



Your Guide

to council, health, voluntary and community
services in Derbyshire

2014-15



Improving life for local people

We're here when you want us

Day and night at
www.derbyshire.gov.uk

Call Derbyshire

01629 533190

8am to 8pm weekdays

9.30am - 4pm Saturdays

Outside of these times we provide an out-of-hours service for some areas including social care.

email us at:

contactcentre@derbyshire.gov.uk

mini com: 01629 533240

text us on: 86555

 **DERBYSHIRE**
County Council
Improving life for local people

Welcome

There are lots of services in Derbyshire to support independent living and improve your quality of life as well as keep you and your family healthy and safe and provide extra support when you need it.

This guide aims to bring all this information together in one place.

It's not all about council and health services. We are very fortunate in Derbyshire to have so many charities, voluntary and community groups who do wonderful things for local people. You will find many of them listed in this guide.

The health and wellbeing of local people is one of our top priorities. We all know that prevention is better than cure, so this guide lists hundreds of organisations who can help you to stay healthy and active – and have fun too.

Life can be complicated at times so we believe that local people deserve the best advice and clear information from their council. After all, you can only take advantage of local services if you know they exist in the first place, how you can get in touch and what you are entitled to. This guide is part of our commitment to making sure you have all the facts you need.

From housing to handy vans, recycling to renewing library books, we hope you will find the information you are looking for in this guide.

If you need more advice or information please visit our website www.derbyshire.gov.uk or telephone Call Derbyshire on 01629 533190.

Your comments are very important to us and we would appreciate you taking the time to fill out and return the feedback form over the page.



Notes



Feedback form

How useful have you found this guide?

- Very useful Fairly useful
 Not very useful Not useful at all

How easy have you found this guide to be?

- Very easy Fairly easy
 Quite difficult Very difficult

Are there any other organisation or services you would like to see added to the next edition of this guide?

Please write any other suggestions or comments you have about the guide here:

Thank you for taking the time to complete this feedback form.

You do not have to give us your name and address but we will only be able to enter you in the prize draw if you do. We will never release your name or address to anyone.

Name: _____

Address: _____

Postcode: _____

Telephone number: _____

For the chance to win £50 of high street vouchers, please return this form by 30th December 2014 to: Your Guide to Services feedback, Derbyshire County Council, Adult Care Department – Information team, County Hall, Matlock, DE4 3AG.

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Your local councils

There are eight borough and district councils across Derbyshire. District and borough councils look after the following services:

- Abandoned vehicles
- Bins
- Burials
- Commercial waste collection
- Composting (kerbside collections)
- Council tax
- Dogs – strays and fouling
- Electoral registration
- Environmental health
- Fly-tipping
- Graffiti
- Housing
- Leisure centres
- Licensing
- Litter / cleaning
- Local tourist information
- Markets
- Noise pollution
- Pest control
- Planning permission
- Recycling facilities (other than household waste recycling centres)

Amber Valley Borough Council

Town Hall, Market Place, Ripley DE5 3BT
01773 570222
www.ambervalley.gov.uk

Bolsover District Council

The ARC, High Street, Clowne S43 4JY
01246 242424
www.bolsover.gov.uk

Chesterfield Borough Council

Town Hall, Rose Hill, Chesterfield S40 1LP
01246 345345
www.chesterfield.gov.uk

Derbyshire Dales District Council

Town Hall, Bank Road, Matlock, DE4 3NN
01629 761100
www.derbyshiredales.gov.uk

Erewash Borough Council

Long Eaton Town Hall, Derby Road,
Long Eaton, NG10 1HU
0115 907 2244
www.erewash.gov.uk

Ilkeston

Ilkeston Town Hall, Wharncliffe Road,
Ilkeston, DE7 5RP
0115 907 2244
www.erewash.gov.uk

High Peak Borough Council

Buxton Town Hall, Marketplace,
Buxton, Derbyshire, SK17 6EL
0845 129 7777
www.highpeak.gov.uk

North East Derbyshire District Council

Council House, Saltergate,
Chesterfield, S40 1LF
01246 231111
www.ne-derbyshire.gov.uk

South Derbyshire District Council

Civic Offices, Civic Way,
Swadlincote, DE11 0AH
01283 595795
www.south-derbys.gov.uk

Other Local Councils

Peak District National Park Authority

Aldern House, Baslow Road,
Bakewell, DE45 1AE
01629 816200
www.peakdistrict.gov.uk

Derby City Council

The Council House, Corporation Street,
Derby DE1 2FS
01332 293111
www.derby.gov.uk

Parish councils and authorities in neighbouring counties.

For contact details of your local parish council or town council, please telephone Call Derbyshire on 01629 533190

Money matters

A little extra cash can go a long way, so it's worth getting advice to find out if you or your family could be entitled to benefits.

There is also advice available if you have money worries or have consumer problems so you don't need to feel you have to deal with it on your own.

Benefits

Thousands of people in Derbyshire are missing out on benefits that are rightfully theirs.

Derbyshire County Council's Welfare Benefits Information and Advice Team are on hand to help you. They can give you free, expert and confidential advice on the benefits you may be able to claim, including:

- Pension Credit
- Carer's Allowance
- Housing Benefit
- Council Tax Benefit
- Working Tax Credit

Call the Benefits Helpline on 01629 531535
or email the team at welfarebenefits@derbyshire.gov.uk

Managing your money or debts

Information and advice is available if you are looking for help setting a budget, getting advice about different kinds of loan or dealing with debts.

It is important to check that the advice you are being offered is free.

Here are some of the main organisations that you can use to help you to manage your money.

Advice Derbyshire

Advice Derbyshire is a partnership of leading advice agencies working across Derbyshire.

01298 213 833
www.advisederbyshire.org

Age UK (Derby and Derbyshire)

Age UK carry out income maximization checks, support older people with money management and debt issues.

01773 768240
www.ageuk.org.uk/derbyandderbyshire

Business Debtline

Debt advice for the self-employed and small businesses.

0800 197 6026

Citizens Advice Bureau

The Citizens Advice Bureau offer free advice to help you resolve debt, legal, housing, discrimination, employments and other problems. The main bureau and contact numbers are:

Derbyshire Dales, Amber Valley and Erewash 0844 375 2712

North East Derbyshire and Bolsover 0844 848 9800

High Peak 08444 111 308

South Derbyshire 08444 111 308

Chesterfield 01246 209164

Citizens Advice Consumer service

The service provides advice and support to consumers in Derbyshire. The service is free of charge.

08454 040506
(Textphone dial 18001 followed by 01629 533190)

Chesterfield Law Centre

Chesterfield Law Centre can offer free, confidential help, advice and representation to residents of Derbyshire in social welfare matters. The advice and representation on offer depends on where a person lives.
01246 550674
www.chesterfieldlawcentre.org.uk

Consumer Credit Counselling Service

Monday to Friday, 8.00 am to 8.00 pm.
0800 138 111

Credit Unions

A credit union is a cooperative financial organisation that enables members to pool their savings and make loans to members at low rates of interest.

Chesterfield and North East Derbyshire Credit Union

01246 278833

South Derbyshire (Money Spider Credit Union)

01283 219761
www.moneyspider.org.uk

Erewash Credit Union

0115 932 9493

2 Shires Credit Union

01909 500575
www.2shires.org.uk

Manchester Credit Union (covering Gamesley)

0161 231 5222

Credit Union collection points are being set up in some libraries. See our website at www.derbyshire.gov.uk for details.

Derbyshire Discretionary Fund

The Derbyshire Discretionary Fund provides emergency financial help to citizens in crisis who need an urgent payment for food, heating or travel. If the application is successful, the applicant will receive a pre-loaded payment card or voucher. Applications need to be made via the telephone on

01629 533399

Derbyshire Unemployed Workers Centre

01246 231441
www.duwc.org.uk

For more debt and money advice search for organisations in the Derbyshire Directory at www.derbyshire.gov.uk/directory or visit www.derbyshire.gov.uk/welfarerights

Derbyshire Discretionary Fund



Derbyshire County Council has a fund to help people in a crisis situation with no money.

The fund aims to assist people experiencing a serious financial crisis who are not in a position to receive any help from family or friends. The service can assist with immediate financial difficulties but will also put applicants in touch with other support services so that financial crises are less likely to happen again.

There are two types of payments that can be made:

- Exceptional pressure grant

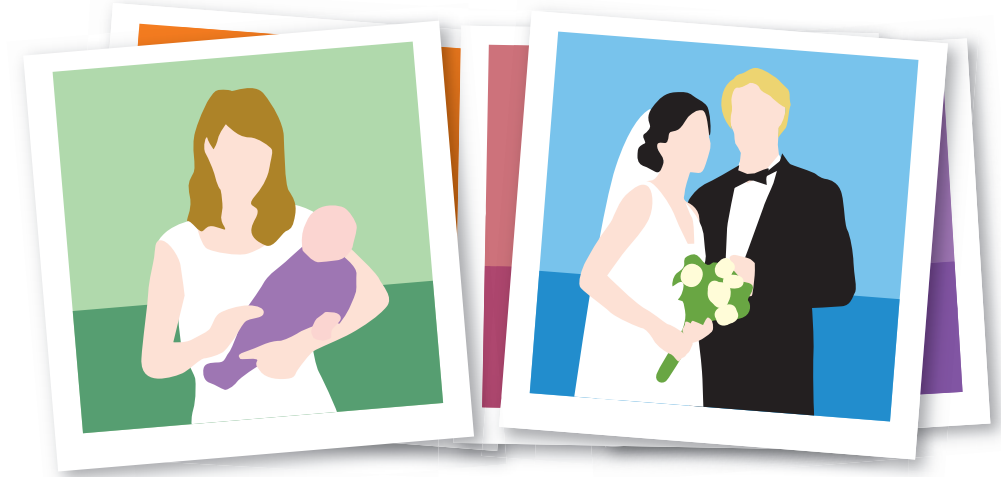
This support is for people on certain means tested benefits and can provide money to those returning to the community after time in care or as part of a resettlement programme. It can be used to ease the exceptional financial pressure a person or their family are facing, such as such as giving help to purchase essential goods.

- Emergency Cash payment

This support is for people on certain means tested benefits and can provide money to those returning to the community after time in care or as part of a resettlement programme. It can be used to ease the exceptional financial pressure a person or their family are facing, such as such as giving help to purchase essential goods.

All applications need to be made via the DDF telephone helpline on 01629 533399 or on line at www.derbyshire.gov.uk

The DDF team are available to take your call on Monday – Friday 10:00am -4:00pm



Births, Deaths, Marriages and Civil Partnerships

Such important events in our lives often involve the services of your local Registrars. Derbyshire County Council’s Registration Service provides the following services at many of their offices:

- Registration of births, deaths and still-births
- Marriage and Civil Partnership ceremonies
- Naming Ceremonies
- Renewal of Vows ceremonies
- Citizenship Ceremonies
- Replacement certificates (current and historical)

Many of our offices are part-time and all operate an appointment only system so to avoid disappointment, please telephone before visiting.

For additional information, please visit: www.derbyshire.gov.uk/registeroffices

Derbyshire Register Office

New Beetwell Street
Chesterfield S40 1QJ
01246 234754 / 01246 271405
chesterfield.registrars@derbyshire.gov.uk

District Registration Offices

Ashbourne
The Library, 2 Compton, Ashbourne DE6 1DA
ashbourne.registrars@derbyshire.gov.uk

Bakewell
Town Hall, Bakewell DE45 1BW
01629 812261
bakewell.registrars@derbyshire.gov.uk

Buxton
Town Hall, Buxton SK17 6EL
01298 25075
highpeak.registrars@derbyshire.gov.uk

Glossop
53A High Street East, Glossop SK13 8PN
01457-852425
highpeak.registrars@derbyshire.gov.uk

Ilkeston & Long Eaton
87 Lord Haddon Road,
Ilkeston DE7 8AX
0115 932 4844 / 0115 932 1014
erewash.registrars@derbyshire.gov.uk



Matlock

Town Hall, Matlock DE4 3NN
01629 582870
bakewell.registrars@derbyshire.gov.uk

New Mills

Town Hall, New Mills, High Peak SK22 4AT
01663 743424
highpeak.registrars@derbyshire.gov.uk

Ripley

Town Hall, Market Place, Ripley DE5 3BT
01773 841380
ambervalley.registrars@derbyshire.gov.uk

Swadlincote

Civic Way, Swadlincote DE11 0AB
01283 213976
southderbyshire.registrars@derbyshire.gov.uk

Bereavement

National Association of Widows

A national charity offering support and friendship to widows and women who have lost their partners through bereavement.
0845 838 2261
www.forthewidowed.org
info@forthewidowed.org

Cruse Bereavement Care (National)

0844 477 9400
www.cruse.org.uk
helpline@cruse.org.uk

Cruse Bereavement Chesterfield

01246 550080

Cruse Bereavement Derby

01332 332098

Derwent Rural Counselling

Counselling for people in North Derbyshire Dales and Hope Valley area. Clients are asked to make a small donation towards covering their counselling fee.
01629 812710
www.derwentruralcounselling.co.uk

War Widows Association of Great Britain (Derbyshire branch)

01629 732431
www.warwidowassociation.org.uk

Bereavement Advice Centre

Offers a free helpline and web-based information service with practical information and advice on the many issues and procedures that face us after the death of someone close.
0800 634 9494
www.bereavementadvice.org

Child Bereavement Charity

Support for when a baby or child dies or a child is bereaved.
01494 568900
www.childbereavementuk.org
enquiries@childbereavementuk.org
support@childbereavementuk.org

Winston's Wish

Childhood bereavement charity and the largest provider of services to bereaved children, young people and their families in the UK.
08452 03 04 05
www.winstonswish.org.uk
info@winstonswish.org.uk

Way Foundation

Support for people widowed aged 51 or below.
0300 012 4929
www.wayfoundation.org.uk

RoadPeace

RoadPeace is a UK specialist charity supporting road traffic victims and their families. They provide practical and emotional support and information.
0845 45 00 355
(open 5 days 9am - 5pm)
www.roadpeace.org
info@roadpeace.org

Tell Us Once

Derbyshire residents will now only have to provide details about a birth or death once instead of having to repeat the same information to every council and government department. This is thanks to the new "Tell Us Once" service that Derbyshire County Council is offering. The registrar will collect all the details needed to inform relevant agencies on the family's behalf.
01629 533073



50+ forums – speaking up for our age

How can you influence what is going on around you?
Do you find it difficult to get the information you need?
What issues and ideas do you have that you would like to be heard?

Your local 50+ forum could be the answer!

50+ forums are about:

- creating a powerful voice for people 50 & over
- being involved
- taking action
- influencing services
- enhancing your life and the lives of others

What's in it for you?

- Information
- Choice
- Opportunity
- Fun
- Friendship

The forums are independent and run by local people for local people.

They work to influence policy makers and engage with agencies and organisations that provide services for the 50+ community.

There are now a number of forums throughout the county and together with the Derbyshire Older People's Advisory Group, they make up the Derbyshire 50+ Forum Network.

Practical support is given by Derbyshire County Council through the Prevention Team.

Our strength lies in numbers. So your voice really will count.

To find out more information about your local forum contact
Call Derbyshire – 01629 533190



Staying well and independent

We all want to stay fit, healthy and independent for as long as possible and there are many community resources available to help you achieve this. Some are provided directly by the county, district or borough council and others are provided through local voluntary and community organisations.

Accessible Friends network

This is a UK charity operating over the internet to provide real time computer support, training and social activities.
www.tafn.org.uk

Age Concern (Chesterfield and District)

Provides information and advice, telephone befriending services, advocacy, clubs and social groups introductory service.
87 New Square, Chesterfield, S40 1AH
01246 273333
www.ageconcernchesterfield.org.uk
enquiries@ageconcernchesterfield.org.uk

Age UK (Derby and Derbyshire)

Age UK provide a whole range of services for older people across the county. These include information, advice, advocacy and support, befriending, day care, careline, falls prevention, foot care, memory lane.
01773 768240
www.ageuk.org.uk

Alzheimer's Society (Derbyshire)

The Alzheimer's society Dementia Support Service can provide you with information and on-going support on a range of subjects including: understanding dementia,

treatments, maintaining independence, financial and legal matters, changing relationships and behaviour, and care options. For support or more details on all the services we offer locally please contact us.

Chesterfield 01246 223366
Derby 01332 208845
derbyshire@alzheimers.org.uk
www.alzheimers.org.uk

Blind Social Club

Red Cross social group for visually impaired people. Meets at Chesterfield Community Centre, Tontine Road, Chesterfield 6.45pm – 8.45 pm, 1st Monday of the month.

Bright Opportunities

This is a not-for-profit creative community day service for adults with a learning disability living in the high peak. The group offers a wide range of activities
11a Market Street, Buxton, SK17 6LF
07426 071966

Careline

A telephone befriending service covering Derbyshire Dales and Uttoxeter which provides support for older people, carers, people who have been recently bereaved,

and vulnerable people within the community. The service is free and operates every day providing regular telephone chats for friendship and extra support.

01335 210353
www.carelinecalling.org.uk
info@carelinecalling.org.uk

Chesterfield Library Listening Group

A bookchat reading group is held on Fridays 9.30 – 11.45 for people with a visual impairment. 01629 533400

Community Directory Derbyshire

An online directory of voluntary groups and services across Derby and Derbyshire which CVS and other organisations contribute to
www.communitydirectoryderbyshire.org.uk

Derbyshire Handy Van Network

The Derbyshire Handy Van Network provides practical support to help older and vulnerable people to live independently in their own homes. This free service is available to people aged 60 and over or by referral for the following:

- Practical DIY tasks and minor repairs
- Home Fire Safety and Security Checks
- Energy Efficiency advice

Contact Call Derbyshire for information about how to contact your local Handy Van service on or 01629 533190. Visit www.derbyshire.gov.uk/handyvan for more information.

Derbyshire Friend

Support and advocacy services for people who are lesbian, gay, bisexual or transgender, including drop-in, switchboard helpline, social support groups, supportive listening, sexual health advice and information.

01332 349333
www.gayderbyshire.org.uk
info@gayderbyshire.org.uk

Foundations

Guiding Young people to sustainable healthy eating. 0845 241 0962
www.foundationssuk.org

Friendship First

This is a project run by peaks and dales advocacy service. The project provides social

events and other opportunities for people with a learning disability to make new friends and relationships. 01298 79539
www.peaksanddalesadvocacy.org.uk

Fun2do

A charity to enable people with a learning disability in Derbyshire to have interesting things to do in the company of others who share their interest. www.fun2do.org.uk

Grapevine Wellbeing Centre

Resource centre offering a range of activities to support mental health.
15 Scarsdale Place Buxton. 01298 72965

Health and Wellbeing Zones

These are places where you can find information about staying healthy and local community services. Some health and wellbeing zones have computer kiosks that provide free access a variety of useful websites.



Health and wellbeing zones are currently available at:
Shirebrook Library, Eckington Library, South Normanton Library, Holmewood Library, Bolsover Library, Buxton Library, Long Eaton Library, Ilkeston Library, Chesterfield Library, Staveley Library, Alfreton Library, Ripley Library, Whaley Bridge Library, Waltham House, Wirksworth, St Oswalds Hospital, Ashbourne, Swadlincote Library, Oakland Swadlincote, Inkersall Health centre, Ashbourne Library, Heanor Library, Brimington Library.

Health Promotion Resource Library

Is open to professionals and members of public to visit and have access to a wide range of health promotion materials. They also have an online catalogue showing all of our resources and leaflets available.
01246 868407
www.healthpromotionresources.derbys.nhs.uk

More than 1,000 members

FIND A TRADER YOU CAN TRUST

TRUSTED TRADER



We know that finding the right trader can be a big worry.

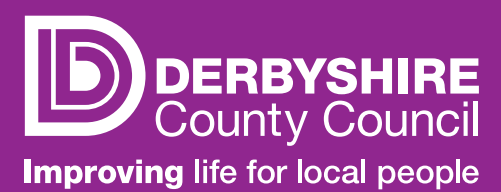
We've all heard stories about cowboy builders, dodgy workmen and rip-off merchants.

That's why Derbyshire County Council set up Trusted Trader.

We can help you to find honest and reliable traders who promise to do a good job for a fair price.

Call Derbyshire 01629 533190

www.derbyshire.gov.uk/trustedtrader



North East Derbyshire Downs support group 07500 814361

Priority Services Register scheme
Energy suppliers have to offer a range of free services known as the priorities services register for their most vulnerable customers. See page 22.

Ramblers Association
Chesterfield and North East Rambler association have an extensive programme of walk for different ages and abilities including families with children and those with restricted mobility. 01246 233179

Readycall
Covers the Southern Derbyshire Dales and provides a befriending service to lonely, disabled and older people. Readycall Macmillan services provides befriending to those whose lives have been affected by cancer. 01335 348600
www.vcspd.org

Relate - Derby City and Southern Derbyshire (and Belper outpost)
62 Friar Gate, Derby, DE1 1DJ
01332 349177
info@relatederby.org.uk

Relate - Chesterfield area
7 Sheffield Road, Chesterfield, S41 7LL
01246 231010
relatechesterfield@btconnect.com

Sight Support Derbyshire
This organisation offers befriending, children and young peoples services, home support, practical advice and information to those with a sight impairment. 01332 292262
www.sigthtsupportderbyshire.org.uk

Staying Safe
There is lots of information about staying safe on the Safer Derbyshire Website. Safer Derbyshire. If you are concerned about a safety issue for yourself or someone you know please ring Call Derbyshire on 01629 533190

Stop Smoking Service
People living in Derbyshire can get help, information and Free NRT therapy from specialist advisors in a variety of settings:

Clinics, Drop In Centre in Chesterfield market and from the Quit Line and invites into your Workplace.

We know that smokers are up to 4 times more likely to succeed if they get help and support. Please contact us for further information. 0800 085 2299 or 01246 868425.

Strictly No Falling!
This initiative provides exercise to improve coordination, balance and strength and reduce the risk of falls.

Amber Valley, High Peak, Derbyshire Dales (north), Chesterfield, Bolsover and N. E Derbyshire
Diane Ball 01246 515657 or 07785 590 466

Erewash Derbyshire Dales (south) and South Derbyshire
Jo Briggs 07837 277252

Tootsies Footcare services
Affordable footcare for people over 50. For information about venues around the county and prices, contact the Footcare Co-ordinator, Age UK Derby and Derbyshire, 29A Market Place, Heanor, DE75 7EG 01773 768240
footcare@ageukderbyandderbyshire.org.uk
www.ageuk.org.uk/derbyandderbyshire/footcare

Trusted Trader
To make sure you can find a reliable tradesman that you can trust to do a good job we set up the Trusted Trader scheme. You'll find plumbers, builders, roofers, decorators, electricians and many more. There's over 1,000 trades listed. Visit www.derbyshire.gov.uk/trustedtrader or contact Call Derbyshire on 01629 533190.



VCS peaks and Dales
Provide a befriending service for older and disabled people. 01298 23970

Volunteer passport
Derbyshire is keen to encourage people to become volunteers and has developed the Volunteer Passport to enable people who wish to become volunteers to undertake a free short set of training that will give them the confidence and key skills they need. People who are interested in becoming a volunteer should contact their local Volunteer Centre

Amber Valley CVS 01773 512076

Volunteer Centre Buxton and District 0129823970

Erewash Voluntary Action South Derbyshire 0115 9466740

CVS 01283 219761 / 550163

Glossop Volunteer Centre 01457 865722

Information about the Volunteer Passport can be provided by the above centres or by emailing passport@derbyshire.gov.uk

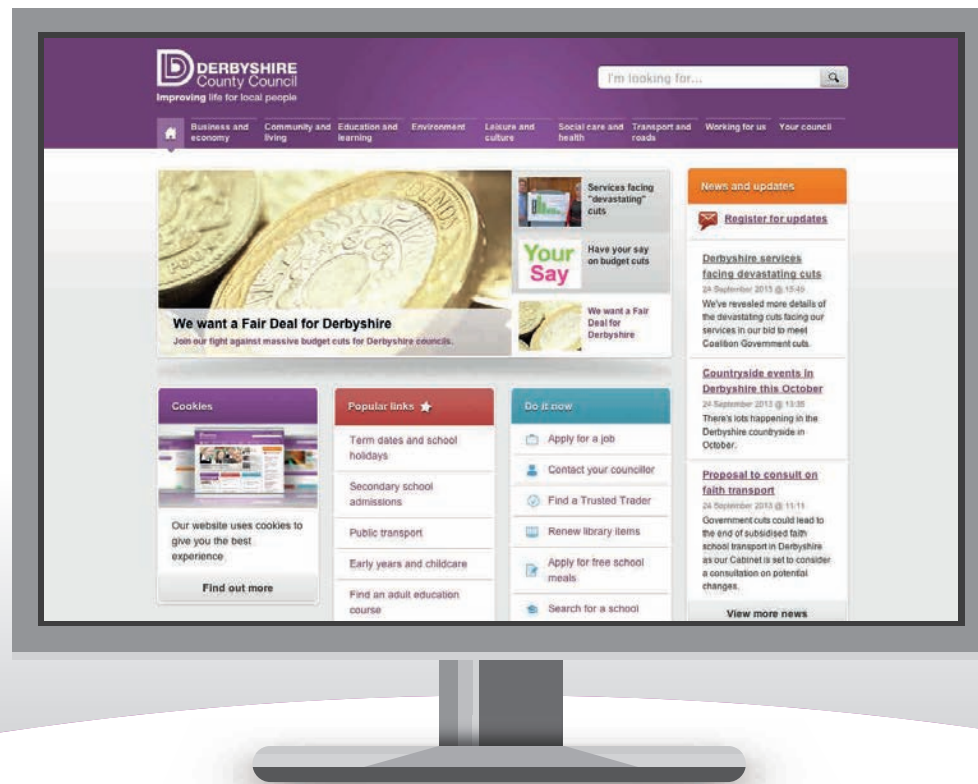
Walking for Health
There are walking for health groups across Derbyshire. A full range of these can be found on the Active Derbyshire website at www.activederbyshire.co.uk or by ringing 01773 748 907

Look out for your invitation to an NHS Health Check from your GP

A free NHS Health Check is now available to people in Derbyshire aged between 40 and 74 without existing cardiovascular disease, which includes heart attack, diabetes, chronic kidney disease and stroke.

The check takes about 20-30 minutes at your local GP practice. You will be asked some simple questions, for example, about your family history and lifestyle. Several measurements will be taken such as blood pressure, height, weight and a simple blood test to check your cholesterol. These details will be used to calculate your personal risk of developing one of these diseases in the future. Your results will be discussed and advice and support will be provided on lifestyle changes that will help you to improve your health. Treatment or medication may be prescribed by your GP to help you maintain your health. For further information please contact sue.thackray@derbyshire.gov.uk or visit NHS Choices: www.nhs.uk/Planners/NHSHealthCheck/Pages/Overview.aspx

Renew your library books,
get bus and train info, report
problems on the roads, find
out about blue badges...



you can do all of this
and much more on our website.
► www.derbyshire.gov.uk

DERBYSHIRE
County Council
Improving life for local people



Leisure and fitness

Looking after your wellbeing is not just about health, it's about enjoying yourself and your leisure time. We are lucky to have lots of beautiful countryside on our doorstep as well as plenty of leisure opportunities. In this section find out about how to get out and about in Derbyshire.

Archery (for people with a visual impairment)

Contact: Sight Support Derbyshire
Helen Rowley 01332 287024

Disabled Sports www.parasport.org.uk
www.derbyshiresport.co.uk/disability

Strictly no Falling!

This initiative provides exercise to improve coordination, balance and strength and reduce the risk of falls.

**High Peak, Derbyshire Dales (north),
Chesterfield, Bolsover and N. E Derbyshire**
Diane Ball 01246 515657 or 07785 590 466

**Erewash Derbyshire Dales (south) and
South Derbyshire**
Jo Briggs 07837 277252

Waterski and Wakeboard Association (British Disabled Group)

Courses are open to anyone with a disability
075217 18605 or 01455 208080

Cycle hire

You can hire bikes, trailers, tandems and bike seats from Middleton Top cycle hire centre near Wirksworth.

The Peak District National Park Authority also has cycle hire at Parsley Hay, Ashbourne and Derwent Valley.

**Peak District National Park,
Parsley Hay cycle hire** 01298 84493

**Peak District National Park
Ashbourne cycle hire** 01335 343156

**Peak District National Park
Derwent Valley cycle hire** 01433 651261

Trampers

You can now hire a "Tramper" scooter, from several of our countryside sites. These are designed to cope with rough and tough terrain giving people with mobility problems more freedom to explore the countryside.



We have four scooters available to hire from Middleton Top visitors centre, Shipley Country Park, Tapton Lock Visitor Centre and Elvaston Country Park. To advance book give the centre you are visiting a call.

Derbyshire County Council countryside visitor centres

Derbyshire County Council's countryside service looks after footpaths, bridleways and trails, country parks, picnic and wildlife sites, ponds and wetlands. It also organises events to help people make the most of their surroundings. Local parks and recreation grounds are usually managed by direct, borough or parish councils.

For more information visit www.derbyshire.gov.uk/visitorcentres

Visitors centres

Middleton Top Visitor Centre, Middleton by Wirksworth
Also offers cycle hire from spring to late summer 01629 823204

High Peak Junction Workshop and Visitor Centre, High Peak
01629 823204

Hayfield Visitors Centre 01663 746222

The Visitor Centre, Shipley Country Park, Heanor 01773 719961

The Countryside Centre, Clay Cross
01629 533020

Elvaston Castle Country Park
01332 571342

Tapton Lock Visitor Centre
01246 551035

Linacre Valley, Linacre Reservoirs
01246 567049

Main tourist information centres

Derbyshire's tourist information centres are provided by district or borough councils.

Ashbourne 01335 343666
Bakewell 01629 816558 / 01629 813227

Buxton 01298 25106
Chesterfield 01246 345777
Derby 01332 255802
Matlock/Matlock Bath 01629 583388
South Derbyshire 01283 222848
Leek 01538 483741
Manifold Valley 01298 84679

Derbyshire County Council provides many specialist environmental services for residents.

Conservation areas 01629 539791
Ecology 01629 539784
Eco schools 01629 539792
Emergency planning 01629 538364
Greenwatch Action grants 01629 533302
Hazardous Waste 01629 538532
Heritage – listed buildings, conservation 01629 539803
Heritage – archaeology 01629 539774

Out and about in Derbyshire

Derbyshire County Council publishes an annual countryside events brochure. You can download a copy of the events brochure by searching clicking on the events section at www.derbyshire.gov.uk/countryside or Call Derbyshire on 01629 533190.

Farmers markets

Alfreton
Institute Lane/Severn Square in Alfreton
Russell Slater 01773 841542
russell.slater@ambervalley.gov.uk
3rd Saturday the month,
from 9:00am to 1:00pm

Ashby
Manor House School, South Street
3rd Saturday of every month

Bakewell
Agricultural Business Centre*
01629 813777
Last Saturday of the month (except
July and December when dates change)

Belper
Market Place 01773 822116
2nd Saturday of the month

Buxton
Pavilion Gardens 01298 23114

Castleton
Village Hall 01433 620679
1st Sunday of every month

Chesterfield
Central Pavement 01246 345999
2nd Thursday of the month /
last Sunday of every month

Derby
Market Place 01332 255802
3rd Thursday of the month

Hartington Farmers Market
Hartington Moor in Biggin by Hartington
Gilly Groom 01629 534302
gilly@hartingtonfarmersmarket.com
Sundays weekly 30th May - 12th September,
from 10:00 am to 5:00 pm

Hathersage Farmers Market
1st Saturday of the month

Heanor Farmers Market
Market Place
3rd Saturday of the month

Matlock Farmers Market
Imperial Rooms 01629 583042
3rd Saturday of the month

Ripley Farmers Market
Market Place in Ripley
Russell Slater 01773 841542
russell.slater@ambervalley.gov.uk
1st Saturday of every month,
from 9:00 am to 3:00 pm

Rowsley Farmers Market
Peak Village Outlet Shopping Centre, DE42E
01629 735 326
3rd Saturday of every month,
from 9.30am - 2.30pm

Swadlincote Farmers' and Producers' Market
The Delph, Swadlincote 07879 276243
simon.wardle@virgin.net
Last Thursday of the month, 9am – 3pm
Plant market, First Thursday of the month
(summer months), 9am – 3pm

For more information about all Farmers Markets in Derbyshire see www.local-farmers-markets.co.uk/derbyshire.html

Leisure centres

Alfreton leisure centre 01773 523325
Ashbourne leisure Centre 01335 343712
Bakewell pool 01629 814205
Belper leisure centre 01773 825285
Buxton swimming & fitness centre 01298 766142
Buxton spa pool 01298 26548
Chapel leisure centre 01298 811733
Creswell leisure centre 01909 721371
Dronfield sports centre 01246 217217
Eckington swimming pool 01246 217481
Etwall leisure centre 01283 733348
Gamesley community and sports centre 01457 869145
Glossop leisure centre 01457 842272
Glossop pool 01457 842262
Green bank leisure centre 01283 216269
Killamarsh sports centre 0114 2485554
Kissinggate leisure centre (Shirebrook) 01623 748313
Matlock (Arc) 01629 581322
Melbourne leisure Centre 01332 863522
The Healthy Living Centre
Staveley 01246 345666
New Mills leisure centre 01663 748842
Queens Park sports centre (Chesterfield) 01246 345555
(booking line)
Ripley leisure centre 01773 514727
Sharley Park leisure centre 01246 217277
Victoria Park leisure centre 0115 9440400
William Gregg VC leisure centre (Heanor) 01773 537940
Wirksworth leisure centre 01629 824717

For more sport and leisure groups visit the Derbyshire Directory at www.derbyshire.gov.uk/directory

Arts Derbyshire

Find out more about what's on in Derbyshire by visiting the Arts Derbyshire website.
www.artserdebyshire.org.uk

Visit Peak District

Find places to visit and things to see at the official Peak District website.
www.visitpeakdistrict.com

Crime and safety

Derbyshire is one of the safest places to live in the East Midlands but it's always a good idea to know how to reduce your risk even further. There are lots of organisations in Derbyshire that can help you stay safe and secure.

Community Safety Partnerships

Derbyshire Community Safety Partnerships work with the local community to reduce crime and anti-social behaviour. Each area partnership is made up of various local organisations including Derbyshire County Council, district councils, the fire service and police and health authorities.

You are welcome to contact your local partnership to find out more about their work.

Amber Valley	01773 841652
Bolsover	01246 593098
Chesterfield	01246 345093 community safety officer or 01246 345225 to report anti social behaviour
Derbyshire Dales	01629 761187
Erewash	0845 907 2244 ext 3584
High Peak	0845 1297777
North East Derbyshire	01246 217015
South Derbyshire	01283 595924

You can visit www.saferderbyshire.gov.uk to find out how to report anti-social behaviour, pick up tips on staying safe and find out about the latest safety schemes in your area.

Hate Crime

A Hate Crime or Hate Incident is any behaviour that a victim or witness thinks was caused by hostility, prejudice or hatred of:

- Disability – including physical impairments, mental health problems, learning disabilities, hearing and visual impairments
- Gender Identity – people who are transgender
- Race – skin colour, nationality, ethnicity or heritage
- Religion, faith or belief
- Sexual orientation

It can include verbal abuse, graffiti, bullying or harassment, damage to property, physical assaults etc.

If you do not want to talk to the police about Hate Crimes and Incidents you can ring Stop Hate UK on 24Hr Helpline 0800 138 1625
Text 07717989025
talk@stophateuk.org
www.stophateuk.org

Other crime and home safety organisations

Crime and safety
cafs@gwa.f2s.com
www.highpeakwomensaid.org.uk

In an emergency always call 999
Call 101 to report crimes that are not an emergency

Crimestoppers

You can contact this national charity anonymously if you have any information about crime. Calls are free.

0800 555111
www.crimestoppers-uk.org

Office of the Police and Crime Commissioner for Derbyshire

Alan Charles is the elected Police and Crime Commissioner for Derbyshire. PCCs are elected to make sure that local police meet the needs of the community. Contact your police and crime commissioner (PCC) to make a suggestion or a complaint on how your local area is policed.

Contact the PCC about:
how your area is policed
the police budget
the amount of Council Tax charged for the police
the information you get about what the local police are doing

0300 122 6000
pccoffice@derbyshire.pnn.police.uk
www.derbyshire-pcc.gov.uk

Derbyshire Police (non emergencies)

Call 101 for non emergencies

Minicom 18001 101
Text service 07800 002414
www.derbyshire.police.uk

Derbyshire Neighbourhood Watch

There are over 1500 neighbourhood watch schemes in Derbyshire. Find out if there's one in your area or how you can set up a scheme. Call the neighbourhood watch coordinator on

0300 1224913

England Illegal Money Lending Team

This national team investigates loan sharks and offers support to victims.

0300 500 2222
reportaloanshark@stoploansharks.gov.uk

Victim Support

Part of a national charity that supports victims of crime emotionally and practically and provides free, confidential help to witnesses of crime attending court.


0300 303 1947
www.victimsupport.org.uk

SNOW INFO

When it snows go to...
www.derbyshire.gov.uk/snow
for

- ▶ School closures
- ▶ Latest weather
- ▶ Road conditions
- ▶ Find your nearest grit bin
- ▶ Gritting routes and updates

www.derbyshire.gov.uk/snow
Call Derbyshire 01629 533190

 **DERBYSHIRE**
County Council
Improving life for local people



Energy saving and recycling

Saving money as well as looking after the environment are some of the biggest challenges facing us today. From composting and recycling, to being more energy efficient, there are lots of little things that we can all do to help to cut energy bills, save money and look after our world too.

Borrow an energy monitor

Save money and the environment by cutting down on your energy bills. Why not keep track of how much energy you're using by borrowing a free energy monitor from any library?

Ask staff at your local library about the free loan scheme.

Community Oil Buying scheme

This is a scheme whereby people whose homes are heated by kerosene can join a countywide oil buying syndicate to keep costs down.

Rural Action Derbyshire

07903 876811 / 01629 824797

Energy Saving Trust

For advice and tips on saving energy call 0300 123 1234 or visit www.energysavingtrust.org.uk

Priority Services Register Scheme

Energy suppliers have to offer a range of free services, known as the priority services register, to their most vulnerable customers.

These services are free to join and are available from all mains gas and electricity suppliers. You should contact your supplier directly to get an application form for their scheme.

The Energy Ombudsman

If you have a complaint about your gas

or electricity supplier which you can't sort out with your supplier, you can make a complaint to the Energy Ombudsman.

0330 440 1624

Textphone 0330 440 1600

www.ombudsman-services.org

Gas Safe Register

The Gas Safe Register is an independent organisation which promotes gas safety. Anyone who installs or services gas equipment must register with the Gas Safe Register.

0800 408 5500.

www.gassaferegister.co.uk

Green Deal

You can make energy-saving improvements to your home or business without having to pay all the costs up front through the Green Deal.

Energy-saving improvements include: insulation - eg loft or cavity wall insulation, heating, draught-proofing, double glazing, renewable energy technologies - eg solar panels or wind turbines.

For an assessment call 01629 533190

Home heat helpline

Provides advice for people struggling to pay their fuel bills. It offers advice on cheaper payment schemes, grants for

home insulation and information on how to get on the Priority Services Register.

0800 33 66 99

Gas leaks

If you suspect a gas leak call 0800 111 999

Winter Fuel Payments helpline

Winter Fuel Payments of up to £200 are available if you were born on or before 5 January 1951.

To find out more about Winter Fuel Payments, call 08459 151515

(8.30am - 4.30pm Monday to Friday)

textphone 0845 601 5613 or visit

www.direct.gov.uk/winterfuel.

Recycling, household waste and composting

Discounted composting bins

The County Council work in partnership with getcomposting.com – suppliers of discounted compost bins and other green products.

0844 571 4444

Recycle Now

Offers advice and information on recycling and information on composting

www.recyclenow.com

Love Food but Hate Waste?

For ideas on how to use up those food leftovers visit www.lovefoodhatewaste.com

Freecycle and Freegle

The Freecycle and Freegle networks brings people together who want to exchange their unwanted goods, rather than throw them away.

www.uk.freecycle.org

Household Waste Recycling Centres

You can take household waste that's too big to be taken by your normal kerbside collection to one of the county's nine recycling centres:

Chesterfield

Stonegravels Lane, Off Sheffield Road, Chesterfield S41 7LF

Loscoe

Taylor Lane, Loscoe DE75 7TA

Ilkeston

Manners Avenue Industrial Estate, Ilkeston DE7 8EF

Newhall (Swadlincote)

Main Street, Newhall, Swadlincote DE11 0TP

Ashbourne

Mayfield Road, Ashbourne DE6 2BJ

Glossop

Melandra Road, Glossop SK13 6JQ

Bolsover

Buttermilk Lane, Bolsover, S44 6AE

Buxton

Waterswallows Industrial Estate, Waterswallows Road, Green Fairfield, Buxton SK17 7JB

Northwood

Harrison Way, Darley Dale, Matlock DE4 2LF

There are also smaller recycling points, run by your local district or borough council, which may be more local to you.

For more information visit

www.derbyshire.gov.uk/recycling

Derbyshire Real Nappy Campaign

Families can help reduce the amount of disposable nappies that are thrown away every year by using real ones. Search for more information at www.derbyshire.gov.uk/realnappies or call 01629 539788.

Save Water

Waterwise

Offers impartial information and advice about how to save water in and around the home.

0207 9172826

www.waterwise.org.uk

Severn Trent

www.savewatersavemoney.co.uk

Most water companies will supply water saving devices for your toilet cistern.

Contact your supplier for details.

Green Travel

Reduce the damage to the environment and save money by car sharing and using public transport.

Car Share Derbyshire

01629 538156

www.CarShareDerbyshire.com

Liftshare

www.liftshare.com

Visit the Derbyshire Directory for local groups involved in conservation and campaigning on green issues. www.derbyshire.gov.uk/directory



Family services

Keeping your family safe and happy is a top priority for most people, but you might also need to know where to turn if you need expert help or advice on family matters.

Childcare

The county council's families' information service can help you find a registered child-minder, day nursery, out of school or holiday care and pre-school playgroups. Call 08456 058 058 or 01629 533190. Or search online for childcare at www.derbyshire.gov.uk/fis

Short Breaks

Meadow Lodge is a new short break holiday base for disabled young people and their families. It gives disabled young people and their families the opportunity to enjoy a break and take part in outdoor activities.

For more information call 01629 534561 or email leagreen.admin@derbyshire.gov.uk

Reach

A magazine aimed at families with disabled children is produced twice a year by Derbyshire County Council. Reach is full of useful advice, features and contacts. To get a copy contact Call Derbyshire on 01629 533190.

www.derbyshire.gov.uk/reach

Adoption and Fostering

Fostering

If you're thinking about fostering, Derbyshire County Council can offer you and your family advice and will support you through the process.

For more information Call Derbyshire on 0800 0837744 or 01629 533190, visit www.derbyshire.gov.uk/fostering or email fostering@derbyshire.gov.uk

Adoption

The adoption service can be contacted Monday to Friday between 9am and 12.30pm on 01629 532280, visiting www.derbyshire.gov.uk/adoption or by emailing adoption@derbyshire.gov.uk

Talk Adoption (National)

Confidential helpline for young people under the age of 26.

The service is aimed at anyone who has been affected by adoption, whether they are adopted people, birth parents and relatives or adoptive families.

0161 839 4932

www.talkadoption.org.uk

Other family services

Derbyshire County Council's children's centres

There are 42 children's centres across Derbyshire. They offer help on early education, childcare, family support and support services in the home or community (known as outreach) for parents and carers and more.

www.derbyshire.gov.uk/childrenscentres

Home-Start

Home-Start helps families with young children deal with whatever life throws at them. They support parents as they learn to cope, improve their confidence and build better lives for their children. See the website for additional resources and below for local branches.

www.home-start.org.uk

Home-Start South Derbyshire

C/o The Old Post Centre High Street, Newhall, Swadlincote DE11 0HX 01283 558280

Home-Start High Peak

26 Spring Gardens, Buxton, Derbyshire SK17 6DE 01298 72777

Home-Start Erewash

6 Heanor Road, Ilkeston, Derbyshire, DE7 8DX 0115 9304640

Home-Start Amber Valley

Unit 3a, Suite 1, Unicorn Business Park Wellington St, Ripley, Derbyshire DE5 3EH 01773 746264

Home-Start Derby

152 Pear Tree Road, Derbyshire DE23 6QE 01332 206643

The National Careline

A not for profit company offering information about care and support for older people, their carers and their families. 0800 0699 784

NSPCC

Help for children & young people - ChildLine 0800 1111

Help for adults concerned about a child. 0808 800 5000

www.nspcc.org.uk

Parent Partnership, Derby and Derbyshire

Offers free, confidential, impartial help, advice and support for parents and carers of children and young people. 01629 533660

www.derbyshireparentpartnership.co.uk

Do you have something to say about health and social care services?

We want to hear what you think about health and social care services, whether it be praise, criticism or ideas for improvement.

Why talk to Healthwatch Derbyshire?

- We tell services about your experiences of care, which will work towards changing them for the better.
- Service providers have to listen to us, so they will be listening to you.
- Because if we can't help you, we will know someone who can.
- Because we are powerful, well connected and will make sure your voice is heard.



To have your say...

Email: enquiries@healthwatchderbyshire.co.uk

Web: www.healthwatchderbyshire.co.uk

Telephone: 01773 880786

Text: 07943 505255

www.facebook.com/healthwatchderbyshire

[@HWDerbyshire](https://twitter.com/HWDerbyshire)

healthwatch
Derbyshire



Staying Safe

Domestic Abuse – County wide services

Derbyshire Domestic Abuse helpline

Countywide telephone helpline for anyone experiencing domestic abuse in Derbyshire. Service available 24 hours per day, 7 days per week.

08000 198 668

Derbyshire Friend

Specialist service for LGBT people living in Derbyshire.

01332 207704
info@gayderbyshire.org.uk
www.gayderbyshire.org.uk

Derbyshire Support and Advice for Men

Specialist helpline for male victims of domestic abuse. Service available Monday to Friday 10am to 4pm.

08000 198668 (option 2)
www.derbyshiresam.org.uk

Hadhari Nari

Specialist accommodation and support primarily for Black and Minority Ethnic (BME) victims of domestic abuse. Service available Monday to Friday from 9am to 4.30pm.

01332 270101
advice.centre@metropolitan.org.uk

Independent Domestic Violence Advisory Service

Support for victims of domestic abuse who have been referred to Multi Agency Risk Assessment Conference (MARAC). Service available Monday to Friday from 9am to 5pm.

01246 540444
idva.team@ndwa.cjism.net

Sexual Assault Referral Centre & Independent Sexual Violence Advisors (ISVA)

The SARC provides medical care and forensic examination following sexual assault or rape, counseling and sexual health services for anyone aged 14 years and over. Service available 24/7. The ISVA is a trained specialist offering practical and emotional support to anyone over the age of 16.

01773 746115
help@sv2.org.uk
www.sv2.org.uk

SV2

Support for anyone who has been the victim of sexual violence in Derbyshire. Helpline available 24 hours per day. Email available weekdays 9am to 5pm.

01773 746115
help@sv2.org.uk
www.sv2.org.uk

Victim Support

Low risk outreach provision for females and males experiencing domestic abuse in Derbyshire. Service available Monday to Friday from 8am to 8pm.

0300 303 1947
leics.vcu@victimsupport.gsm.net
www.victimsupport.org.uk

Local Support Services

Bolsover District Council – IDVA

North Bolsover.

01246 593063
sharon.ryan@bolsover.gcsx.gov.uk
www.bolsover.gov.uk/domestic-violence

Housing Related – Derbyshire WISH

Provides support to males and females fleeing or living with domestic abuse. Help and support delivered in the person's home if it is safe to do so, or at any safe venue in the area.

01773 765 900
wishsouth@ncha.org.uk

Independent Domestic Violence Advisory Service

Support for victims of domestic abuse who have been referred to Multi Agency Risk Assessment Conference (MARAC). Service available Monday to Friday from 9am to 5pm.

07812 300927
dsvu@derby.gov.uk.cjism.net

High Peak Women's Aid

Outreach provision for females and males experiencing domestic abuse.

01457 856675

Services for children and young people experiencing domestic abuse

01457 855199

gwa@f2s.com

www.highpeakwomensaid.org.uk

Next Step (against domestic abuse)

Medium risk outreach provision for females and males experiencing domestic abuse. Service available Monday to Friday from 9am to 5pm.

01283 229854
nextstep2@btconnect.com
www.next-step.org

North Derbyshire Women's Aid

Accommodation, support and outreach provision for females, males, children and young people experiencing domestic abuse in North East Derbyshire, Chesterfield, Bolsover and Amber Valley. Service available Monday to Friday from 9am to 5pm.

08000 198 668
www.ndwa.org.uk
help@ndwa.org.uk

Refuge – NCHA

Supported housing project which provides emergency, short term refuge for women and children fleeing domestic abuse. Derbyshire WISH community properties are available to either women or men and their children.

01773 765 900
wishsouth@ncha.org.uk
wishnorth@ncha.org.uk

Refuge – Trident Reach

Lemon Grove is a women's refuge providing safe emergency accommodation for women fleeing domestic abuse.

0800 0884 194
www.reachdomesticabusesupport.org

Trident Reach Domestic Abuse Service

Service for children and young people experiencing domestic abuse, including those living in refuge accommodation.

0800 0884 194
www.reachdomesticabusesupport.org

Get On course

for skills, leisure and fun

with Derbyshire County Council's Adult Community Education Service
There's so much to choose from right on your doorstep...



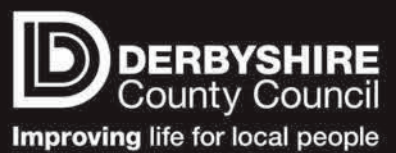
Jewellery **Arts and crafts** Childcare **Construction** Pottery **DIY** **Dance** Learning together as a family **Yoga** Indian head massage, Tai Chi, Reiki and **Angling** **Languages – European and Japanese** **Apprenticeships** First aid **Personal development** **English and maths** English **Other languages** Upholstery **Family history** Life **Safety** **Gardening** Apprenticeships **DIY for men** **Singing** **Hedgelaying** **Woodland management** **Brick laying** **Building with timber or straw** **Stone masonry** Dry stone walling **Reiki** **Basket making** **Fly fishing** Jewellery **Silver smithing** **Knitting** **Guitar** Keep fit **Singing** **Photography** **Construction** **Pottery** **DIY for women** **safety** **First aid** **DIY** **Childcare** **Tai Chi** **Construction**

15% discount on many courses for Gold Card holders

Computers, Maths & English, Apprenticeships and Childcare courses – join at any time. Some of these courses are FREE!



Call now for our brochure or more information
01629 533190 or visit
www.derbyshire.gov.uk/adulteducation



Education and learning

Education is a lifelong process, from pre-school and nursery to adult education - here's where to find out how to make it all smooth sailing.

Schools admissions / transfers	01629 537479
Becoming a school governor	01629 535769
Free school meals	01629 536481
School crossing patrols	01629 538062
School performance details – Department of Education	0870 000 2288 www.education.gov.uk
Eco schools	01629 539792
Special needs education	01629 536539
Student finance – post 16, university and higher education	0845 300 5090 www.direct.gov.uk/studentfinancechanges

University of the Third Age
A self-help organisation for people no longer in full-time employment providing educational, creative and leisure opportunities in a friendly environment.
020 8466 6139
www.u3a.org.uk

Eco Centre
Derbyshire County Council has a new, state of the art eco centre. The centre is for courses and activities focusing on sustainable skills and development.
www.derbyshire.gov.uk/ecocentre

Childcare
The county council's families' information service can help you find a registered child-minder, day nursery, out of school or holiday care and pre-school playgroups. Search online for childcare at www.derbyshire.gov.uk/fis

Adult Education
There are more than 2,500 courses across the county. Turn over the page for a list of the main centres where they are held. For more information call 01629 533190 or contact the centres direct.

Course information is also available online at www.derbyshire.gov.uk/adulteducation

For the following services please contact Call Derbyshire 01629 533190

Nursery education	School term dates
School contact details	Education – early years and childcare
Adult Community Education	

This information is also available at www.derbyshire.gov.uk/education



Main Derbyshire County Council Adult Community Education Centres

This is a list of the main Adult Community Education Centres throughout the county but we also offer classes in over 150 smaller venues. Please contact your nearest main centre for more details of these or visit www.derbyshire.gov.uk/adulteducation

Eastern Area (Chesterfield, North East Derbyshire and Bolsover)

Bolsover – Adult Community Education Centre, Castle Street, Bolsover S44 6PP
01246 241926

Chesterfield – Adult Community Education Centre, Hunloke Centre, Church Street South, Birdholme, Chesterfield S40 2TF
01246 201687

Clay Cross – Adult Community Education Centre, Market Street, Clay Cross S45 9JE
01246 862383

Dronfield – Adult Community Education Centre, Gladys Buxton Centre, Oakhill Road, Dronfield S18 2EJ
01246 413631

Shirebrook – Adult Community Education Centre, Carter Lane, Shirebrook NG20 8PE
01623 744316

The Hub Adult Community Education Centre – Shiners Way, South Normanton, Derbyshire DE55 2AA Tel 01773 814304

Southern Area (Amber Valley, Erewash and South Derbyshire)

Alfreton – Adult Community Education Centre, Alfreton Park, Church Street, Alfreton DE55 7BD
01773 832201

Belper – Adult Community Education Centre, Holbrook Road, Belper DE56 1PA
01773 829478

Codnor – Adult Community Education Centre, Peverel House, Mill Lane, Codnor DE5 9QF
01773 743665

Cotmanhay & Ilkeston – Adult Community Education Centre, Bennerley Avenue, Cotmanhay, Derbyshire DE7 8PF
0115 930 6909

Long Eaton – Adult Community Education Centre, Community House, 173 Derby Road, Long Eaton NG10 4LL
0115 973 2827

Swadlincote – Adult Community Education Centre, Rink Drive, Swadlincote DE11 8JL
01283 228400

Western Area (High Peak and Derbyshire Dales)

Buxton & Fairfield – Adult Community Education Centre, Victoria Park Road, Buxton SK17 7PE
01298 214175

Gamesley – Adult Community Education Centre, Early Excellence Centre, Winsters Mews, Gamesley, Glossop SK13 0LU
01457 858035

Glossop – Adult Community Education Centre, Talbot Street, Glossop SK13 7DG
01457 852245

New Mills – Adult Community Education Centre, Spring Bank, New Mills, High Peak SK22 4AZ
01663 746897

Ashbourne – Adult Community Education Centre, Cokayne Avenue, Ashbourne DE6 1EJ
01335 345613

Bakewell – Adult Community Education Centre, Lady Manners School, Shutts Lane, Bakewell DE45 1JA
01629 813747

Derbyshire Eco Centre – Porter Lane, Middleton by Wirksworth, Derbyshire DE4 4LS
01629 824765

Hope Valley – Adult Community Education Centre, Hope Valley College, Castleton Road, Hope Valley S33 6SD
01433 620662

Matlock – Adult Community Education Centre, The Ritz Centre, Steep Turnpike, Matlock DE4 3DP
01629 584336

Health

As well as services provided by the NHS there are lots of advice and support groups in Derbyshire for people facing ill health. Here are just some of the organisations available to help.

NHS

In and emergency always ring 999
Non-emergency number and advice 111

East Midlands Ambulance Service (EMAS)

EMAS headquarters can be contacted on
Tel: 0115 884 5000

PALs/ Patient Advice and Liaison Service

Tel :0845 299 4112

This service has been set up to ensure that the NHS listens to patients, their relatives and carers. The NHS Choices website provides contact details for all the PALS offices across the county or alternatively you can ring NHS 111 or ask your GP to give you details.

Local Hospitals

Babington Hospital Belper
01773 824171

Bolsover Local Hospital
01246 827901

Buxton Hospital
01298 214000

Cavendish Hospital Buxton
01298 212800

Clay Cross Hospital
01246 252900

Chesterfield Royal Hospital
01246 277271

Royal Derby Hospital
01332 340131

Derby City general Hospital
01332 340131

Haywood Hospital, Stoke on Trent
01782 673500

Heanor Memorial Hospital
01773 710711

Royal Hallamshire Hospital, Sheffield
0114 271 1900

Ilkeston Community Hospital
0115 930 5522

Kings Mill Hospital Mansfield
01623 622515

London Road Community Hospital Derby
01332 265500

Newholme Hospital Bakewell
01629 812525

Northern General Hospital Sheffield
0114 2434343

Nottingham City Hospital
0115 969 1169

Nuffield Hospital Derby
01332 540100

Queen's Hospital Burton on Trent
01283 566333

Queen's Medical Centre Nottingham
0115 924 9924

Ripley Hospital
01773 743456

St Oswalds Hospital Ashbourne
01335 230000

Stepping Hill Hospital , Stockport
0161 483 1010

Tameside General Hospital
0161 922 6000

University Hospital of North Staffordshire
01782 715444

Walton Hospital Chesterfield
01246 515151

Public Health
This is now a local authority function. The Public Health Department can be by contacting Call Derbyshire on 01629 533190.

Healthwatch
Healthwatch is the consumer champion for Health and Social Care. It aims to give citizens a voice to influence and challenge how health care services are provided in their locality.

Healthwatch (Derbyshire) 01773 880786

Healthwatch (Tameside and Glossop) 0161 339 4985

As well as services provided by the NHS there are lots of advice and support groups in Derbyshire for people facing ill health. Here are just some of the organisations available to help.

AIDS/ HIV Team

(Derbyshire County Council)

Offering advice and support.

01629 531453

Addaction Southern Derbyshire

Local branch of a national charity that helps people to manage the effects of drug and alcohol misuse.

Ripley 01773 744594

Erewash / Ilkeston 0115 930 9442

Swadlincote 01283 551489

Al-Anon

Support group for people affected by someone else's drinking.

(Helpline 10am-10pm) 020 7403 0888

www.al-anonuk.org.uk

Alcohol Advice Service

A Derbyshire wide service providing training, advice and support to people affected by alcohol misuse. This services offers a single point of access for alcohol misuse services

0845 308 4010

Alcohol Advisory Service Derbyshire

A charity giving advice to those suffering from alcohol abuse.

0845 308 4010

Allergy UK

National charity that offers support to people with allergies and their carers.

01322 619898

Alzheimer's Society

A charity which supports people with dementia and their families.

Chesterfield 01246 223366

Derby 01332 208845

www.alzheimers.org.uk

Arthritis Care

Provides information for people who have arthritis.

Central Office 0115 952 5522

Helpline 0808 800 4050

www.arthritiscare.org.uk

Breathe Easy Group

British Lung Foundation
Calow Community Centre
Calow, Chesterfield

0116 2495780

Group provides support for people with lung conditions, their family and friends

British Heart Foundation

020 7554 0000

www.bhf.org.uk

Cancer and Palliative Care Information

NHS service providing advice and support to cancer patients and their carers in Derbyshire.

01332 254904

Derbyshire Health Promotion Service

Provides information about getting active, losing weight, stopping smoking and more.

01246 868400

Derbyshire Positive Support

Support group for people with HIV / AIDS.

01332 204020

Diabetes UK

A charity providing practical information.

0845 120 2960

www.diabetes.org.uk

Diabetes UK Chesterfield & North Derbyshire

01246 272333

Macmillian Cancer Support (Nationwide)

0808 808 00 00

www.macmillan.org.uk

Marie Curie Derbyshire

Marie Curie nurses provide free high quality nursing care so that people with terminal illnesses can be cared for at home with their families and loved ones.

0800 206 1464

(self-referral / new to service)

0800 634 4520

(Receiving existing Marie Curie care)

Motor Neurone Disease Association (Derbyshire Branch)

01773 512181

information@mndderbyshire.org.uk

www.mndderbyshire.org.uk

Multiple Sclerosis Society

0208 438 0700

www.mssociety.org.uk

National Blood Service

You can give blood at one of various temporary NBS donor stations that visit local areas across the country.

0300 1232323

www.blood.co.uk

New Mills and District Volunteer

Centre Stroke Support Group

01663 744196

www.nmvc.org.

Patient Experience Service

01773 525119

Parkinson's Disease Society

Organisation information UK charity that offers support and advice to those suffering from Parkinson's.

0808 800 0303

www.parkinsons.org.uk

St John Ambulance (Derbyshire)

01246 560200

www.sja.org.uk

Stroke Association – East Midlands

Charity helping stroke patients and their families.

0303 303 3100

www.stroke.org.uk

Terence Higgins Trust

Helpline for National HIV Charity.

0808 802 1221

Mental Health and Depression

British Red Cross Voluntary Community

Mental Health Service

(Amber Valley and Erewash)

Offers befriending for people over 50 year experiencing mental health problems in times of crisis.

01733 718798

www.redcross.org.uk

Dementia Respite - British Red Cross

01773 718798

Depression Alliance

Charity working with people with depression.

National Helpline 0845 123 23 20

South Derbyshire (Derby

Depression Club) 07891 801467

North Derbyshire 01246 453583

www.depressionalliance.org

Derbyshire Federation for Mental Health

Charity providing mental health support services to groups and individuals. They provide services on behalf of Derbyshire County Council and the local Clinical Commissioning Groups.

Darley Dale (main office) 01629 733915

Buxton 01298 212602

www.federationmentalhealth.co.uk

Derbyshire Mind

Local mental health charity.

01332 345966

enquiries@derbyshiremind.org.uk

www.derbyshiremind.org.uk

Making Space

This organisation delivers high quality support services for people with a range of mental health conditions, learning disability and dementia, and their carers.

www.makingspace.co.uk

Mental Health Action group

This is an independent user lead group of volunteers who campaign for the rights of those with mental health issues and their carers. They aim to support groups to improve their services in Erewash, Amber Valley, South Derbyshire and Derby City.

www.mhag.org.uk

Rethink mental illness

Provides advice, advocacy, carer support, legal advice and many other services for people with mental health problems and their families.

0300 500 927

www.rethink.org

Samaritans

Confidential advice and emotional support for anyone who is in distress or despair.
08457 909090
www.samaritans.org.uk

South Derbyshire Mental Health Association Advocacy Project

Supports adults over 18 who have mental health difficulties with a range of issues including health care, housing and social issues.
01283 819010

Southern Derbyshire Voluntary Sector Mental Health Forum

01773 599995
www.sdvsanhf.org.uk

Hearing Impairment

Action on Hearing Loss

0808 808 0123
helpline@hearingloss.org.uk

British Deaf Association

Represents and campaigns on behalf of the sign language community.
02074 050090
www.bda.org.uk

Deaf and Hearing Support (CamTAD)

Charity giving support and advice about all aspects of deafness.

North Derbyshire 01246 555934
South Derbyshire 01332 258143 Ext 4737

Hearing Dogs for Deaf People

National charity that trains and provides hearing dogs.
01844 348100
01332 361590
www.hearingdogs.org.uk

Hearing Help (Amber Valley)

Practical help, information and support by means of hearing aid servicing clinics, social groups, home visits, befriending services for the housebound, loan of equipment and newsletters.
01773 570976

Visual Impairment

Assistance for blind and partially sighted people.

Glaucoma Association International

Helps people to cope with this eye disorder.
01233 648170
www.iga.org.uk

Guide Dogs for the Blind – East Midlands

0845 372 7424
www.guidedogs.org.uk
east.midlands@guidedogs.org.uk

Service Royal National Institute of Blind People (RNIB)

0303 123 9999
helpline@rnib.org.uk

Sight Support Derbyshire

Offers a wide range of services for visually impaired people.

Chesterfield area 01246 551727
Derby area 01332 292262
Bolsover 01246 562136
www.sightsupportderbyshire.org.uk

Talking Newspapers

For people who are registered blind or are referred by an optician.

Amber Valley 01773 608954
Buxton 01663 750452
Chesterfield 01246 206262
Ilkeston 0115 930 2546
Glossop 01457 865722 / 01457 869566
Long Eaton 01332 792056
Matlock and District 01629 584086
South Derbyshire 01283 564454

www.derbyshire.gov.uk/directory for more advice and support groups.



Adults at Risk

If you're worried about an adult you think is being abused call us.

We can do something about it.

Call Derbyshire on **01629 533190** or visit:
www.saferderbyshire.gov.uk/stayingsafe

We are working to protect people who may be vulnerable because of their age, illness, mental capacity or disability.





Housing

Your local district or borough council is the first place to go for housing options in your area. They can discuss your options and explain how to register for housing provided by the council or housing associations locally.

In addition to councils, housing associations also provide affordable housing. Contact details for local social housing providers are below.

There is a Housing Options service funded by the County Council that provides advice to people over 55 years who wish to explore the options.

Local Authority Housing / Housing Associations

Action Housing Association

Chesterfield, North East Derbyshire and Bolsover area. For people 18+ and families who are homeless or at risk of homelessness.
01246 202465
www.actionhousinguk.org

Affinity Sutton Housing Group

Affordable housing, shared ownership properties and homes to rent and buy.
0300 1000303
www.affinitysutton.com

Anchor Trust

Nationwide organisation that offers rental properties, care homes and leasehold properties.
0845 140 2020
www.anchor.org.uk

Bolsover District Council 01246 242424

Chesterfield Borough Council
01246 345345

Chesterfield Churches Housing Association

Extra Care housing in Chesterfield for people aged 60 and over.
01246 230172

Dales Housing

Derbyshire Dales - Sheltered accommodation, shared ownership, supported accommodation, rental and shared ownership. Dales Housing also provide community alarms and Independent living support services for people living in the Derbyshire Dales area.
01629 593200
www.daleshousing.co.uk

Derby Homes 01332 888777
www.derbyhomes.org

Derbyshire Dales District Council
01629 761100

Derbyshire Dales Housing Options service

The service is offered by Age UK (Derby and Derbyshire) and provides older people in the Derbyshire Dales area with free 1:1 advice on all housing options issues, moving home, equity release, care and nursing homes, extra care housing, homes and adaptations etc.

01629 761147
/ 01629 761285
ageukdd@derbyshire.gov.uk
www.hopsdd.org.uk

Derbyshire Housing Aid (DHA)

Provides specialist housing advice covering legal issues, homelessness, debt.
01332 867810

Derbyshire Older People's Housing Options (55+)

Services are provided across the county by 'idecide'. They offer support with all housing options advice including repairs, adaptations, moving home etc
0115 9306661
www.idecidederbyshire.org

Derwent Living

Properties in Derbyshire, Nottinghamshire, Lincolnshire and Leicester, rental, supported accommodation and shared ownership properties.
01332 346477
www.derwentliving.com

East Midlands Housing

Properties for sale and rent range from bedsits to larger family homes and also extra support accommodation.
0300 1231877
www.emha.org

EMH Homes (formerly Three Valleys Housing)
Erewash Borough only, rented housing and sheltered housing.
0800 389 8083
www.threevalleyshousing.com

Equity Housing Group

Covers Buxton, Glossop, Stockport and Greater Manchester.
0800 3898083
www.tvh.org.uk

Enable Housing Association (part of the East Midlands Housing Group)

Provides supported living, Residential and Nursing home properties for people with learning disabilities across Derbyshire, Nottinghamshire and the wider East Midlands.
01246 599999
www.enable-group.org.uk

Friendship Care and Housing

Derby City and Ilkeston, only takes referrals from councils.
0300 123 1745

Futures Homescape

Homes for rent, including flats, family homes and properties for older people. Also low cost home ownership and support services to maintain independent living.
01773 573100
www.futureshomescape.co.uk

Guinness Northern Counties

Supported housing, homes for rent, homes for older people.
0845 605 9000
www.ncha.co.uk

Habinteg Housing Association

Properties in Chesterfield, especially properties for disabled people.
01274 853160
www.habinteg.org.uk

Harvest Housing Group

Sheltered and supported accommodation, social housing, rental properties.
0345 3450272
www.harvesthousing.org.uk

High Peak Community Housing

Part of High Peak Borough Council. You must register to bid on properties.
0845 129 8075
www.hpch.co.uk

Home Group

Shared ownership housing, retirement living, home exchange and more.
0330 303 0018
www.homegroup.org.uk

Housing 21

Nationwide organisation, properties for people aged over 55. Offers shared ownership, supported accommodation, leasehold and more.
0370 192 4000
www.housing21.co.uk

Johnnie Johnson Housing Trust

High Peak area. Offers rental, shared ownership, supported accommodation and more.
0845 604 1095
www.jjhousing.co.uk

Leicester Housing Association

0116 257 6716
www.lha.org.uk

Methodist Homes

A charity providing care homes, accommodation and support services for older people throughout Britain.
01332 269200
www.mha.org.uk

Nottingham Community housing

0800 013 8555 / 0115 8443150
www.ncha.org.uk

North East Derbyshire Housing Options Service

This service provides general housing options advice, homelessness and homelessness prevention advice
01246 231111

Places for People

Nationwide, offers shared ownership, sheltered accommodation, rental properties and more.
0800 432 0002
www.placesforpeople.co.uk

Raglan Housing

Nationwide. Rental properties, shared accommodation, sheltered housing and general needs including some disabled units.
0800 011 6420
www.raglan.org

Riverside Housing (ECHG)

Nationwide. Property for rent, independent living for over 55s, supported housing and more.
0845 1110000
www.riverside.org.uk

Rykneld Homes

Rykneld Homes is the North East Derbyshire District Council's Arms Length Management organisation (ALMO) for housing. Rykneld manages the council's housing stock on its behalf.
01246 217670
www.rykneldhomes.org.uk

South Derbyshire District Council

01283 595795

South Yorkshire Housing Association

North Derbyshire and Derbyshire Dales. Rental and shared ownership properties.
0114 2900 200
www.syha.co.uk

Spirita

Across the Midlands. General needs properties and retirement properties. You will need to register with your local council first.
0845 6015042
www.spirita.org.uk

Trident Housing

Covers Swadlincote and South Normanton.
0800 1114944
www.trident-ha.org.uk

Other sources of housing advice support

Age UK Derbyshire Helpline 01773 768240

Age UK National helpline 0808 800 6565

Derbyshire Housing Aid

Offers free, independent and confidential housing and debt advice. 01332 287850

Extra Care Housing

Extra Care housing is accessible, self-contained accommodation for single people and couples aged over 55 years that provides 24 hour care and support on site.

In most Extra Care schemes homes are available for rent, sale and shared ownership. Schemes are currently available in Glossop, Wirksworth and Dronfield with more planned for Chesterfield, Alfreton and Clay Cross.

For more information Call Derbyshire on 08456 058 058 or visit www.derbyshire.gov.uk/extracare

First Stop

Advice on housing for older people
0800 3777070
www.housingcare.org

Foundations

The national bodies for Home Improvement Agencies and handy persons services.
0845 864 5210
www.foundation.uk.com

Housing Related Support

DCC works with housing related support providers to provide services to enable vulnerable people to live independently in the community. A directory of all these services can be found at Derbyshire County Council website on www.derbyshire.gov.gov.uk



Easy Living with Care Apartments

Two stylish new developments comprising self contained two-bedroom apartments and a range of outstanding facilities. For people aged 55 and over, who have an assessed need for care and support.



A member of the Together Housing Group Working in partnership with



Improving life for local people



Easy Living with Care in Derbyshire

Opens Summer



Maple Mews

Cressy Road, Hall Street, Alfreton.

To rent: Call Futures Homescape on **01773 573100**

Email: homeoptions@futureshomescape.co.uk

Opens Autumn



Smithybrook View

Market Street, Clay Cross, NE Derbyshire.

To rent: Call Rykneld Homes' Choice Move Team on **01246 217650**

To buy: Rosa Homes **0845 077 0027**

Email: info@rosahomes.co.uk





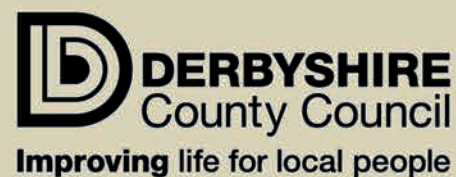
Don't miss out on Gold Card

– the travel, discount and library card for older and disabled people living in Derbyshire.

One double-sided card gives you:

- 1,300 shop and business discounts
- free England-wide bus travel
- £1 flat rate fares on Community Transport dial-a-bus services
- library membership.

Find out when you qualify for Gold Card and how to apply.



www.derbyshire.gov.uk/goldcard



Derbyshire Library Services

It's not just about books anymore, why not take a look at what your local library has to offer?

Derbyshire County Council has libraries in the county's major towns and villages and mobile libraries provide a regular library service in communities where there is no library building.

Joining the Library is free and we also offer a free home library delivery service for those who need it.

As well as your local library you may use any library in Derbyshire and you can also borrow items from one library and return to another.

Books

We have a wide range of books available including fiction, non fiction and a big selection of books for children of all ages.

There are many titles available in large print and audio book format. If you are a Derbyshire Library member you can download ebooks free of charge from our website directly to your laptop or home computer.

DVDs

We also offer a wide range of DVDs. Gold Card holders get concessionary charges and they are free to request from any library.

Home Library Service

The home library service is available for people who are unable to access our services. This service is free and we deliver free to people in their own homes, in care homes or in sheltered accommodation.

For more information email or call the libraries information team:
asklibrary@derbyshire.gov.uk
or 01629 533444.

Services for Children

As well as our massive range of books, audio books and DVDs for children, we have regular story and rhyme times for small children in many of our libraries. All libraries have a special area for children and there are books, graphic novels and computers for teenagers.



Information Services

24 Hour Library

We now offer a host of services online 24 hours a day.

Our Online information resources are available free of charge.

You can renew or reserve a library book, borrow eBooks or search the library's catalogue containing more than a million items.

Derbyshire Library Information Service - we can help with your enquiry at asklibrary@derbyshire.gov.uk or 01629 533444.

For more information visit www.derbyshire.gov.uk/libraries

Health and Wellbeing Zones

Health and Wellbeing zones are one stop information and advice centres. They include collections of health and wellbeing books, information leaflets, comfortable seating and tables, and in some there is electronic information as well as sign posting services to local health trainers. Zones are in the following locations:

Shirebrook library	Ripley library
Eckington Library	Whaley Bridge library
South Normanton library (hub)	Waltham House Extra Care
Holmewood library	St Oswalds hospital
Bolsover library	Swadlincote library
Buxton library	Inkersall health centre
Long Eaton Library	Oakland Village CCC
Ilkeston library	Ashbourne library
Chesterfield Library	Heanor library
Staveley centre	Brimington library
Alfreton library	Gamesley Library

Anti-poverty schemes

In an effort to support family budgets, libraries have information about Credit

Unions which are available to provide ethical loans and saving opportunities. A number of libraries also allow the payment of monies to Credit Unions. Some libraries also act as Food bank collection points (Ilkeston, Alfreton, Ripley, Belper, Heanor, Glossop, Gamesley, Hadfield, Hayfield, New Mills and Ashbourne).

Safe Places Scheme

Under this scheme libraries in Derbyshire are designated as safe places for people with learning disabilities who need advice or help while out and about in the community. Cards can be obtained from the information team on 01629 532451.

Library Phone Numbers

Alfreton library	01773 833199
Ashbourne library	01629 533950
Bakewell library	01629 812267
Belper library	01773 824333
Bolsover library	01246 823179
Borrowash library	01332 663440
Brimington library	01246 271547
Buxton library	01629 533460
Chapel-en-le-frith library	01298 812212
Chesterfield library	01629 533400
Clay Cross library	01246 862592
Clowne library	01246 810675
Creswell library	01909 721606
Dronfield library	01629 533450
Duffield library	01332 840324
Eckington library	01246 433943
Etwall library	01283 733357
Gamesley library	01457 860041
Glossop library	01457 852616
Hadfield library	01457 852589
Hayfield library	01663 743508
Heanor library	01773 712482
Holmewood library	01246 851307
Ilkeston library	0115 9301104
Killamarsh library	0114 2485616
Long Eaton library	0115 9735426
Matlock library	01629 533449
Melbourne library	01332 863893
New Mills library	01663 743603

Newbold library	01246 277328
Old Whittington library	01246 454412
Pinxton library	01773 812317
Ripley library	01773 743321
Sandiacre library	0115 9396805
Somercotes library	01773 540514
South Normanton library	01629 535000
Staveley library	01246 472448
Swadlincote library	01629 533013
Tideswell library	01298 871769
Whaley Bridge library	01663 732480
Whitwell library	01909 722906
Wingerworth library	01246 208345
Wirksworth library	01629 533730
Woodville library	01629 531397

Local and Family History at Derbyshire Libraries

All Derbyshire libraries have a range of local and family history books that you can borrow and larger libraries have local newspapers, census returns, maps and photographs for their local area which are free for everybody to use in the library. You can access major local studies collections at Chesterfield Library and Derbyshire Record Office at Matlock where specialist staff are always available to offer advice and assistance.

Derbyshire Record Office

01629 538347

Chesterfield Library 01629 533400
www.derbyshire.gov.uk/leisure/local_studies

Buxton Museum

Visit Derbyshire County Council's Buxton Museum and Art Gallery to discover the geology, archaeology and history of the peak district in Wonders of the Peak Time Tunnel. There are also regular art exhibitions.

buxton.museum@derbyshire.gov.uk
01629 533540

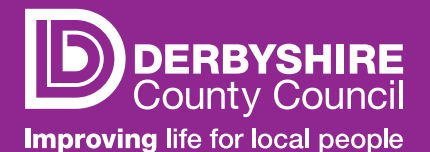


Do you require information or help to:

- lead a healthy lifestyle
- learn more about a health condition
- look after your wellbeing
- find local support groups and services

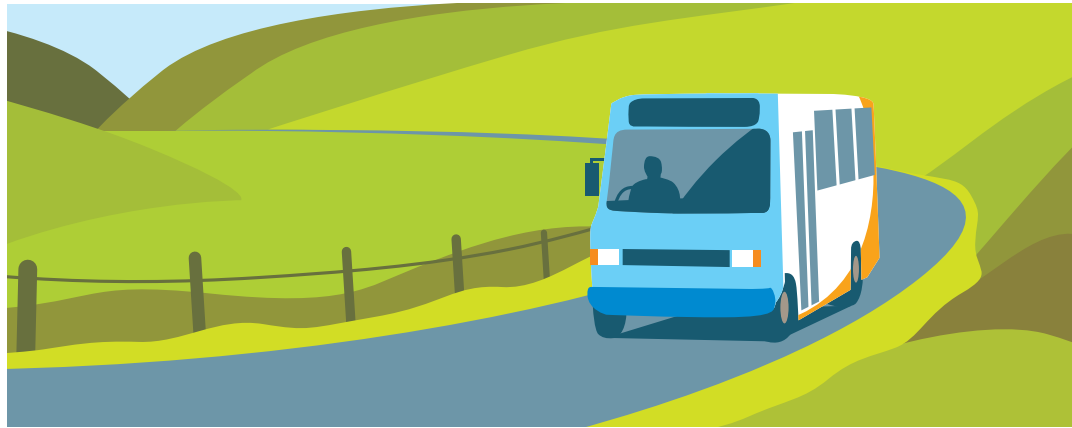
If the answer is yes, why don't you drop into your local Health & Wellbeing Zone, where you can find up to date information and be signposted to local services to support you.

For more information on your nearest Health & Wellbeing Zone contact Call Derbyshire on **01629 533190** or visit www.derbyshire.gov.uk



the charity for your community





Transport, roads and mobility

Community Transport

A range of community services are provided throughout Derbyshire to meet the needs of people unable to use mainstream transport either because of limited mobility or because there is no appropriate transport in the area. They include:

Dial-a-Bus

A home to town shopping service:

- pre-bookable, just ring the office to be put on the passenger list
- wheelchair accessible
- door-to-door, picking everyone up from their homes and bringing them back
- a trained driver and a passenger assistant may be available if extra support is required
- Gold Card holders are charged a flat rate of £2 return. Other passengers are charged in line with mainstream bus fares.

Group Transport

For community groups needing transport to, for example, social events and outings:

- pre-bookable to ensure availability
- wheelchair accessible
- full training given if a member of the group volunteers to drive
- charged at a reasonable rate based on mileage and time out.

aCTive Travel

Bespoke journeys for individuals and their families and carers for health-related purposes:

- pre-bookable to ensure availability
- subsidised, door-to-door transport to health, well-being and preventative services across Derbyshire
- wheelchair accessible vehicles or cars driven by volunteers using their own vehicles. Varies depending on which area you live in and what is appropriate.

Dial-a-Ride

Bespoke journeys for individuals and their families and carers for social purposes

- pre-bookable to ensure availability
- wheelchair accessible
- flexible to reflect the needs of individuals
- charged at a reasonable rate

Volunteer Car Scheme

Primarily health-related journeys using volunteers with their own cars

- pre-bookable to ensure a driver is available
- not wheelchair accessible
- flexible to meet the needs of individuals
- charged at a reasonable rate per mile.

To use these services you need to contact the relevant organisation serving your area. These are:

Amber Valley

CT4TC (Amber Valley Community Transport)
For Dial-a-Bus, Group Transport, aCTive Travel, (Volunteer Car Scheme) and Dial-a-Ride services 01773 746652

Bolsover and District

Clowne and District Community Transport
For Dial-a-Bus, Group Transport, aCTive Travel (Volunteer Car Scheme) 01246 573040

Derby and Derbyshire

Royal Voluntary Service Derby and Derbyshire
Transport to appointments, clubs and social activities with a caring volunteer driving. 01332 297663
www.royalvoluntaryservice.org.uk

Wheels to Work Derbyshire

This offers transport solutions to Derbyshire residents wanting to take up work, training or education but are experiencing transport difficulties either because of where they live or because of the time they need to travel.

Transport options provided by the project include

- 6 month moped loan including training, protective clothing, insurance, breakdown cover and maintenance
- Subsidised bicycles, both pedal cycle and power assisted
- Transport costs for the first month of employment or training

01629 821923

sw2w@ruralactionderbyshire.org.uk

Derbyshire Dales (North)

Bakewell and Eyam Community Transport
For Dial-a-Bus, Group Transport and aCTive Travel 01629 641920

Volunteer Centre Derbyshire Dales (Bakewell)
For the Volunteer Car Scheme 01629 810907

Derbyshire Dales (South)

Ashbourne Community Transport
For Dial-a-Bus, Group Transport and aCTive Travel 01335 300670

Volunteer Centre Derbyshire Dales (Ashbourne)

For the Volunteer Car Scheme 01335 348602

Erewash

Erewash Community Transport
For Dial-a-Bus, Group Transport and aCTive Travel 0115 9309134

Southern Derbyshire Dales Voluntary Car Schemes

Operated by Voluntary and Community Services Peaks and Dales 01335 344700

Volunteer Centre Erewash

For the Volunteer Car Scheme (shopping) 0115 8508860

High Peak

Glossop Community Transport
For Dial-a-Bus, Group Transport and aCTive Travel 01457 861635

Glossop Volunteer Centre

For the Volunteer Car Scheme 01457 865722

New Mills Volunteer Centre

For the Volunteer Car Scheme 01663 7441196

Volunteer Centre Buxton and District

For the Volunteer Car Scheme and Group Transport 01298 23970

NE Derbyshire and Chesterfield

CT4TC (Chesterfield Community Transport)
For Dial-a-Bus, Group Transport, aCTive Travel (Volunteer Car Scheme) and Dial-a-Ride services 01246 20668

South Derbyshire

Community Transport (Swadlincote)
For Dial-a-Bus, Group Transport and aCTive Travel 01283 550764

South Derbyshire Volunteer Centre

For the Voluntary Car Scheme 01283 550163

Derbyshire Alcohol Advice Service

Support, information and advice for people who are affected by either their own drinking or someone else's.

0845 308 4010 or 01246 206514
www.daas.uk.com

Derbyshire Autism Services Group

01773 741221
www.autismsupport.co.uk

Derbyshire Carers Association

A charity that works with carers, offering them advice, support and information.

HQ and Amber Valley 01773 743355

Bolsover, Chesterfield and North East Derbyshire 01246 222373

Derbyshire Dales and High Peak South 01629 812132

Erewash 0115 9468881

High Peak – Glossop 01457 858383

High Peak – New Mills 01663 745500

South Derbyshire 01283 212194

Derby City 01332 200002

Derbyshire Coalition for Inclusive Living

Countywide non-profit organisation that works towards equal citizenship for all disabled people and provides support, information and assistance.

01773 740246

Derbyshire Federation of**Women's Institutes**

Derbyshire House Sherwin Street,
Derby DE22 1GP 01332 342596

Derbyshire Friend

Services to improve the health and wellbeing of lesbian, gay, bisexual and trans people including; drop-in, telephone and online support, one-to-one and group support, youth support, buddying and access to specialist health and wellbeing information and resources.

01332 349333
info@gayderbyshire.org.uk
www.gayderbyshire.org.uk

DIAL UK (National)

National organisation for a network of approximately 130 local disability information

and advice services run by and for disabled people. Call for details of your local DIAL group.

01302 310123
www.dialuk.info

Disabled Children's Support Service (CVS Peaks and Dales)

This service provides care and support for groups or individuals, both in the home and the community.

01663 735350

Disability Direct

A non-profit organisation that helps those with a disability living in the Derby area to live independently.

01332 299449

Disabled Gear

A free website designed to make buying and selling second hand disability equipment easy.

www.disabledgear.com

Disabled Living Foundation

A national charity that provides information on disability equipment and suppliers.

0845 130 9177

Do What You Want

A local service that gives you all you need to know about equipment, support and advice available in Derby and the surrounding areas for disabled people. This is provided by Disability Direct.

01332 299449
www.dowhatyouwant.org

Edmund Street Activity Centre

Based in Chesterfield this centre hosts a wide range of activities 7 days a week for people over 60 years, disabled or in need of company and support.

07568 161330
www.edmundstac.co.uk

Fairplay

Fairplay supports children and young people with disabilities and additional needs, and their families, across North Derbyshire.

01246 203963
www.fair-play.co.uk

Farming Community Network

Provides a confidential helpline providing non judgemental support to those most in need in the farming community.

0845 3679990

First Steps Derbyshire (Eating Disorders)

First Steps is Derbyshire's only eating disorder charity. The organization supports people affected by eating disorders and disorders including partners, carers and families. Support is available via groups, online and telephone support. Complementary therapies are also available.

Ingham House, 16 Agard Street,
Derby DE1 1DZ

01332 367571
/ 01332 208519
info@firststepsderby.co.uk

Futures Homescape

In addition to housing Futures Homescape provides telecare, community alarms, housing related support and Health Trainer services. These services can be provided to citizens.

01773 573100
www.futureshomescape.co.uk

Helen's Trust

A local charity covering North Derbyshire, South Yorkshire and the Hope Valley. The charity provides care, equipment and support to families who care for a relative with a terminal illness at home. These services are completely free.

01629 812759
www.helenstrust.org.uk
referrals@helenstrust.org.uk

Help at Home – Amber Valley CVS

A service that offers home maintenance, including cleaning in the Amber Valley and Erewash areas.

01773 512076

HHAPI (Healthy Homes and Personal Independence)

Supporting older people (50+) to live as independently as possible within their own homes. Volunteers visit on a regular basis to offer help and support focusing on health and wellbeing that could include preventing accidents, keeping warm and well and passing on appropriate health information.

01246 276777

Home Energy Care Register – British Gas

The Home Energy Care Register is a Priority Service Register for all gas and/or electricity customers who are elderly, disabled or chronically sick. Benefits include free gas safety inspections and a password scheme to protect against bogus callers.

0800 072 8625

Home Maintenance Services VCS Peaks and Dales

Provide a maintenance and gardening service for disabled and older people.

01298 23970

Lauren's Link

Derby City based charity providing support to families, carers, friends and other who are affected by the drug or alcohol use of someone they care for.

01332 416616
www.laurenlink.co.uk

Luv2meetU

A friendship and dating agency for people with a learning disability aged over 18. Provides group activities offering opportunities to make new friends and develop new interests as well as a members dating services.

Pine Bank, 9 Abercrombie Street
Chesterfield, S41 7LW
07776455632
sue.biggerstaff@hft.org.uk

Mencap

0115 9835731
adrian.watson@menicap.org.uk
lele.bobeszko@menicap.org.uk

New Mills and District Volunteer Bureau

Offers a Community Car scheme, befriending, gardening, shopping and DIY services and a range of group activities.

01663 744196
www.mnvc.org.uk

National Attention Disorder Information Support Service

0208 9522800
www.addiss.co.uk

NDVA

This organisation support and represents health and social care voluntary organisations operating in Derbyshire. NDVA can also signpost people to community services in their area.

01246 555908
www.ndva.org.uk

NHS Smoking Helpline 0800 022 4332

North Derbyshire Community Drug Team (NHS)

Support for those with drug related problems. 01246 277388

North East Derbyshire Downs support group 07500 814361

Our Vision Our Future

Provides a self-advocacy group for adults with a learning disability. Friendship First Social Group – providing opportunities to make friends and relationships through various activities. Dance Drama and Music – building confidence and self esteem. Training in the community to reduce disability hate crime.

01246 556694

Readycall and Community Services**Peaks and Dales**

Readycall volunteers provide befriending, shopping and practical help for people living in the Southern Derbyshire Dales. The service provides support to people who are isolated, vulnerable or lonely, those with disabilities and health issues including cancer, plus those who care for them.

01335 348600
www.vcspd.org.uk
readycall@vcspd.org.uk

Red Cross Equipment Loans

Offers short term hire and loan of medical equipment such as wheelchairs, back rest, bathseats, walking stick, fames and more

01629 582171

Royal British Legion

A national charity that provides a wide range of support and information to those who are currently serving or have served in the Armed Forces.

08457 725 725

Scope 0115 962 1315
www.scope.org.uk

Short breaks

Meadow Lodge is a short break holiday base for disabled young people and their families.

01629 534561
leagreen.admin@derbyshire.gov.uk

Shoutout

Inclusive support and social group for adults with learning and physical disabilities in and around South Derbyshire.

07866 800631
cathym@sdcvs.org.uk

Spoda

Provide support to families and carers affected by another person's substance use.

0800 068 5718

SSAFA Forces Help

A national charity that helps all serving and ex-servicemen and their families, including widows and widowers.

020 7403 8783
www.ssafa.org.uk

The Farming Life Centre

Hosts a range of health, social and economic activities which promote the well-being of Peak district farmers and the rural community.

01298 85162
www.thefarminglifecentre.org.uk

The Stuff

Provides information for disabled young people aged between 16 and 25, it's packed full of activities and events in the local area.

01332 299449
www.thestuff.org.uk

Tourettes' support

www.tourettes-action.org.uk
www.sdcvs.org.uk

For information on any of the Derbyshire County Council Adult Care services below contact Call Derbyshire on 01629 533190. Minicom 01629 585400 Text 86555 Website www.derbyshire.gov.uk Email contactcentre@derbyshire.gov.uk



FREE training for volunteers who support adults in Derbyshire

**DERBYSHIRE
VOLUNTEER
PASSPORT**

**Find out more at www.derbyshire.gov.uk/passport
01629 535721 passport@derbyshire.gov.uk**

DERBYSHIRE
County Council
Improving life for local people

Volunteering and grants

Voluntary organisations and people who volunteer make an essential contribution to the well-being of the local community and make a big difference to many people's lives.

Derbyshire Volunteering organisations

Organisations that support groups and volunteers.

Amber Valley CVS 01773 512076
www.ambervalleycvs.org.uk

Bolsover CVS 01623 749730

Ashbourne 01335 348602

Chesterfield 01246 276777
www.chesterfieldvc.org.uk

Derbyshire Dales CVS 01629 812154

Glossop CVS 01457 865722
www.vcglossop.org.uk

New Mills CVS 01663 744196
www.nmvc.org.uk

South Derbyshire CVS 01283 219761

Erewash Voluntary Action CVS 0115 94667
www.erewashvoluntaryaction.org.uk

VCS Peaks and Dales 01298 23970

Countywide Volunteering organisations

Derby City 1332 342272
www.communityactionderby.org.uk

Links: the Chesterfield and North East Derbyshire CVS 01246 274844
www.lincscvs.org.uk

Community Action Derby 01332 346266
www.communityactionderby.org.uk

Royal Voluntary Service Derby and Derbyshire

Practical support, company, clubs and services to help older people get more out of life. Offers assisted shopping trips, accompanied hospital/GP visits, gardening, handyvan, dog walking or visits to family and friends.
01332 297663
derbyshirehub@royalvoluntaryservice.org.uk

Rural action Derbyshire 01629 824797

National Volunteering organisations

Royal Voluntary Service
A volunteer organisation that enriches the lives of older people and their families across Britain.
www.royalvoluntaryservice.org.uk

Volunteering England
We support, enable and celebrate volunteering throughout the country.
www.volunteering.org.uk

Do-it Volunteering
Search through one million opportunities to volunteer and apply on line.
www.do-it.org.uk

Voluntary Services Overseas
We work overseas in partnership with local organisations that help poor people.
www.vso.org.uk

Volunteer Passport

This scheme offers key skills training to people who are considering becoming a volunteer with Derbyshire (adults or children). Following training volunteers receive a certificate and photo ID badge confirming that they have been through the programme and have had a satisfactory DBS check (formally CRB). People interested in applying to join the scheme can apply on line at www.derbyshire.gov.uk/community/volunteering/ or via their local CSV office.

Library Volunteering

Library volunteering can involve helping out at reading groups, taking part in childrens' activities, delivering books to people at home, running reminiscence sessions and more. For more information call 01629 539140.

School Governors

There are about 370,000 governor places in England, making them the largest volunteer force in the country. Find out how to

become a school governor by calling 01629 535769 or 01629 539279 or email governor.support@derbyshire.gov.uk

Grants for Voluntary groups

There are grants available to help you and your voluntary group to make a change in your local community.

Greenwatch Action Grants

Are you thinking of starting a project to benefit your local environment? Greenwatch Action Grants are available for up to £500 for groups within Derbyshire. Contact us to see if your group is eligible to apply.

01629 533302

Derbyshire Community Foundation

A charity providing grants to community and voluntary groups across the county.
www.derbyshirecommunityfoundation.co.uk

Grantnet

For more grants available visit www.derbyshire.gov.uk/grantnet

"Since I got my befriender..."

"I've started going to a keep fit class"

"I've got out of the house for the first time"

"I get a regular phone call to check I'm OK"

"I really look forward to our weekly chats"

"...and I'm enjoying life so much more"

Volunteer befrienders help adults of all ages who, for whatever reason, find it difficult to get out and make friends. It could be someone to support you to take part in activities, go shopping with you, have a regular chat on the phone or just come round for a cup of tea.

Make a difference: Why not volunteers as a befriender? If you can spare as little as one hour a week to support someone in your local community who is feeling isolated, we would love to hear from you.

To find out about befriending services and volunteering opportunities in your area contact Derbyshire Trusted Befriending Network, telephone **01283 218761** or email befriending@sdscvs.org.uk

www.derbyshire.gov.uk/trustedbefriending

TRUSTED BEFRIENDING NETWORK

DERBYSHIRE
County Council
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Adult Care support

Adult Care is the name of the department in Derbyshire County Council that provides care and support for adults who need help to manage their lives- including older people, disabled people, people with mental health problems and carers.

Adult Care provides free care need assessments where required. The department also provides services to eligible clients or allocates funds to enable them to purchase their own care and support. Derbyshire Adult Care provides residential care homes, home care, day services and the provision of aids and adaptations. Some of these services are provided directly by the council while others are commissioned from other organisations.

Universal offer

Adult Care wants to support you to stay well and independent for as long as possible. We do this by providing what we call the Universal Offer and this consists of the following:

- Information and advice
- Signposting
- Brokerage
- Welfare benefits advice
- Care needs assessment.

Information, Advice, Signposting and Advocacy

Adult Care provides information and advice about local services to

support your well-being and help you to stay independent for as long as possible. The department works in partnership with a range of voluntary and community organisations that offer preventative support including signposting and advocacy services.

Many of these are detailed in the Derbyshire Directory on our website at www.derbyshire.gov.uk/directory.

Resources can also be found at the www.derbyshire.gov.uk/community and a selection are listed within this Guide.

Brokerage

The Brokerage service is part of the Universal Offer and the team can be contacted directly on 01629 537758. The brokerage service helps to match your personal care needs with relevant organisation or services. For example, they can find agencies that offer help with personal care and daily living, they can find lunch clubs and groups or assist in finding care home places. It is not necessary to have a social care assessment to be able to contact the brokerage team.

Welfare Benefits advice

Welfare benefits advice is available as a Universal Service. The team can help you to ensure you are getting all the financial support that you are entitled to and can support you if you need to challenge a negative decision. You can email the welfare benefits helpline at welfarerights@derbyshire.gov.uk or phone 01629 531535. The services is available Monday – Friday between 11.00am and 4.30pm. Also see the Money Matters Section on page 7.

Fair Access to Care services (FACS criteria)

To receive many Adult Care services you must meet the eligibility criteria when you are assessed. Details of the criteria can be found on the website at www.derbyshire.gov.uk

Co-funding

Most people are required to make a financial contribution towards their care costs and this is called co-funding. Before you are asked to contribute towards the services you receive you

will be offered a free benefits check to ensure you are getting all the money you are entitled to.

Care services provided by Adult Care

Adult Care provides a number of directly managed services including registered home care, home care services, day opportunities etc.

Information about all local care services provided directly by Adult Care can be found on our website at www.derbyshire.gov.uk. Alternatively services provided directly by the independent sector are detailed in the Care Services directory. This can be accessed on the DCC website, or www.carechoices.co.uk or a hard copy can be requested from Call Derbyshire 01629 533190.

How to Contact us

Call Derbyshire 01629 533190 is the first point of contact if you wish to discuss a social care issue. Our specialist staff will ask you some questions to find out what needs you have and will identify whether a more in depth face to face assessment is required.

Where possible, Call Derbyshire will try to help you by giving you the information that you need and will direct you to services that may be able to help.

Are you looking for a personal assistant for your support needs in Derbyshire?

As a resident of Derbyshire, you can now access a list of approved personal assistants looking for work in your area. Simply click on to www.derbyshire.gov.uk/approvedpa and use the criteria to find the right personal assistant for you.

Developed jointly by Penderels Trust and Derbyshire County Council, the register is free to use for everyone living in the Derbyshire County Council area. All PAs on the register have been vetted and checked by our staff and meet the standards of training and aptitude. We will have also checked their history and references.

You will still be able to choose which person you employ and they will work for you, not Penderels Trust or Derbyshire County Council.

Benefits to you

- You can access a list of potential personal assistants 24 hours a day, 7 days a week.
- You can use the selection criteria to ensure you find the right person for you.
- You know that all PAs listed on the register have met our high quality standards and passed our screening procedure.
- You will be recruiting a PA who has signed up to our code of conduct.
- Accessing the register is free of charge.

For more information:

- Visit www.derbyshire.gov.uk/approvedpa
- Phone: 0845 6000 683
- Email: derbyshireapprovedpa@penderelstrust.org.uk



www.penderelstrust.org.uk

Penderels Trust is a not-for-profit organisation.

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The Adult Care 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.



Improving life for local people

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 Derbyshire County Council, County Hall,
 Matlock, Derbyshire DE4 3AG.
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Find out about your local clubs,
societies and voluntary groups

DERBYSHIRE DIRECTORY

Online: www.derbyshire.gov.uk/directory

Phone: Call Derbyshire on 01629 533190

Visit: any Derbyshire County Council library

