with the person to find out about their disability, the kind of support they need and what kind of employment they are looking for. They will support the person to achieve their employment goals by signposting to jobs and training courses, giving advice on CV's and application forms, considering reasonable adjustments and support with interview preparation (i.e mock interviews). The DES can't promise to find work for someone.

**Partner contact method:** Phone (or persons preferred method)

## 22. Would you like information about how to become a volunteer, and the volunteering / time bank opportunities in your area?

Area	Partner
All Areas of Derbyshire	Derbyshire County Council - Volunteer Passport Service

### **Service:**

Information about the Volunteer Passport Scheme and signposting to organisations who can assist with finding local volunteering opportunities and/or Time Bank schemes. The Volunteer Passport is a free, short training course for those who are currently volunteering or those who are interested in becoming a volunteer. The training sessions explore the key skills and knowledge volunteers require to work confidentially with equality, diversity and inclusion; person centred approach and keeping yourself and others safe (including First Aid and health and safety). People who have completed the course receive a certificate and Passport badge.

**Partner contact method:** Phone

## Contacts - First Contact Team

**Tel: 01629 532503 or 01629 531310**

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

**Generic email: [firstcontact@derbyshire.gov.uk](mailto:firstcontact@derbyshire.gov.uk)**

**GCSX secure email:**

**[gcsx.firstcontact@derbyshire.gcsx.gov.uk](mailto:gcsx.firstcontact@derbyshire.gcsx.gov.uk)** - to email us securely you must use a secure email service that is compatible with GCSX such as PNN, CJSM or nhs.net

## Helpful Contacts - General

**Call Derbyshire/Adult Care tel: 01629 533190**

If you are worried about someone and feel they need **urgent** help with their social care needs, please refer straight to Call Derbyshire

**Other ways to contact Call Derbyshire:**

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

**text: 86555 minicom: 01629 533240 fax: 01629 533295**

**Making Space Dementia Support: 01246 592010**

**The Silverline: 0800 470 8090** helpline for older people providing information, friendship and advice

## Helpful Contacts - continued

**Welfare Rights Helpline:** **01629 531535** 11am till 4.30pm Mon to Fri

**Handy Van Service SPA:** **0203 535 4999**

**Adult Care Brokerage:** **01629 537763** the service can help to find care service providers and companies to assist with cleaning, meals, laundry, gardening and other domestic tasks

**Equipment and telecare:** Call Derbyshire on **01629 533190** or Disabled Living Foundation: **0300 999 0004** or visit **[asksara.dlf.org.uk](http://asksara.dlf.org.uk)**

**The British Red Cross:** **0344 871 1111**

**Age UK:** **0800 169 6565**

**Trusted Trader register:** **[www.derbyshire.gov.uk/trustedtrader](http://www.derbyshire.gov.uk/trustedtrader)** or contact Call Derbyshire who can help you access the register

**Assisted Bin Collections:** Contact local borough/district council.



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