

First Contact Scheme

Easy Read Version



Derbyshire County Council's First Contact Scheme is here to help you



First Contact is free to use.



It can help you get services to:

- help you live at home
- stay healthy
- stay safe.



First Contact is for people who:

- Are over 18 years old
- Live in Derbyshire.



It doesn't include people who live in Derby City. The City have their own scheme called vSPA.

What First Contact can help you with?



This leaflet asks you some questions to see what help and support you want.



If you answer yes to any of the questions in this leaflet we will give your name and address to our partners.



Our partners provide services to you help you stay healthy and well.

Who are the First Contact partners?

The fire service and handy van service

Local councils and housing providers

Health services and the NHS

Charities and voluntary services

Community transport providers

Libraries

Welfare rights service

The British Legion

Trading Standards

Disability Employment Service

Derbyshire Carers Association

Call Derbyshire - social care help and advice

Other local organisations

You can find a full list of our partners on our website at:
www.derbyshire.fov.uk/firstcontact



Our partners will contact you and tell you about their services.



They will contact you by post or by telephone to tell you about their service.



Then you can decide if you want to use the service.

You don't have to use it.



Are you happy for Derbyshire County Council First Contact to pass on your contact details to its partners?

Yes ☐

No ☐

What would you like help with?



Read the questions. If you would like the help being offered put a tick in the circle next to the question.

Your Home

Yes



1. Would like fire safety advice?
Your smoke alarms can be checked and you can get new ones if you need them.

☐

2. Advice about keeping your home warm

☐

3. Would you like advice about moving to a house that is better for your needs?

☐

4. Does your house need changing to make it easier for you live there?

☐

This could be:

- a shower
- a stair lift
- grab rails to help you move around your house.



Living independently and feeling safe

Yes



5. Do you need help with washing or dressing or making meals?

☐

6. Are you at risk of falling over?
Would you like advice on stopping falls?

☐

7. Would you like a falls alarm? You would be able to call for help if you had a fall at home.

☐

8. Has anyone phoned you or knocked on your door and tried to take money off you? Would you like help to stop this happening again?

☐

9. Would you like to find out about clubs and activities near where you live?

☐

10. Do you want information about community transport support in your area? It can help you if you struggle to travel on buses or trains.

☐

Living independently and feeling safe

Yes



11. Do you struggle to get to your local library? Do you want a library worker to bring you books or audio books to your home?

☐

Benefits



12. Would you like help to check that you are getting all the benefits that you should be?

☐

Work, learning and volunteering



13. Would you like to find out about volunteering and helping people in your area?

☐

14. If you have got a disability would you like help to get a job?

☐

15. Do you want to find out about courses for adults like maths, English and computers?

☐

Improving your health

Yes



16. Would you like help to stop smoking?

☐

17. Would you like help to lose weight?

☐

18. Would you like support to do more exercise?

☐

19. Do you want help to stop drinking too much alcohol?

☐

20. Do you want help to stop taking drugs?

☐

21. Would you like information to help improve your mental health?

☐

If you have answered 'yes' to any of the questions we need to know your name, address and contact details:



First name

Last name



Birthday and year you were born

Your address



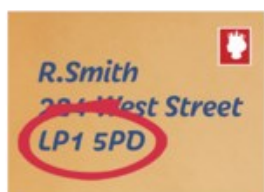
Your house or flat number



Your street or road name



Your town or city



Your post code



Your telephone number



Your mobile phone number

Do you (pick one):

a) Own your own home

☐

b) Rent your house from a private landlord

☐

c) Rent your house from the council or a housing association

☐

d) Live with family

☐

About you

Do you have any disabilities or health problems? What things do you struggle with? Is there anything else you think our partners should know about you?

If you would prefer the partners to contact your carer or someone in your family please give their details:



Name of your carer or a family member



Their phone number



Please sign your name to confirm you give permission for First Contact to give your name and contact details to our partners.



If yes, please sign your name here:



We also need today's date and what year it is

If you prefer your carer or family member can sign permission for you. Carers signature, name and date:



Thank you for using the First Contact Signposting Scheme. The partners should be in touch with you within a month.



Once completed please put this form in an envelope and post this form to:



Call Derbyshire, County Hall, Smedley Street, Matlock, DE4 3AG.

If you haven't heard from the partners in 4 weeks, please call the First Contact Team: 01629 531310.



You can find out more about First Contact and fill in this form on our website:

www.derbyshire.gov.uk/firstcontact

Derbyshire County Council, Smedley Street, Matlock, DE4 3AG

Call Derbyshire on tel: 01629 533190

