

Derby Support Directory



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Riverside Support Services



ASB, hate crime and domestic abuse

Our focus is to make sure all of our customers feel safe and have the support they need. We want our neighbourhoods to be safe places for everyone. We won't tolerate behaviour that prevents our customers feeling secure in their home and their neighbourhood.

To find out more about what support is available or to report incidents please visit <https://www.riverside.org.uk/you-your-home/asb-hate-crime-and-domestic-abuse/hate-crime/>

Money and benefit welfare advice

Our Money Advice Team are specialists in assisting and advising with Welfare Benefits. They can help you to make a claim, submit an appeal if you have been refused, explain how the different types of Benefits work and ensure that you are receiving your full entitlement.

For benefit advice please visit

<https://www.riverside.org.uk/you-your-home/money-advice/benefit-advice/>

For support from our money advisors please visit

<https://www.riverside.org.uk/you-your-home/money-advice/debt-advice/>

Energy and heating

Heating your home can be a real cost pressure. Here you can find guidance around keeping your costs down while keeping your home warm and free of damp.

For support from our Affordable warmth Team please visit

<https://www.riverside.org.uk/you-your-home/energy-and-heating/affordable-warmth-team/>

Employment and Training

Our Employment and Training Team provides free support to anyone living in a Riverside home. The team offer a tailored service for each person we work with. So whether you're a young person looking for a first job, would like to gain a qualification or are planning for longer term – we are here to help! We can help support you in

- Getting back to work if you're unemployed, disabled or have a criminal record
- Help with searching for jobs, CV writing and interview techniques to help secure your next role
- Accessing funding to support apprenticeships, learning and qualifications
- Working with you to become self-employed or start your own business

To find out more visit

<https://www.riverside.org.uk/you-your-home/employment-training/>
or email

Safety and Support

We take our responsibility to make sure you are safe and comfortable in your home very seriously. Find out about asbestos, water and fire safety as well as advice on domestic abuse and report nuisances here.

<https://www.riverside.org.uk/you-your-home/safety-support/>

Riverside

Food Support In Derby



Council Support

Derby City Council

Derby Council has a Community Action Team to help support those struggling with the Cost of Living Crisis. You can find advice and support from the team by contacting their helpline.

01332 346266 between 9.30 am and 4 pm
Monday to Friday

Or you can email

support@communityactionderby.org.uk

How to get a food voucher

In order to get help from a food bank you will need to be referred with a voucher, which can be issued by a number of local community organisations (for instance schools, GPs and advice agencies). Your local food bank can advise which agencies can help. You can search food banks local to you by visiting:

<https://www.trusselltrust.org/get-help/find-a-foodbank/>

If you live in England or Wales please call Help through Hardship for free to talk confidentially to a trained Citizens Advice adviser on: **0808 208 2138 - Monday to Friday, 9 am to 5 pm.**

The team can provide support to maximise your income, help you apply for benefits and identify any additional grants you could get. If needed, they'll issue you with a voucher so you can get an emergency food parcel from your local food bank.

Trussell Trust Helpline - 0800 915 4604

Open Monday to Friday 9 am to 5 pm

Food Banks

Hope Centre

Curzon Street, Derby, DE1 1LL
(01332) 341189

Open Friday 10.30 am to 2 pm

Derby City Mission Food Bank

10 Normanton Rd, Derby, DE1 2GW.
01332 460346

advice@derbycitymission.org.uk

**Open Tuesday, Wednesday and Thursday
10 am to 12 pm**

RCCG Solid rock

55 Woods lane, Off Abbey road, DE22 3UD
07766 054917

info@rccgsolidrock.org.uk

Open Tuesday, Friday and Sunday 12 pm to 2 pm

Springwater Charity

Filbert Walk Community Hall
(off Woodlands Lane), Second Avenue
Chellaston, DE73 6UG

*Call or email to request a collection

**springwatercommunitygroup@gmail.com
07832653255 / 07311465841**

Padley Centre Emergency Food Parcels

5 Liversage Street, Derby, DE1 2LD
01332 331280

padleyhouse@padleygroup.com

***Referral Only**

Community Church of Derby

Riverside Court, Pride Park, Derby, DE24 8HY
01332 332044

***Call to request support**

Riverside

Food Support In Derby



Asian Disabled Association (ADA)

47-49 Church Street, Normanton, DE23 6QT
*Provide food parcels to anyone facing hardship or difficulty

Open Thursday 11 am to 2 pm

Advice 4 All

Madeley Centre, Rose Hill Street, DE23 8EX
Food distributed to East European families including Roma (but not exclusively)

Open Wednesday from 12 pm

*Needs assessment is carried out prior to distribution.

Derby Womans Centre

4 Leopold Street, Derby, DE1 2HE
Provide food vouchers - 01332 341633

Open Tuesday 1 am to 3 pm

Friday 10 am to 1pm

Food & Education Enterprise CIC

119 Osmaston Road, Derby, DE1 2GD
07957 244306 / 01332 298605

***Call to find out more**

Community Shops and Projects

Jake's Kitchen

New Life Christian Centre, Normanton Road,
Derby DE23 6UU
01332 349056

Free Hot Meal to those who need support.

Monday 6.30 pm to 8.30 pm

Audrey's Charity

Audrey's Charity was setup to assist individuals and families experiencing financial hardship in the Derby area. The charity helps people to access food, furniture, clothing, electrical goods and white goods.

For more information call **07391613925**, email **info@audreyscharity.co.uk**, or visit: **<https://www.audreyscharity.co.uk/>**

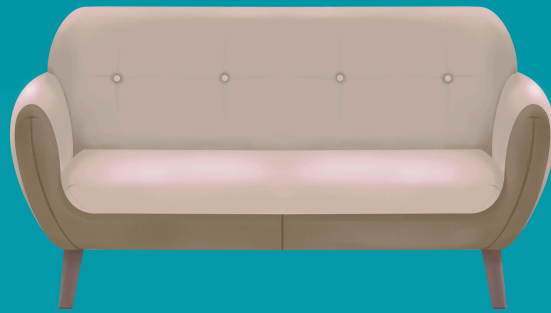
Derby City Mission Community Shop and Cafe

10 Normanton Road, DE1 2GW

Open Tuesday, Wednesday and Thursday 10 am to 12 pm

For additional food support services please download our National Support Directory

Furniture Support in Derby



Derby City Council

Household Support Fund

The Household Support Fund 4 (HSF4) is provided by the Department for Work and Pensions (DWP) to local authorities to provide crisis support to households most in need to help with significantly rising living costs.

To find out more visit

<https://www.derby.gov.uk/advice-and-benefits/benefits/household-support-fund/>

Local Organisations

Audrey's Charity

Audrey's Charity was setup to assist individuals and families experiencing financial hardship in the Derby area. The charity helps people to access food, furniture, clothing, electrical goods and white goods.

07391613925 info@audreyscharity.co.uk

<https://www.audreyscharity.co.uk/>

The Hope Store Derby

Hope Store provides good quality donated clothing, toiletries, and kitchen equipment to those in need.

Access is via referral only – call 01332 341189

Hope City Furniture

Hope City Furniture provides good quality furniture and household items free of charge to those who have been rehoused due to experiencing a sudden or unexpected crisis.

For more information visit

www.hopecityfurniture.org.uk. You can contact them by calling **07340 244416** or emailing info@hopecityfurniture.org.uk.

Local Charity Shops

British Heart Foundation

Derby Furniture & Electrical Store
4 Babington Lane, Derby, UK, DE1 1SU
01332 644 335

**Open Monday to Saturday 9.30 am to 5 pm
Sunday 10 am to 4 pm**

Mind – Furniture shop

22 Shardlow Road, Alvaston, Derby, DE24 0JH
01332 989935

**Open Monday to Saturday 8.30 am to 4.30 pm
Sunday 10 am to 4 pm**

Treetops Hospice Furniture Store

493 Burton Road, Derby, DE23 6FQ

Open Monday to Saturday 9 am to 4.30 pm

RSPCA Stores

Alvaston

7-8 Shardlow Road, Alvaston, Derby, DE24 0JH
01332 573390

Open Monday to Saturday 8.30 am to 4pm

Chaddesden

495 Nottingham Road, Derby, DE21 6NA
01332 665245

Open Monday to Saturday 9 am to 4.30 pm

Lighthouse Shop

1291-1293 London Road, Derby, DE24 8QN
01332 989664

**Open Monday to Saturday 9 am 5 pm
Sunday 10 am to 4 pm**

Furniture Support in Derby



UK Furniture Bank

UK Furniture Bank in partnership with the referring Social Service Agencies, Helping Organisations and or the local Faith Based Community creates a positive and comfortable environment which people can call home.

There are some costs involved, although these are kept to a minimum.

They only accept requests direct from your Support Worker, Housing Officer, Welfare Worker, or local Faith Organisation, who must apply on your behalf.

<https://theukfb.co.uk/furniture-request-form>

Facebook Groups - There are several groups on Facebook that offer free or low-cost furniture. **To find groups search Help Groups or Bargain Groups in your area.**

Second Hand Furniture Websites

Facebook Marketplace and Groups

Gumtree

Freecycle

Pre-Loved

Freeads

VivaStreet

Freegal

Charity Shops - There are many charity shops that sell low-cost second-hand cost second hand furniture. These include:

Barnardo's Donation Centres

Age UK

British Heart Foundation Furniture and

Electrical Stores

Salvation Army

Local Hospice Charities

Cost of Living Support in Derby



GOV.UK

The GOV.UK website has a list of resources to help support those who are struggling due to the cost-of-living crisis.

<https://www.gov.uk/>

Benefits and Financial Support

There are several benefits that you may be eligible for including:

Universal Credit - If you're on a low income, you're out of work or you cannot work

Carer's Allowance - If you care for someone who gets certain benefits at least 35 hours a week

New Style Employment and Support Allowance (ESA) - If you have a disability or health condition that affects how much you can work or if you need support to get back into work.

New Style Jobseeker's Allowance (JSA) - If you need help when you're looking for work

Access to Work - If you have a physical or mental health condition or disability you may be able to receive support to help you stay in work.

To find out what benefits and support you may be eligible for visit

<https://www.gov.uk/cost-of-living/benefits-tax-work>

Help for Households

See what support is available to help with the cost of living and save money with our energy saving tips.

<https://helpforhouseholds.campaign.gov.uk/>

Personal Independence Payment

Personal Independence Payment (PIP) can help with extra living costs if you have both:

- a long-term physical or mental health condition or disability
- difficulty doing certain everyday tasks or getting around because of your condition

You can get PIP even if you're working, have savings or are getting most other benefits.

To find out more visit - <https://www.gov.uk/pip>

Citizens Advice

Citizens Advice give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem. The national charity and network of local charities offer confidential advice online, over the phone, and in person, for free.

You can contact an adviser through the national phone service: Adviceline (England): **0800 144 8848**

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: **18001** then the Adviceline or Advicelink number

You can use Relay UK with an app or a textphone. There's no extra charge to use it.

Adviceline's available 9am to 5pm, Monday to Friday. It's usually busiest at the beginning and end of the day. It's not available on public holidays.

To find your nearest Citizens Advice visit <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>

Cost of Living Support in Derby



Employment Support

DBC Training

Employability support and training. To find out more visit www.dbc-training.co.uk or contact Jamie-Leanne Traynor on **01332 295588**
info@dbc-training.co.uk

Juniper Training Telephone

Employability support and training. To find out more visit www.junipertraining.co.uk or contact **01332 224386**
enquiries@junipertraining.co.uk

Welcoming Spaces in Derby



Welcoming Spaces/Warm Hubs

Many warm hubs are based in Churches, Community Venues and Libraries. They offer a safe space to access food and refreshments, advice and guidance on benefits and keeping your home warm, activities and the opportunity to make new friends.

Warm Welcome

Warm Welcome Spaces are opening their doors to local communities, offering everyone a free, warm, welcoming and friendly space. Why not explore your local Warm Welcome Space, it's a great place to connect with your community and to make new friends.

You can search spaces near you by visiting <https://www.warmwelcome.uk/>

Libraries

Libraries are Welcoming Spaces where people can meet up, socialise, access support on issues such as money, welfare and mental wellbeing, access computers, free wi-fi and charging points, and heated spaces.

Search for your local library here:

<https://www.gov.uk/local-library-services>

Community Corner - Harrison's Hub

Based in the old Starbucks/Back Yard coffee house at the stadium, which is situated in the Northwest west corner of Pride Park Stadium Derby, Derbyshire DE24 8XL

01332 416140

community@dcct.co.uk

The Lonny Wilsoncroft

The Lonny Wilsoncroft Community Centre
Derbyshire DE1 1GL
01332 290458

<https://www.nzca.co.uk/>

Warm Welcome @ Padley

A warm welcoming space for people in Derby who are at risk of homelessness, poverty and social isolation. Free hot meals for breakfast and lunch or emergency food parcels. Shower, toilet and laundry facilities. Support advice and guidance on a range of issues such as healthcare, welfare, housing, debt and unemployment. Wellbeing sessions such as art, music and gardening. All free of Charge

5 Liversage Street. Derby, DE1 2LD

padley@ymcaderbyshire.org.uk

01332 774480

Utilita Energy Hub (Derby)

An Energy Hub that has a community room along with a kids table where they can play some games on the available tablets or do some colouring in. We serve hot drinks and run Energy Efficiency workshops, to show how you can save money on your household bills.

Unit 8 St Peters Street DE1 2NR

<https://utilita.co.uk/energy-hub>

New Life Church Derby

Warm Space open to families from 10-12. Parents and toddlers are welcome to build community and friendships. Lunch is provided from 12-2pm for anyone else in the community.

New Life Church, Normanton Road, Derby, DE23 6UU

www.newlifederby.org.uk

Mickleover Community Centre

Warm space with soup and drinks
Old School Tearooms
Derby, Derbyshire DE3 ODA

07769 983857

mickcc.org.uk

Digital Inclusion Support in Derby



Libraries

Libraries across the UK offer a range of different services and support including computer and internet access, digital learning, printing, group activities and wellbeing support.

Mickleover Library

Holly End Road, Mickleover, Derby, DE3 0EA
01332 647884
mickleover.library@derby.gov.uk

Derby Local Studies and Family History Library

Riverside Chambers, Derby, DE1 3AF
01332 642240 Text enquiries: 07584 268351
localstudies.library@derby.gov.uk

Riverside Library

Council House, Corporation Street, DE1 2FS
01332 641702
riverside.library@derby.gov.uk

Alvaston Library

1252-1254 London Road, Alvaston, DE24 8QP
01332 647920
alvaston.library@derby.gov.uk

Derby City Council also has 10 community library's - for more information visit
<https://www.inderby.org.uk/libraries/community-libraries/>

Support Services

Community Action

Derby, Shot Tower, 1 Moreledge, DE1 2AW,
Digital Inclusion hub providing free digital support and digital skills training.
01332 346266
enquiries@communityactionderby.org.uk

Workpays Ltd

Derby, Work Pays, 4 Babington Lane, DE1 1SU
Digital Inclusion hub providing free digital support services.
0800 1979 826
enquiries@workpays.co.uk

Welcome Churches

Bridge House Riverside Court Pride Park, DE24 8HY
Digital Inclusion hub providing free digital support services.
01332 498041
info@welcomechurches.org

FEE Cafe

Derby, 119 Osmaston Road, DE1 2GD,
Digital Inclusion hub providing free digital support services, digital skills training and free mobile data.
07957 244306 / 01332 298605

Normanton Library

Almond Street, DE23 6LX,
Digital Inclusion hub providing free digital support services and free mobile data.
01332 642640
Normanton.Library@derby.gov.uk

Staywell Derby C.I.C

Derby, 10 - 11 Saint Mary's Gate, DE1 3JJ,
Digital Inclusion hub providing free digital support services.
01332 365959
info@staywellderby.org.uk

O2 Derby

Unit SU121, Intu Derby, DE1 2PG
Digital Inclusion hub providing free digital support services.
01332 344022

Digital Inclusion Support in Derby



Derby Business College

Third Floor, Stuart House, Green Lane, DE1 1RS,
Digital Inclusion hub providing free digital support
and digital skills training.

Derby Adult Learning Service

Allen park Centre, Allen Street, DE24 9DE
Digital Inclusion hub providing free digital support
and digital skills training.

Learning

Learn My Way

Learn My Way is a website of free online courses
for beginners to develop digital skills to make the
most of the online world.

www.learnmyway.com

Barclays Digital Wings

Barclays Digital Wings platform offers free online
digital skills courses from how to stay safe online,
use social media, make your business digital and
much more. Available to everyone, no eligibility
criteria.

<https://digital.wings.uk.barclays/>

FutureLearn

FutureLearn provide a suite of free digital skills
courses from digital skills for work and life to
advanced skills like web analytics, social media, AI
and much more.

www.futurelearn.com

Support for Young People in Derby



Children's Centres

Children's centres bring together a range of free services for children from birth to five, and their families. Services vary at each centre according to local community needs but all centres provide child and family health, family support services and a range of parent and toddler activities. Contact your local council to find out about Sure Start centres in England.

<https://www.gov.uk/find-local-council>

Becket Family Hub

35 Stockbrook Street, Derby, DE22 3WR
01332 640250

BecketFamilyHub@derby.gov.uk

Open Monday to Friday 9 am to 5 pm

Derwent Family Hub

Monmouth Street, Derby, DE21 6BD
01332 641010

DerwentFamilyHub@derby.gov.uk

Open Monday to Friday 9 am to 5 pm

Mackworth Morley Family Hub

Reigate Primary School, Reigate Drive,
Mackworth, Derby, DE22 4EQ

01332 208175

MackworthMorleyFamilyHub@derby.gov.uk

Open Monday to Friday 9 am to 5 pm

Osmaston Allenton Family Hub contact details:

60 Cockayne Street North, Derby, DE24 8XB
01332 956850

OsmastonAllentonFamilyHub@derby.gov.uk

Open Monday to Friday 9 am to 5 pm

Rosehill Family Hub

17-19 Lower Dale Road, Normanton, DE23 6WY
01332 641315

RosehillFamilyHub@derby.gov.uk

Open Monday to Friday 9 am to 5 pm

Alvaston Children's Centre contact details:

875 London Road, Derby, DE24 8UY
01332 757991

alvaston.childrenscentre@derby.gov.uk

Open Monday to Friday 9 am to 5 pm

Audrey Drive Children's Centre

3 Audrey Drive, Derby, DE21 4NP
01332 642200

Alvaston.ChildrensCentre@derby.gov.uk

Open Monday to Friday 9 am to 5 pm

Boulton Children's Centre

47B Holbrook Road, Derby, DE24 0DD
01332 956500

boulton.childrenscentre@derby.gov.uk

Open Monday to Friday 9 am to 5 pm

Local Clubs and Activities

Southgate Youth Centre

Brighton Road Alvaston, Derby, DE24 8TE
01332 572412

southgate@dcys.org.uk

Contact for further information on activities

Breadsall Youth Club

Fieldsway Drive, Breadsall, Derby, DE21 4EW

Contact Ruth Hardy on 07812 300929 for further information

Chesapeake Youth Club

Chesapeake Road, Chaddesden, DE21 6RD
01332 643800

Contact for further information on activities

Derwent Youth Centre

Monmouth Street, Chaddesden, DE21 6BD

Contact Jackie Whittaker on 07812 30091 for further information

Support for Young People in Derby



Derby Youth Alliance

Derby City Youth Alliance is a network of community organisations who have come together to help support young people in Derby to be safe, develop and prosper.

<https://www.derbyyouthalliance.org.uk/children-young-people-families>

Build Sound Minds

Provide specialist support for children and young people aged 0-17 who are likely to present emotional and mental difficulties but do not meet the thresholds for more specialist services.

Revive Healthy Living Centre, 23 Roe Farm Lane, Chaddesden, Derby, DE21 6ET
01332 679379

BuildSoundMindsDD@actionforchildren.org.uk
<https://services.actionforchildren.org.uk/derbyshire/>

The Light House

The Light House is a purpose built environment for disabled children and the staff who work with them.

The Light House, St Mark's Road, DE21 6AL
01332 256990
thelighthouse@derby.gov.uk

<https://www.derby.gov.uk/health-and-social-care/disabilities/disabled-children-and-young-people-the-lighthouse/>

Tackle it

Tackle it is a mental wellbeing programme aimed at men between the age of 17-25.

Derwent Family, Youth and Community Centre
DE21 6BD

Runs Tuesday 6 pm to 7.30 pm

Young Carers Support & Advice

2 Stanley Road, Derby, DE24 0EX
01332 641017
youngcarers@derby.gov.uk

Twenty Twenty

Supporting the development of young people.

2 Becket Street, Derby, DE1 1HT

01332 348449

brightfuture@twentytwenty.org.uk

www.twentytwenty.org.uk

Winning Minds

Winning mind provides mental wellbeing support to young people throughout Derby.

WinningMindsCJMS@dcct.co.uk

01332 416140

Connexions

The Space@Connexions work with young people who have left school but are under 19 years old, to help them find employment, education or training. We also work with young people aged 19 to 25 and for whom an Education, Health and Care (EHC) plan is maintained.

Space@Connexions, 8 Curzon Street, DE1 1LL

01332 643900

National Support Services

Youth Access

Youth Access is the national membership body that represents and champions organisations delivering support for young people. You can search their Find Help page to find support near you.

<https://www.youthaccess.org.uk/our-network/find-help>

National Youth Advocacy Service

The Get Support page offers a wide range of advice, guidance and support available for many issues affecting young people.

<https://www.nyas.net/get-support/>

Support for Young People in Derby



The Mix

At The Mix, trained staff provide help for young people aged 11-25. This Mix isn't just about young people and mental health, they also provide support for relationship issues, working life, school life, housing, depression and any other issues all year round.

Support Available.

Crisis Messenger: If you feel like you can't cope or are worried about how you are feeling, you can contact the crisis messenger 24 hours a day, 7 days a week by texting **THEMIX** to **85258**. The text messaging support service is free and for any issue.

Email Support: The Mix can help you find the information you need.

<https://www.themix.org.uk/get-support/speak-to-our-team/email-us>

One-to-one chat One to one chat allows you to live message trained helpline supporters about any issue that is troubling you. The one-to-one chat is open from 4pm to 11pm, Monday to Friday.

<https://www.themix.org.uk/>

Mind - Useful contacts for supporting Children and young people

<https://www.mind.org.uk/for-young-people/how-to-get-help-and-support/useful-contacts/>

Young Minds

Mental health support for young people, parents and carers. Young Minds provide young people with tools to look after their mental health. The website is full of advice and information on what to do if you're struggling with how you feel.

www.youngminds.org.uk

Young Minds Textline: Text YM to 85258

Support for families in Derby



Healthy Start

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk. If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops.

You can use your card to buy:

- plain liquid cow's milk
- fresh, frozen, and tinned fruit and vegetables
- fresh, dried, and tinned pulses
- infant formula milk based on cow's milk

You can also use your card to collect:

- Healthy Start vitamins – these support you during pregnancy and breastfeeding
- vitamin drops for babies and young children – these are suitable from birth to 4 years old

<https://www.nhs.uk/start-for-life/>

Family Action

Family Action supports families who are in financial hardship, mental health problems, social isolation, learning disabilities, domestic abuse, or substance misuse and alcohol problems.

You can search activities and support local to you by visiting: <https://www.family-action.org.uk/worried/in-your-area/>

Baby Banks

A baby bank works in a similar way to a food bank, but instead of giving out food, families can get free baby items. This can include nappies and toiletries, clothing, cots, prams, highchairs and toys.

Baby banks don't only provide help for babies, however. With some you may be able to get clothing and items for children up to age sixteen. You can find baby banks near you by visiting <https://littlevillagehq.org/uk-baby-banks/> <https://www.babybankalliance.org/baby-bank-map> <https://baby-basics.org.uk/>

Period and Hygiene Product Support

Many food banks, pantries and community centres will have access to free sanitary products.

Bloody Good Period - Give period products to those who can't afford them and provide reproductive health education to those less likely to access it. hello@bloodygoodperiod.com

Morrisons - Package for Sandy

Customers in need can now go to any Morrisons customer service desk nationwide and ask for a package for 'Sandy' or a 'period product pack'. The customers will then be given a free discreet envelope with sanitary products and no questions asked.

Freedom4Girls - provides period products to those in Leeds, Sheffield, West Yorkshire, and select other regions of the UK <https://www.freedom4girls.co.uk/request-products/>

Support for families in Derby



Family Support Derbyshire

Family Support Derbyshire helps to support families who are struggling by offering emotional and practical support.

The Pear Tree Room, Marble Hall, 80 Nightingale Road, Derby, DE24 8BF

01332 742 619

hello@familysupportderbyshire.org.uk

Children First Derby

Supporting Vulnerable Children, Young People, And Families

13 Leopold Street, Derby, DE1 2HE

Get In Touch

01332 341516

enquiries@childrenfirstderby.co.uk

Supporting Families Programme

The Supporting Families Programme (previous known as Priority Families Programme) is a way of targeting help and support to those families who need it most.

To find out more visit -

<https://www.derby.gov.uk/health-and-social-care/children-and-family-care/supporting-families/programme/>

Bridge the Gap Derby

Supporting Childrens Mental Health

Bridge the Gap, 45 Friar Gate, Derby DE1 1DA

info@jwbridgethegap.com

01332 600827

Support for Older People in Derby



Ability Net

Ability Net has a UK-wide network of Tech volunteers who offer free technology support to older people and disabled people. You may need help to set up a new device, connect to the internet, have a problem with a computer virus or require support to connect to family and friends online.

0300 180 0028

<https://abilitynet.org.uk/free-tech-support-and-info/about-our-support>

The Cinnamon Trust:

National charity for elderly or terminally ill people and their pets. Network of volunteers who can visit homebound owners to take dogs for daily walks, foster pet as one of their family when owners face time in hospital, take pets to the vet, buy pet food, clean budgie cage.

01736 757900

www.cinnamon.org.uk

Re-engage

Group and one-to-one social activities will help older people connect with others.

0800 716543

Artcore

Artcore hold regular free events in the community, engaging people in artistic endeavours to promote wellbeing.

3 Charnwood Street, Derby, DE1 2GT
01332 384561 info@artcoreuk.com

<http://www.artcoreuk.com>

AGE UK

Age UK Derby and Derbyshire Trading Office
15 The Morledge, Derby, DE1 2AW
01332 343232

administrator@ageukdd.org.uk

www.ageuk.org.uk/derbyandderbyshire

Keep Fit for the Brain

Free activities to keep your brain active, including puzzles, sudoku, word search, colouring for adults, magazines and books to browse and borrow.

Libraries in Riverside and Alvaston

<https://www.inderby.org.uk/libraries/clubs-and-activities/keep-fit-for-the-brain/>

Knit & Natter

This is a free session involving knitting, embroidery and crochet. Must bring your own materials, tea and coffee is available. Attendees are typically women aged 50+

<https://www.inderby.org.uk/libraries/our-libraries/>

The Oddfellows

The Oddfellows is one of the largest and oldest friendly societies in the UK. Through friendship and social events, we help our members get more enjoyment out of life, and offer care, advice and support in times of need.

32 Charnwood Street, Derby, DE1 2GU
01332 345697

penny.folds@oddfellows.co.uk

<https://www.oddfellows.co.uk/branch-finder/?id=10045>

Support for Older People in Derby



Forever Active

Forever Active is a programme supporting active ageing, focusing on gentle exercise to boost strength and stability, reduce the risk of falls, and make activity part of your everyday life.

You'll be supported to find social activities tailored to your needs and interests. Whether you want to try adapted sports like Walking Football or low impact classes such as chair-based exercise, there's something for everyone regardless of confidence or ability.

To join or for more information please email movemore@derby.gov.uk

Carers Support

Derbyshire Carers Association

DCA support Carers who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental ill health or an addiction.

To find out more about available support visit **<https://derbyshirecarers.co.uk/about-us>**

Mental Health and Wellbeing Support in Derby



Derby City Lifelinks

Derby City Life Links provides a wellness and mental health recovery service tailored to meet your needs.

To find out more visit

<https://derbycitylifelinks.org.uk/>

Derbyshire Mental Health Helpline

For immediate and out of hours mental health support, the Derbyshire Mental Health Helpline and Support Service is available 24 hours a day, 7 days a week. Their team of experienced mental health professionals are on hand to give support and advice at anytime, and help you plan your next steps. **0800 028 0077**

Derby Drug and Alcohol Recovery Service

The team offers different levels of support from advice and harm reduction support to intensive structured one-to-ones. The service also specialises in the medical aspect of substance misuse treatment and manages all substance misuse substitute prescribing across Derby.

To find out more information or to make an appointment call 0300 790 0265

Derbyshire ORCHA – Health & Wellbeing App Finder

Live Life Better Derbyshire is a free health and wellbeing service that offers free support to help you manage your weight, stop smoking and get more active. **Find out more at**

www.livelifebetterderbyshire.org.uk

Everyturn Mental Health

Talking Therapies for anyone aged 18 and over in Derby and Derbyshire

0300 555 5580 derbyshire@everyturn.org

To find out more visit

<https://www.everyturn.org/talking-therapies/locations/derby-and-derbyshire/>

Mind Derbyshire

Derbyshire Mind provides local mental health services across Derby and Derbyshire, including a range of mental wellbeing groups, our Supported Self Help service, and weekend drop-in services for adults struggling with their mental health.

To find out more visit

<https://www.derbyshiremind.org.uk/>

Derby Safe Haven

Safe Haven is a responsive and tailored mental health service for anybody experiencing a mental health crisis/period of mental ill health and is in need of immediate support.

Open from 4.30 pm to 12.30 am, 365 days a year, and open to anybody who is 18 years or above.

Self-referral – call 03300083722 or drop in to the service at 309 Burton Road

Referrals through clinical services – refer through your GP or by calling the Mental Health Helpline on 0800 0280077

Derbyshire Recovery and Peer Support Service

Delivered in partnership, this service helps people, across Derbyshire, improve and maintain their mental health and wellbeing.

For more information, please email the service at derbyshirerecoverypeersupportservice@rethink.org

Talking Mental Health Derbyshire

Provides FREE talking therapies to anyone over the age of 16 who is registered with a GP in Derbyshire.

0300 123 0542

To find out more visit

<https://www.derbyshirehealthcareft.nhs.uk/services/talking-mental-health-derbyshire>

Domestic Abuse Services in Derby



If you are in immediate danger, call 999 and ask for the police.

If prompted, press 55 to Make Yourself Heard and this will transfer your call to the police. Pressing 55 only works on mobiles and does not allow police to track your location.

Call 999 from a landline

If the operator can only hear background noise and cannot decide whether an emergency service is needed, you will be connected to a police call handler. If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again.

When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

If you are deaf or can't use a phone

You can register with the emergencySMS. Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

<https://www.emergencysms.net/>

Bright Sky app

Bright Sky is a mobile app and website for anyone experiencing domestic abuse, or who is worried about someone else.

The app can be downloaded for free from the app stores. **Only download the app if it is safe for you to do so and if you are sure that your phone isn't being monitored.**

Safe Spaces

Safe Spaces are available in Boots, Morrisons, Superdrug and Well pharmacies, TSB banks and independent pharmacies across the UK.

Derby Women's Centre

Debt, Benefit and Housing Advice
4 Leopold Street, Derby, DE1 2HE
01332 341633

elainer@derbywomenscentre.co.uk

www.derby-womenscentre.org.uk/contact

Crossroads Derbyshire

Offers a range of confidential support and advisory services to women, men, children and young people suffering the damaging effects of domestic abuse including:

- refuge for young women and children needing a safe place to stay
- outreach services for women and men
- community programmes for young people
- counselling for women and men
- specialist services for children

admin@crossroadsderbyshire.org
01457 856675

The Derbyshire Domestic Abuse Helpline

Facilitated by The Elm Foundation, is a safe, welcoming, supportive place for any man, woman or child affected by domestic abuse.

Call: 08000 198 668n Text: 07534 617 252

The Elm Foundation

There to help you whether you are living with domestic abuse now, have been subjected to it in the past, or are concerned about a friend, family member or colleague.

<https://www.theelmfoundation.org.uk/>

Karma Nirvana

Support victims of honour-based abuse and forced marriage.

Unit 39, Rosehill Business Centre, Normanton Road, Derby, DE23 6RH

08005999247 karmanirvana.org.uk
advocacy@karmanirvana.org.uk

Support for Disabilities in Derby



Mind

Being a carer can often be stressful and can have an impact on your mental health. Mind offers support to anyone who may be struggling.

Mind's helplines provide information and support by phone and email.

0300 123 3393 info@mind.org.uk

Local Minds offer face-to-face services across England and Wales. These services include talking therapies, peer support and advocacy.

<https://www.mind.org.uk/information-support/local-minds/>

Side by Side is Mind's supportive online community for anyone experiencing a mental health problem.

<https://www.mind.org.uk/information-support/local-minds/>

Benefits for carers

You might not think of yourself as a carer. But you probably are if you're looking after someone regularly, including your spouse or a family member, because they're ill or disabled.

As a carer, you may be entitled to one or more state benefits to help you with the costs.

To find out more visit

<https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/benefits-for-carers/>

Carers UK

Carers UK is an online resource for those caring for someone. There is lots of helpful advice, guidance and resources available to support you.

0808 808 7777

advice@carersuk.org

To find out more visit

<https://www.carersuk.org/>

The Carers Trust Network

Carers Trust works with charities across the UK providing support for carers.

<https://carers.org/>

Local Support

Disabled children and young people: The Light House

The Light House is home to the Integrated Disabled Children's Service (IDCS) in Derby.

Single Point of Access, Integrated Disabled Children's Service, The Light House, St Mark's Road Derby, DE21 6AL

thelighthouse@derby.gov.uk,
01332 256990

Change

Organisation led by disabled people working to build an inclusive society where people with learning disabilities are treated equally. We help with supported decision making, a discharge toolkit, inclusion and health and wellbeing alliance.

01132 440606

info@changepeople.org

<https://www.changepeople.org/>

Disability Direct

Disability Direct (Derby) is a one-stop-shop for information and advice for disabled people, older people and carers.

Disability Direct (Derby), DD Enterprise Centre
20 Royal Scot Road, Derby, DE24 8AJ
01332 299449

info@disabilitydirect.com

www.disabilitydirect.com/derby

Support for Disabilities in Derby



Headway

Promoting understanding of all aspects of brain injury and provide information, support and services to survivors, their families and carers. In addition, Headway will campaign to reduce the incidence of brain injury.

0808 800 2244 or 01332 365270

helpline@headway.org.uk

www.headway.org.uk

Living Well with Autism

At Relate Derby and Southern Derbyshire we offer a wide range of services to help support you and the people around you:

- 1 Day Courses
- Counselling and Coaching – face to face, by phone, webcam, Live Chat and email.
- Telephone Helpline Drop In service: **0808 178 9363**. Speak to an experienced Counsellor without having to make an appointment – **Tuesday 10 am to 1 pm and Thursday 10 am to 1 pm**.

The Living Well with Autism service is available to Derbyshire County residents aged 18 and over who have a confirmed diagnosis of an Autism Spectrum Condition. Services are free for Derbyshire County Local Authority residents. Derby City residents can access at a cost.

01332 301350

info@livingwellwithautism.org.uk

Sight Support Derbyshire

Sight Support Derbyshire works with local children and adults who are blind or partially sighted to help them face the everyday challenges of living with sight loss.

01332 292262

enquiries@sightsupportderbyshire.org.uk

<https://sightsupportderbyshire.org.uk>

Turning Point

Derby Learning Disability Services support individuals living in their own homes. The individuals we support have complex needs and receive the appropriate support for them to lead fulfilling lives in their community.

Suites 2.1 & 2.2, South Gate Innovation Centre, Normanton Road, Derby, DE23 6UQ

01332 368300

www.turning-point.co.uk

Derbyshire Local Offer

Helping and supporting children & young people with special educational needs and disabilities to be more confident in their communities and live independently.

<https://www.localoffer.derbyshire.gov.uk/>

Umbrella

Umbrella supports families living in Derby City and Derbyshire providing a range of exciting activities.

01332 785658 admin@umbrella.uk.net

<https://umbrella.uk.net/>

Hubbub Theatre Company

Theatre for learning disabled, Autistic and non disabled people

Déda, 19 Chapel Street, Cathedral Quarter, DE1 3GU

01332 374665 info@hubbubtheatre.org

<https://hubbubtheatre.org/>

Alternatives

Activities and Classes

01332 774300

<https://www.alternativesderby.com/>

Support for Disabilities in Derby



Derbyshire Outdoor Educaiaon Service

Activities and Classes

01629 534561

leagreen.admin@derbyshire.gov.uk

<https://www.derbyshire.gov.uk/education/outdoor-learning/outdoor-learning.aspx>

Derby Adult Learning Service

Activities and Classes

01332 717900

<http://www.adult-learning-derby.org.uk>

Padley Group

Activities and Classes

01332 331280 padleyhouse@padleygroup.com

<http://www.padleygroup.com>

Steps for the Future

Activities and Classes

07534 120845

stepsforthefuture@ymail.com

<http://www.stepsforthefuture.co.uk>

Enabled Centre

Activities and Classes

01332 242202 info@enabledcentre.co.uk

<http://www.enabledcentre.co.uk>

Cycle Derby Inclusive Cycling

Activities and Classes

cyclederby@derby.gov.uk

<http://www.cyclederby.co.uk>

Active Support

Activities and Classes

07757 340627

activesupport@talktalk.net

Migrant and Multi-Cultural Support in Derby



BME Youth

BME Youth is a national youth organisation of children and young people from Black, Asian and Minority Ethnic (BAME) communities in the UK.

<https://www.bmeyouth.org.uk/about/>

Muslim Women's Network UK

MWNUK is the only national Muslim women's organisation in Britain. They offer a helpline, counselling services, training and workshops.

<https://www.mwnuk.co.uk/>

Migrants Rights Network

The Migrants' Rights Network is a UK charity that stands in solidarity with all migrants in their fights for rights and justice.

<https://migrantsrights.org.uk/>

The Muslim Community Helpline

The Muslim Community Helpline is a confidential, non-judgemental listening and emotional support service.

0208 908 6715 / 0208 904 8193

ess4m@btinternet.com

Boloh Helpline

Offers advice, signposting, emotional support and free therapy to adult asylum seekers UK Wide.

To find out more contact 0800 151 2605

Useful Links

British Red Cross - RAMP@redcross.org.uk

SHAP - cdw@shap.org.uk

Oneworld Parish Nurse -

rachelsutton.parishnurse@mail.com

Refugee Women Connect

info@refugeewomenconnect.org.uk

Derby Multicultural Centre (DMC)

Dairyhouse Road, Derby, DE23 8HN

01332 956360

DALSenquiries@derby.gov.uk

Surtal Arts

The aim of Surtal Arts is to promote health and well being, personal development, integration and understanding, supporting social and community cohesion, inside and outside its community through high quality Asian arts activities.

Surtal Arts, c/o Quad Market Place, Cathedral Quarter, Derby, DE1 3AS

079866 40448 info@surtalarts.co.uk

www.surtalarts.co.uk/about

Multi-Faith Centre

The Multi Faith Centre encourages and facilitates dialogue, co-operation, mutual respect and understanding between people from different faith communities and civil society, who by coming together aim to improve the wellbeing of vulnerable people living in Derbyshire.

The University of Derby, Kedleston Road Derby, DE22 1GB

01332 591 285 mfc@derby.ac.uk

Riverside

Women and Men's Groups in Derby



Women's groups

Young Women's Trust

Young Women's Trust champions young women aged 18 to 30 on low or no pay. They offer young women free coaching, feedback on job applications and information to help them get where they want to be. To find out more visit <https://www.youngwomenstrust.org/get-support/>

The National Women's register

The website has a map of activities running across the UK, you can search groups by visiting <https://nwr.org.uk/network/groups/>

Women's peer support group

Stuart House, Green Lane, DE1 1RS
0800 0322202
derbycitylifelinks@richmondfellowship.org.uk
Thursday 2 pm to 3 pm

Derby Women's Centre

Derby Women's Centre aim to empower women to be more independent offering services including activity groups, counselling and support.
4 Leopold Street, Derby, DE1 2HE
01332 341633
<https://www.derby-womenscentre.org.uk>

Love4Life Derby - Groups for young women aged 11-18

Love4Life aims to build self-esteem, confidence and knowledge of healthy relationships through engaging group sessions which vary every week.
Monday evenings (during term time) at St.Bartholomews, Addison Road, Derby DE24 8FH
Thursday evenings (during term time) at Boyer Street Community Rooms, Derby DE23 3XD
Contact Fawn Kitson for more information on 07951706036

Men's Groups

ANDYSMANCLUB

ANDYSMANCLUB want to eliminate the stigma surrounding mental health and create a judgment-free, confidential space where men can be open about the storms in their lives. They have clubs across the UK that deliver weekly, free-to-attend peer-to-peer support groups for men aged over 18. <https://andysmanclub.co.uk/find-your-nearest-group/>

Men's Shed Groups

Men's Shed Groups bring together social connections and friendship building, sharing skills and knowledge, and of course a lot of laughter. There are a number of groups across the UK, to find the one closest to you visit <https://menssheds.org.uk/find-a-shed/>

Men's peer support group

Stuart House Green Lane, St Peters Quarter
DE1 1RS
0800 0322202
derbycitylifelinks@richmondfellowship.org.uk
Wednesday 3 pm to 4 pm

Team Talk

Derby County Community Trust's men's mental health project designed to provide a 'safe space' to talk for males. It operates city-wide hubs within community settings and aims to provide a support network for anyone who may be in need of additional support. To find out more visit <https://www.derbycountycommunitytrust.com/programmes/health/team-talk>

LGBTQ+ Support in Derby



LGBT Mental Health Group

Derby City Life Links LGBTQ+ mental health peer support group is run in partnership with Derbyshire LGBTQ+. The group is aimed at improving the wellbeing and providing a safe space for people who are part of the LGBTQ+ community.

Derbyshire LGBTQ+, Derby Centre, 25 Curzon Street, DE1 QLH

4th Friday of every month 1.30 pm to 3.30 pm

Derbyshire LGBTQ+

Derbyshire LGBTQ+ is Derbyshire's only LGBTQ+ specific support service for anyone who is Lesbian, Gay, Bisexual & Transgender or anyone who is having issues with their sexual orientation or gender identity, this includes family and friends.

25 Curzon Street, Derby, DE1 1LH
info@derbyshirelgbt.org.uk
01332 207 704

<https://www.derbyshirelgbt.org.uk/>

For youth support visit

<https://www.derbyshirelgbt.org.uk/youth-groups>

Transcend Derby Trans Support Group

The Pavillion LGBT Centre, 2-3 Friary Street
Derby, DE1 1JF
01332 207704

<http://www.transcend.org.uk>

LGBTQ+ National Support

Corner House Range of support opportunities for LGBTQ+ ages 11 to 17

Offer a support group for LGBTQ+ young people aged 11-17, who want to socialise with other young people experiencing similar things to them. This is a weekly session currently running on Zoom, Tuesdays 4.30 pm to 6 pm.

leahfewlass@wearecornerhouse.org

Mermaids Support for gender diverse young people and their families

Mermaids supports transgender, nonbinary and gender-diverse children and young people until their 20th birthday, as well as their families and professionals involved in their care.

www.mermaidsuk.org.uk

0808 801 0400 Monday to Friday 9 am –to 9 pm

Stonewall

Stonewall stand for lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people everywhere. The website provides resources for individuals and workplaces across the UK.

www.stonewall.org.uk

Mind - Mindline Trans+ - helpline for LGBT / non-binary people - **0300 330 5468**

Mindout

MindOut is a mental health service run by and for lesbian, gay, bisexual, trans, and queer (LGBTQ) people. We work to improve the mental health and wellbeing of all LGBTQ communities and to make mental health a community concern.

01273 234839 info@mindout.org.uk

Additional Support Services in Derby



SV2

Supporting victims of sexual violence. All genders from any age and offer counselling to both adults and children.
01773 746 115 help@sv2.org.uk
<https://www.sv2.org.uk/>

SARAC (Sexual Abuse Rape Advice Centre)

offers confidential support for people in Burton, Lichfield, Tamworth, Uttoxeter, Swadlincote and South Derbyshire who are at risk of or have experienced sexual violence and/or rape at anytime in their lives
01283 535110 staff@sarac.org.uk

Hate Crime

Report a hate crime
You can report a hate crime online or call 101 to speak to the police.
Call 999 if you're reporting a crime that's in progress or if someone is in immediate danger.

Stop Hate UK

Stop Hate UK is available 24 hours a day. The helpline is confidential and independent.
You can report a hate crime by:
0800 138 1625 Text: **07717 989 025**
Text relay: **18001 0113 293 5100**
Webchat at www.stophateuk.org/talk-to-us

Core

Provide free, confidential support to victims of hate crime in Derby and Derbyshire.
Derbyshire Victim Services: 0800 612 6505
Stop Hate UK: 0800 138 1625
Email support@derbyshirecore.org
TEXT 'COREDVS' TO: 82228

Derbyshire Victim Services

If you have ever been the victim of crime, or have been affected by a crime committed against someone close to you, Derbyshire Victim Services can provide all the help and support you need. Their local team offers a friendly, free and confidential service to anyone living in Derbyshire. It doesn't matter if you reported the crime to the Police or not they are here to help you with any practical advice and emotional support.
0800 612 6505
TEXT 'DVS' TO 82228
support@dvssupport.org

Victim Support: (24/7 support)

Victim Support operates a 24/7 Supportline and live chat service, every day of the year, offering specialist emotional and practical support to anyone who has been a victim or a witness. You don't have to report a crime to get help from Victim Support.
0808 16 89 111
Live chat available by visiting
<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat>

Hate Crime Campaign

The Hate Crime Campaign provides information and services to those who have been a victim of Hate Crime.
<https://hatecrime.campaign.gov.uk/>

Additional Support Services in Derby



Community Cafe at St. James Centre

A cafe for the local community to come along to and meet other people.

St.James Centre, Malcolm Street, Derby, DE23 8LU
01332 604 080

reception@stjamescentre.org

www.stjamescentrederby.co.uk

Wednesdays and Thursdays 12 pm to 2 pm

Friday Coffee at Central URC

Take a break and come up to the first floor for a chat, coffee, toasted tea-cake. "A place for everyone"

Stuart House, Floor 1, Green Lane, Derby, DE1 1RS

Friday morning 10 am to 11.30 am

Friends of Markeaton Park

The aims of Friends of Markeaton Park are to adopt a proactive approach working in partnership with Derby City Council on improvements to Markeaton Park.

Activities – displays, guided walks, litter picks, fundraising, specialist talks etc.

52 Arnold Street, Derby, DE22 3EU

01332 361491

dawnwilson457@btinternet.com

Green Thyme CIC

Group delivering Social interactive activities based within the Normanton area, arts and crafts, gardening, afternoon teas and Lunches, group meetings etc.

Green Thyme Hub, Normanton Park, Warwick Avenue,
07941158133

greenthyme@live.co.uk

**Open Wednesday 10 am to 2 pm and
Sunday 10.30 am –to 12.30 pm**

Hannah Fields, Littleover Community Gardens

The Hannah Fields Community Garden is a small project that currently opens 12:00 to 16:00 (weather permitting) on a Monday, Tuesday & Friday.

Hannah Fields, Littleover Community Gardens,
Normanton Lane, Littleover, Derby, DE22 6GP

07454784825

Mickleover Community Centre

The Centre aims to provide leisure and recreational pursuits with a wide range of groups. There is also a tea room for the public staffed by volunteers.

Uttoxeter Road, Mickleover, Derby, DE3 0DA

enquiries@mickleovercommunitycentre.co.uk
01332 510726

www.mickleovercommunitycentre.co.uk

Sinfin Community Centre

A general community centre offering a wealth of difference activities, including breakfast clubs, out of school clubs and karate classes.

01332 762963

sinfincommunitycentre@gmail.com

www.sinfincommunitycentre.org

Yada Collective

YADA offers an inclusive environment for those who are sober, those who are cutting down and those who just feel like a night off from alcohol every once in a while.

01332 498138

hello@yadacollective.co.uk