

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

Derbyshire Dales - Link to online form

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;

The Home Improvement Agency (via Metropolitan Care and Repair) Aged 55+, younger people with disabilities or people on low income - Tel: 0845 850 8013.

The service provides practical help and advice within the home to support people to keep their homes in good and safe repair, and support to have them adapted to be suitable to meet their changing needs so they can be more independent in their own homes.

Derbyshire Healthy Home Programme. People in Derbyshire who privately own or privately rent their home and struggle to heat it, and have a health condition including heart conditions, breathing issues, mobility issues, type 1 diabetes, suppressed immune system and mental health issues which are made worse by the cold and are on a low income.

Heating system repairs/upgrades, tariff switching advice, fuel debts and health & wellbeing advice. Complete referral form and email to healthy.home@derbyshire.gov.uk

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>

The Derbyshire Handy Van Service. Aged 60+ or younger people with disabilities.

Provides practical support and advice to help older and vulnerable people to live independently in their own homes. The service is provided by Metropolitan Care and Repair and Connex Community Support, accessed via a single point of access managed by Metropolitan - Tel: 0203 535 4999

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/wdd@mea.org.uk

Citizen's Advice - 0300 456 8390 Lines open Monday to Friday, 9am to 4pm.

Financial hardship; Employment support:

Citizens Advice. income maximisation and advice. 0300 456 8390

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, 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:

Test and Trace Support Payment. Anyone on a low income asked to self-isolate by NHS Track and Trace is eligible for a £500 lump sum if they are employed or self-employed and meeting other conditionality criteria - referral via Derbyshire Dales District Council:

<https://selfserve.derbyshiredales.gov.uk/renderform.aspx?t=116&k=58C5CFBBE5E20082DFB817F1FF7B3768E989E4F9>

Job Centre Plus. Universal Credit for advance payments. Universal Credit helpline 0800 328 9344
Job Centre Plus 0800 169 0190

Employment support via national careers service. 0800 100 900 or use [webchat](#)

Disability employment support. Support for disabled people to find training, work experience, voluntary work and paid employment. 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/>

Money Sorted – email info@moneysortedind2n2.org Customer need 121 support to help to manage their financial circumstances which may be spiralling or causing stress.

Opportunity and Change email opportunityandchange@frameworkha.org. Has multiple & complex needs*, but aspires to resolve and move into employment/ training through longer term 121 support, counselling & therapeutic interventions.

Towards Work www.towardswork.org.uk Has a barrier to employment and requires focussed/ personalised 121 training and support into employment or education.

Eviction/Homelessness/Rough sleeping issues:

Homelessness advice. Derbyshire Dales 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. You can email homelessness@derbyshiredales.gov.uk, call 01629 761311 or complete this online form <https://hpa2.org/refer/DDDC>.

If you are homeless owing to an emergency situation outside of office hours or at the weekend, please call Derbyshire County Council for advice and assistance - telephone 01629 532600.

The Derbyshire Dales Housing Options service (via Age UK Derby and Derbyshire) is free, independent, confidential and offers one-to-one support for older people and their carers who are thinking about their housing needs now and for the future. Supporting all housing tenures for people aged 50+ the service aims to help people consider their options and to help them remain living independently. The service can help improve older people's quality of life, address immediate issues and help plan for future needs. Tel: 01629 761147 Email housingoptions@ageukdd.org.uk

Eviction/Homelessness/Rough sleeping issues continued:

Derbyshire Law Centre. Offer free housing advice for Derbyshire residents and employ a tenancy support officer. Email 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/>)

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.

Covid-19 support. Community Response Unit - 01629 535091

Flu related support. Pharmacy / Flu jab information

Slips, trips and falls:

Derbyshire Handy Van - Aged 60+ or younger people with disabilities - The Derbyshire Handy Van Service. Provides practical support and advice to help older and vulnerable people to live independently in their own homes. Falls prevention advice, changing lightbulbs, securing carpets/rugs and path/door access clearance. Tel: 0203 535 4999

Ask Sara website. <https://asksara.livingmadeeasy.org.uk/> has details of equipment you can buy and helps you work out the best aids to meet your needs.

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.

Derbyshire Dales – Revival 03330 143389

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 (Revival 03330 143389), 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

Social Prescribing

Care Co-ordinators. Via your GP surgery

Local Area Co-ordinators. lac@derbyshire.gov.uk or visit www.derbyshire.gov.uk/lac

Food; Shopping; Befriending support:

Jigsaw food bank Matlock. Referral only - Lime Tree Business Park, The Lime Tree, Lime Tree Rd, Matlock DE4 3EJ. 07787 279699 / jigsaw@churchinthepeak.org website <https://churchinthepeak.org/>

Ashbourne Food Bank. Ashbourne Elim Pentecostal Church, The Waterside Centre, Ashbourne DE6 1DG. Food bank for local people in crisis. 01335 344338. Can self-refer for a one-off parcel. For regular food parcels must be referred by a professional.

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 UK Derby and Derbyshire Befriending. The Befriending Service provides social support and companionship to people living in the community who are isolated, vulnerable or lonely. We also provide a specialist befriending service to support people in the early stages of dementia. Email: befriending@ageukdd.org.uk, Tel: 01433 620263.

Careline Calling Befriending. Make contact with Call Centre and arrange anything from a call once a fortnight to a call every day. 01335 210353.

Connex Befriending. Befriending services and Readycall service are providing support and social contact to isolated and vulnerable people through telephone calls, letters and Zoom/Skype where appropriate. 01335 348602

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 4 70 80 90