

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

**Bolsover** – [www.derbyshire.gov.uk/winterpressures](http://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](mailto:healthy.home@derbyshire.gov.uk)

Other professionals should email [healthy.home@derbyshire.gov.uk](mailto: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>

**Green Doctor** - Our Green Doctor offers support to households – providing energy advice to save money, use energy more efficiently, and stay warm for less. This is free of charge to anyone in the East Midlands. Visit: [www.groundwork.org.uk/fivecounties/green-doctor/#greendr](http://www.groundwork.org.uk/fivecounties/green-doctor/#greendr)

### **Financial hardship; Employment support**

**Citizens Advice.** Income maximisation and advice. 0300 4568437

**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](mailto: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

**Derbyshire Unemployed Workers Centre** - We provide free and independent welfare rights advice and representation, as well as campaigning for the rights of those who are unemployed, on a low income or sick, injured or disabled by their work.

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

<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](mailto: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/>

## Eviction/Homelessness/Rough sleeping issues

**Homelessness advice** - Bolsover 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. If you are homeless now, or are threatened with being made homeless within the next 56 days please contact the Housing Needs Team for advice as soon as possible: Email: [housing.needs@bolsover.gov.uk](mailto:housing.needs@bolsover.gov.uk), telephone: 01246 242424 or visit one of our Contact Centres <https://www.bolsover.gov.uk/?id=249>

Call Derbyshire is the "Out of Hours" service for homeless households in Derbyshire, if you require assistance when the Council is closed you can contact this team on: 01629 532600.

**Derbyshire Law Centre** - Offer free housing advice for Derbyshire residents and employ a tenancy support officer. Email [dlc@derbyshirelawcentre.org.uk](mailto: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/>)

**Homelessness advice** - Pathways of Chesterfield are based in Saltergate and offer professional advice to the homeless or those who are concerned about homelessness. Our phone lines are still operating between Monday and Friday between 9am and 5pm, if you are homeless or at risk of becoming homeless and need support then please give us a call. 01246 498204

Out of hours contact for emergencies - Call Derbyshire 01629 533190

## 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.

Bolsover District Council - 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 (Bolsover District Council - 01246 242309), or ring Call Derbyshire on tel: 01629 533190 to request an assessment.

## Health Improvement Services; Social Prescribing; Care Co-ordinators; Local Area Co-ordinators

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

**Local Area Co-ordinators** – now covers the Whole County, [lac@derbyshire.gov.uk](mailto:lac@derbyshire.gov.uk) or visit [www.derbyshire.gov.uk/lac](http://www.derbyshire.gov.uk/lac)

**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 of the county (not including Derby City). 01773 570976 or [info@hearinhelppuk.uk](mailto:info@hearinhelppuk.uk)

## **Food; Shopping; befriending support**

### **Community Unity Project**

Referral - Please seek referral through Derbyshire Community Response  
01629535091 or if you are in the Bolsover District, Please call Bolsover Community  
Response Unit 01246242424 Contact- 07515 727876 Email-

[April.johnson1098s@gmail.com](mailto:April.johnson1098s@gmail.com)

Address- Delivery of food parcels only. Supporting Whitwell, Creswell, Hodthorpe, Clowne,  
Barlborough and the hamlets in between.

Website: <https://www.communityunityproject.co.uk/>

Facebook: <https://www.facebook.com/groups/205808847321554/>

**Limestone House** - Limestone House Community Centre, 50-54 Elmtun Rd. Cresswell,  
Worksop S80 4JE

<https://limestonehousecresswell.com>

No referrals required

**Foodbank South Normanton** - St Michaels & All Angels Church, Church St, St Norm DE55  
2BT.

Contact. 07999 551691. [info@southnormantonarea.foodbank.org.uk](mailto:info@southnormantonarea.foodbank.org.uk). Tues & Fri 1:30pm -  
2:30pm They are now taking e-referrals as well, if an agency wants to send a referral to St  
Michael's Foodbank or the Alfreton foodbank, then they will need to take the persons details  
and email this to the foodbank directly.

### **Freedom Community Project**

Contact number-0300 302 0334

Email- [info@freedom.charity](mailto:info@freedom.charity)

Open Monday, Tuesday, Wednesday, Thursday, Friday. Please check individual venues in  
NE Derbyshire [https://freedom.charity/?page\\_id=777](https://freedom.charity/?page_id=777)

Facebook: <https://www.facebook.com/FreedomCP/>

Referral: required

**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 Concern telephone befriending** - The Telephone Befriending Service is a community  
based telephone befriending & support service which provides a link to a trained volunteer up  
to three times a week.

Referrals can be made by anyone e.g. Older Person, their family, friends, carers and health  
professionals and can be made by emailing us at [enquiries@ageconcernchesterfield.co.uk](mailto:enquiries@ageconcernchesterfield.co.uk)

**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 470 8090

**Community fridges and pantries** - <https://www.yourlocalpantry.co.uk/>

## 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](http://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.orchestra.co.uk](http://derbyshire.orchestra.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) [Derby & Derbyshire suicide bereavement support](#)

## 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](mailto:advice@mea.org.uk)

**Citizen's Advice** - 0300 4568437 Lines open Monday to Friday, 9am to 4pm.

**Planet First Energy** - Speak to us about receiving your complimentary energy advice.

**In Person:** 1 Dronfield Court, Civic Centre, Dronfield, S18 1NQ

**By Telephone:** [01246 386740](tel:01246386740)

**By Email:** [info@theenergyadvicecentre.co.uk](mailto:info@theenergyadvicecentre.co.uk)

## Warm Spaces

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### **The Junction 28 Church, The Common, South Normanton, Alfreton Derbyshire. DE55 2EP**

Hot food and drinks available.

Starting on Thursday 3rd November at 1pm, and then every Thursday.

No cost and no need to book.

Easy access and baby changing.

For more information please contact:

Marina Watts - [admin@j28church.com](mailto:admin@j28church.com) - 07305918759

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### **South Normanton Community Church, Thrive, 39 High Street, South Normanton, Alfreton DE55 2BP**

Thrive is open to all every Friday morning between 10am - 12.30pm.

Free tea, coffee, juice and biscuits for everyone.

No booking required.

Fully accessible with a ramp to the front door and a ramp down into the Lounge.

The toilet is also equipped with grab handles and space for a wheelchair.

Please note that there are no baby changing facilities but the toilets are spacious.

For more information please contact:

Zoe Presland - [pastor@sncc.uk.com](mailto:pastor@sncc.uk.com) - 01773687044

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### **South Normanton Salvation Army - 124A Market Street, DE55 2EJ**

The Freedom Free Cafe is open Wednesday 9.00 am - 12.00pm

For more information please contact:

[info@freedom.charity](mailto:info@freedom.charity) - 03003020334

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### **Renishaw Methodist Church - Circular Drive, S21 3UG**

The Freedom Free Cafe is open Thursday 9.00am – 12.00pm

For more information please contact:

[info@freedom.charity](mailto:info@freedom.charity) - 03003020334

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### **Staveley Methodist Church - Chesterfield Road, S43 3XD**

The Freedom Free Cafe is open Thursday 12.30pm – 3.30pm

For more information please contact:

[info@freedom.charity](mailto:info@freedom.charity) - 03003020334

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### **Hillstown Methodist Church - Langwith Road, S44 6LY**

The Freedom Free Cafe is open Monday - Friday 9.00am – 12.00pm

For more information please contact:

[info@freedom.charity](mailto:info@freedom.charity) - 03003020334

## Warm Spaces

### **Ours Bar and Lounge - 2 Elmton Road, Creswell, Worksop. S80 4HE**

Over 70's are welcome into the pub to meet and chat to others and keep warm. They can enjoy a hot bowl of soup with a sandwich and unlimited hot drinks all day for £5. No booking is required - just turn up. Wheelchair access and disabled toilets available. For more information please contact:  
Lee Mills - [lee@oursbarandlounge.co.uk](mailto:lee@oursbarandlounge.co.uk) - 07591355717

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### **Post Mill Centre - Market Street, South Normanton, DE55 2EJ**

Open Monday to Friday 9am until 6pm  
Book case full of books available to read  
Box of small Children toys  
Spare room where Board games will be set up  
For more information please contact:  
[welcome@postmillcentre.co.uk](mailto:welcome@postmillcentre.co.uk) - 01773860296

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### **Clowne Methodist Church - North Road, S43 4PF**

The Freedom Free Cafe is open Monday's 9.00am - 1.00pm  
For more information please contact:  
[info@freedom.charity](mailto:info@freedom.charity) - 03003020334

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### **Bainbridge Hall - Carr Vale Road, Carr Vale, S44 6JD**

The Freedom Free Cafe is open Monday and Wednesday 9.00am - 12.00pm  
For more information please contact:  
[info@freedom.charity](mailto:info@freedom.charity) - 03003020334

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### **Shirebrook Methodist Church - Church Drive, NG20 8DE**

The Freedom Free Cafe is open Tuesday 10.00am - 1.00pm  
For more information please contact:  
[info@freedom.charity](mailto:info@freedom.charity) - 03003020334

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### **Bolsover Methodist Church - Hill Top, S44 6NN**

The Freedom Free Cafe is open Tuesday and Friday 9.00am - 12.00pm  
For more information please contact:  
[info@freedom.charity](mailto:info@freedom.charity) - 03003020334

**Referrals to [Derbyshire Fire & Rescue](#), these can be made by calling one of the following Area office;**

East area: North East Derbyshire, Chesterfield, Bolsover and Amber Valley – 01246 223500

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