

First Contact Derbyshire Signposting Scheme

Helping people stay safe and independent.



First Contact Derbyshire

What is First Contact Derbyshire?

First Contact is a free service for adults living in Derbyshire. It provides an easy way for you to get in touch with local services who can support your wellbeing and help you stay independent. We run the scheme in partnership with a variety of local agencies (listed on page 7).

Who can use First Contact?

It is for anyone over the age of eighteen who thinks that they could benefit from the scheme.

How does the Scheme work?

1. Complete the form in the middle of this leaflet.
2. Tear out the full form and send it to Call Derbyshire (the address is on the form).
3. Referrals are then processed by Call Derbyshire and sent to the relevant agencies.
4. You'll be sent a letter detailing which agencies will contact you / send information.
5. The agencies will contact you directly to see what, if any, support can be offered.

Alternatively you can now complete a First Contact form online at www.derbyshire.gov.uk/firstcontactform

We also have an easy read version of the form that can be downloaded at www.derbyshire.gov.uk/firstcontact

If you are a professional you can order a stock of First Contact booklets by emailing firstcontact@derbyshire.gov.uk

First Contact offers access to:

Staying safe and secure at home

Smoke alarm & fire safety / home security / support for victims of scams or rogue traders / falls prevention / community alarms

Housing support

Housing options / warm homes advice / repairs

Social and recreational activities

Clubs, classes & groups, / community transport / home library service / befriending services / volunteering & time swap

Work, learning and income

Disability employment support / adult education courses / welfare benefits check

Families and relationships

Support for carers / support for ex-service personnel and their dependents / support for families with children under 19

Health and wellbeing

Stop smoking / lose weight / become more active / reduce alcohol intake / help with a drugs problem / information about emotional wellbeing / difficulties managing daily living activities / dementia / memory support.

First Contact success stories

Mr P, Aged 67

Referred by a Fire Service officer for:

- Help arranging home repairs / warm homes advice
- Managing daily living activities
- Information on falls prevention
- Call for assistance/pendant alarm

Metropolitan supported Mr P to change his energy tariffs and obtain a reputable firm to complete the repairs. Grab rails have also been put in place to help his mobility around the home.

“I feel more secure living at home on my own with the extra services and support”.

Mrs N, Aged 89

Mrs N is supported by her daughters but both live over an hour’s drive away. She has macular degeneration and was admitted to a community hospital after a fall. Her daughter, Mrs S, was given the First Contact booklet by hospital staff and filled it in for her mother:

- Advice on benefits
- Local Community Transport
- Home Library Service
- Information on falls prevention
- Managing daily living activities
- Call for assistance alarm

The Welfare Rights team reported they had completed a benefits check and given Mrs N advice about Attendance Allowance.

Call Derbyshire completed an Adult Contact Assessment over the phone. As a result of this Mrs N’s house was fitted with a half step and grab rail to make it safer for her to get in and out of her property. She has also been supported to register with Sight Support Derbyshire and gets audio books from the Home Library Service.

“We thought there were services out there but didn’t know where to go so First Contact made it easy”.

First Contact Partners

1. Age UK Derby and Derbyshire
2. Alzheimer's Society
3. Amber Valley Borough Council
4. Ashbourne Community Transport
5. Befriending services
6. Bolsover District Council
7. Chesterfield Borough Council
8. Community Transport for Town and County (CT4TC)
9. Derbyshire Carers Association
10. Derbyshire Connect (Community Transport)
11. Derbyshire County Council, various departments including:
 - Adult Education
 - Call Derbyshire
 - Disability Employment Service
 - Families Information Service
 - Libraries
 - Live Life Better Derbyshire
 - Time Swap
 - Trading Standards
 - Volunteer Passport Service
 - Welfare Rights Service
12. Derbyshire Dales District Council
13. Derbyshire Fire and Rescue Service
14. Derbyshire Handy Van Network
15. Derbyshire Recovery Partnership
 - Derbyshire Alcohol Advice Service
 - Derbyshire Healthcare NHS Foundation Trust (substance misuse)
16. Derbyshire Volunteer Centres
17. EMH Homes
18. Erewash Borough Council
19. Futures Homescape
20. High Peak Borough Council
21. Making Space
22. Metropolitan Care and Repair (Home Improvement Agency)
23. North East Derbyshire District Council
24. Royal British Legion
25. Rykneld Homes
26. South Derbyshire District Council

For further information about the partners and the services they provide, please see the First Contact Partner Directory booklet.



Further Information

Derbyshire County Council Adult Social Care and Health department produces a range of information about its services and those provided by other organisations in the community. We provide leaflets on a range of topics that can be downloaded or ordered from our website at www.derbyshire.gov.uk/careinfo, obtained from staff, a local office or via your local library.

Leaflets available include:

- Guide to Adult Social Care and Health – how we work and what we provide
- Keeping Adults Safe – what to look for and what to do
- Guide to Carers Services – support, advice and information for carers
- Guide to Handy Van Services – practical help in your home
- Guide to Dementia Services – information, support services and care options
- Care Services Directory – residential homes and home care services in Derbyshire
- Putting People First – comments, compliments and complaints.

Leaflets are available in standard, large print and Easy Read versions and upon request in other formats such as Braille or an alternate language. We also have videos, including BSL conversions on our YouTube channel at www.youtube.com/derbyshirecc

The Adult Social Care and Health Information Promise – a **FACT** you can rely on. **We promise to provide you with:**



Free information
Accurate information
Clear information
Trustworthy information.

If you think we have broken our **FACT** promise, please let us know so we can make improvements.