

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 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 or make a referral on our website at: www.derbyshire.gov.uk/firstcontact

Or you can request a copy/copies of the First Contact Signposting Scheme leaflet and form online at: www.derbyshire.gov.uk/careinfo

What's the Partner Directory?

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

For further information please contact the First Contact Team using the contact details on page 27

1. Staying Safe and Secure at Home

Q1a. 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 a home safe and well visit to provide fire safety advice (escape planning, risk identification etc.) and smoke alarm checks / installation.

They also provide health and wellbeing advice and signposting, including falls risk assessments.

Partner contact method:

Home visit



Q1b. Would you like information and advice about keeping safe and secure at home?

Area	Partner
All areas of Derbyshire	Derbyshire County Council Adult Social Care and Health and Community Safety Departments / Derbyshire Constabulary
<p>Service: 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>Partner contact method: Posted information</p>	

Q1c. 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

Area	Partner
All areas of Derbyshire	Derbyshire County Council Trading Standards

Service:

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.

Partner contact method: Phone followed by home visit if appropriate

Q1d. 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 local Strictly No Falling exercise sessions (suitable for all abilities) and diagrams/ explanations of basic exercises that can be carried out at home to help prevent falls.	
Partner contact method: Posted Information (will follow up with phone calls if possible)	



Q1e. 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)

Area	Partner
Amber Valley	Futures Housing Group
Bolsover	Bolsover District Council
Chesterfield	Chesterfield Borough Council
Erewash & Derbyshire Dales	Making Space
High Peak	High Peak Borough Council
North East Derbyshire	Chesterfield Borough Council
South Derbyshire	South Derbyshire District Council

Service:

Information about community alarms, pendant alarms (with warden visit or without) telecare sensors—including bed sensors, fall sensors, medication dispensers & vibrating smoke alarms for use under pillows.

Partner contact method: Phone or post depending on supplier

2. Housing Support

Q2a. Would you like to discuss your existing and future housing needs with a housing options advisor?

Area / Age	Housing tenure / Partner
Amber Valley <i>Under 50</i>	<i>Home owners & Private renters:</i> Metropolitan - Home Improvement Agency (HIA) <i>Housing Association tenants:</i> Futures Housing Group
Amber Valley <i>Over 50</i>	<i>All tenures:</i> Metropolitan - Home Improvement Agency (HIA)
Bolsover <i>All ages</i>	<i>All tenures:</i> Bolsover District Council
Chesterfield <i>All ages</i>	<i>All tenures:</i> Chesterfield Borough Council
Erewash <i>Under 50</i>	<i>Home owners & Private renters:</i> Erewash Borough Council <i>Housing Association tenants:</i> East Midlands Homes
Erewash <i>Over 50</i>	<i>All tenures:</i> Erewash Borough Council

Derbyshire Dales <i>All ages</i>	All tenures: Derbyshire Dales District Council
Derbyshire Dales Over 50	All tenures: Age UK
High Peak <i>All ages</i>	All tenures: High Peak Borough Council
North East Derbyshire <i>All ages</i>	All tenures: North East Derbyshire District Council
South Derbyshire <i>All ages</i>	All tenures: South Derbyshire District Council
Service: 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. Also includes advice for home owners or those privately renting on future options.	
Partner contact method: Phone / posted information	

Q2b. Would you like advice about keeping your home warm?

Area	Housing tenure / Partner
Amber Valley	Home owners & Private renters: Metropolitan - Home Improvement Agency (HIA) Housing Association tenants: Futures Housing Group
Bolsover	All: Bolsover District Council
Erewash	Home owners & Private renters: Erewash Borough Council Housing Association tenants: East Midlands Homes
Chesterfield	All: Chesterfield Borough Council
Derbyshire Dales	All: Derbyshire Dales District Council
High Peak	Home owners & Private renters: Metropolitan - Home Improvement Agency Council tenants: High Peak Borough Council

North East Derbyshire	All: North East Derbyshire District Council
South Derbyshire	All: South Derbyshire District Council
Service: General advice and information about warm homes, including switching 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.	
Partner contact method: Phone, followed by home visit if appropriate	



Q2c. Would you like some help or advice about arranging repairs to your home?

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

North East Derbyshire	<p>Home owners & Private renters: Connect - North East Derbyshire District Council (NEDDC)</p> <p>Housing Association tenants (NEDDC & Rykneld Homes): Rykneld Homes</p>
South Derbyshire	<p>Home owners & Private renters: Metropolitan - HIA</p> <p>Council tenants: South Derbyshire District Council</p>
<p>Service: <i>*home owners and private renters living Bolsover district are sent a repairs information pack (Handy Van, Trusted Trader, Disabled Facilities Grants).</i> Home owners: 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. Private renters: enforcement of standards in private rented housing and signposting to other organisations. Council/housing association: Reporting of repairs and improvements needed to property as well as signposting to other organisations.</p>	
<p>Partner contact method: Phone and/or letter</p>	

3. Social and Recreational Activities

Q3a. Are you interested in finding out about social and recreational activities in your area?

Area / Age	Partner
<i>Aged under 65</i> All areas	Adult Social Care and Health Information Team - Derbyshire County Council
<i>Aged over 65</i> All areas	Age UK Derby and Derbyshire
Befriending All areas	Adult Social Care and Health Information Team - Derbyshire County Council
<p>Service: 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>Befriending: Information on local providers for social interaction if you are feeling isolated through illness, disability, mental illness, old age or social disadvantage.</p>	
<p>Partner contact method: AC Info Team will make contact by post and/or phone Age UK - posted information</p>	

Q3b. 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)?

Area	Partner
Amber Valley, Bolsover, Chesterfield, Erewash & North East Derbyshire	Community Transport for Town County (CT4TC) - Derbyshire Connect East
Derbyshire Dales, South Derbyshire, High Peak	Ashbourne Community Transport - Derbyshire Connect West
<p>Service: Information about Derbyshire Connect 'shopping bus' services for people who can't use public transport due to age, disability or because they live in a rural area. Information will also be provided about the new aCTive Travel services which help people get to healthcare and medical appointments. Both services need to be booked in advance. Services are door-to-door and passenger assistants are available on request for anyone needing extra help. Free to Gold Card holders.</p>	
<p>Partner contact method: Post and/or phone</p>	

Q3c. Would you like information on the Home Library Service?

Area	Partner
All Areas of Derbyshire	Home Library Service - Derbyshire County Council
Service: 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 books, large print etc.	
Partner contact method: Phone / postal information	



Q3d. 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 Time Swap scheme.

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.

Time Swap is an initiative that encourages local communities to help each other by sharing time and talents. You can swap gardening, cuppa and a chat, crafts, basic DIY, computer skills, knitting and sewing, dog walking. The list is endless.

Partner contact method: Post

4. Work, Learning & Income

Q4a. Would you like support to find or sustain employment if you have a long term health condition or disability?

Area	Partner
All Areas of Derbyshire	Derbyshire County Council - Disability Employment Service
<p>Service: Help for people who have a disability or illness and are struggling to find or sustain work (paid, voluntary or work experience). A Disability Employment 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.</p>	
<p>Partner contact method: Phone (or persons preferred method)</p>	

Q4b. Would you like information on opportunities for taking part in Adult Education Learning?

Area

Partner

All Areas of Derbyshire

Derbyshire County Council - Adult Education

Service: Information about maths, English, computer, cookery and other courses for adults running in person's local area.

Partner contact method: Posted brochure/ leaflet

Q4c. 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: 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

5. Families and Relationships

Q5a. Do you provide informal care for someone else? If yes, would you like

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	

Q5b. Have you or a member of your immediate family served in the armed forces?

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	

**Q5c. 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
<p>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.</p>	
<p>Partner contact method: Post</p>	



6. Health and Wellbeing

Q6a. Would you like information to help you improve your health through making positive lifestyle changes? Please tick as required:

- *Would you like information to help you to give up smoking?*
- *Would you like information to help you to lose weight?*
- *Would you like information to help you to*

Area	Partner
All Areas of Derbyshire	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 information on the getting active service, local walking for health groups and leisure centres.	
Partner contact method: Post	

• *Help to manage or reduce alcohol use?*

Area	Partner
All Areas of Derbyshire	Derbyshire Recovery Partnership: Alcohol service
Service: Information and advice for people with alcohol misuse problems: Support groups, drop in services, treatment programmes.	
Partner contact method: Phone	

• *Help with a drug problem?*

Area	Partner
All Areas of Derbyshire	Derbyshire Recovery Partnership: Drugs service
Service: 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.	
Partner contact method: Phone	

Q6b. Would you like information or support to improve your emotional / mental wellbeing?

Area	Partner
All Areas of Derbyshire	DCC Adult Social Care and Health Information Team
Service: 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.	
Partner contact method: Post/phone	

Q6c. 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	

Q6d. Would you like to speak with someone regarding memory matters, for example, if you or someone you care for is finding it difficult to complete familiar daily tasks or experiencing confusion or forgetfulness?

Area	Partner
All Areas of Derbyshire	Alzheimer's Society

Service:

Information and advice about dementia. Local groups and activities. Support for people who are caring for someone with dementia.

Partner contact method: Post/phone

Contacts - First Contact Team

Tel: 01629 532503 or 01629 531310

Website: www.derbyshire.gov.uk/firstcontact

email: firstcontact@derbyshire.gov.uk

Helpful Contacts - General

Call Derbyshire 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

text: 86555 **minicom:** 01629 533240 **fax:** 01629 533295 **out of hours:** 01629 532600

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

Welfare Rights Helpline: **01629 531535** 11am till 4pm Monday, Tuesday, Thursday and Friday

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**

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

Age UK: **0800 169 6565**

Trusted Trader register:
www.derbyshire.gov.uk/trustedtrader or contact Call Derbyshire who can help you access the register

Assisted Bin Collections: Contact your local borough/district council