

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

**High Peak – [www.derbyshire.gov.uk/winterpressures](http://www.derbyshire.gov.uk/winterpressures)**

### **Cold homes: home and heating maintenance issues; leaks; emergency heating**

Direct help available to vulnerable clients to keep warmer and safer at home, such as boiler, gas or electrical repairs, water leaks and emergency heating;

**Derbyshire Healthy Home Programme** - The aim of the programme is to help prevent owner occupiers going into hospital, being unable to transfer out of hospital or have care delivered in their home because the house is cold and damp or unfit for habitation. This is achieved through the provision of heating installations.

The programme only receives professional referrals.

Householders need to be known to Adult Care and eligible for support. People must be fuel poor (income below £31K and savings below £24K) and have cold related health issues: Respiratory; cardiovascular; mobility; suppressed immunity or complex mental health conditions.

The team can also provide Derbyshire residents with information and advice about the Energy Company Obligation (ECO) 4 Flexible scheme, to provide energy efficiency home improvements for those on low incomes or with health conditions vulnerable to the cold. Complete referral form (in the "[Winter Pressures – winter pressures services](#)" folder) (**DCC Health & Wellbeing Team only**) and email to [healthy.home@derbyshire.gov.uk](mailto:healthy.home@derbyshire.gov.uk)  
Other professionals should email [healthy.home@derbyshire.gov.uk](mailto:healthy.home@derbyshire.gov.uk) for further information and/or a copy of the referral form

**Derbyshire Trusted Trader** - Home owner. Searchable directory to help find honest and reliable trader. <https://www.derbyshire.gov.uk/community/trusted-trader/trusted-trader.aspx>

### **Cold homes: Energy efficiency advice/information/funding schemes; support with switching energy tariff; enforcement of energy efficiency standards**

**Warmer Derby & Derbyshire (via Marches Energy Action)** - free, impartial advice service with city/county councils. Tel: 0800 6771332 <https://mea.org.uk/> [advice@mea.org.uk](mailto:advice@mea.org.uk)

**Citizen's Advice** - 0808 278 7954 Lines open Monday to Friday, 9am to 4pm.

## Financial hardship; Employment support

**Citizens Advice** - Income maximisation and advice 0808 278 7954

**Derbyshire Welfare Rights Service** - Benefits checks, advice over the phone about which benefits to claim and how to claim them, how to challenge decisions, appeals and representation at tribunal hearings. Email: [welfarebenefits@derbyshire.gov.uk](mailto:welfarebenefits@derbyshire.gov.uk), Tel: 01629 531535 from 11am to 4pm on Monday, Tuesday, Thursday and Friday

**Derbyshire Discretionary Fund** - The Derbyshire Discretionary Fund (DDF) can provide grants or emergency cash payments if you are in urgent need of financial help following a crisis or disaster. You can apply by phone, tel: 01629 533399

**Employment support via national careers service** - 0800 100 900 or use webchat: <https://nationalcareers.service.gov.uk/webchat/chat>

**Disability employment support** - Support for disabled people to find training, work experience, voluntary work and paid employment. [disabilityemploymentservice@derbyshire.gov.uk](mailto:disabilityemploymentservice@derbyshire.gov.uk) Tel: 01629 532440

**Building better opportunities employment support** - Support for those with barriers on their first steps towards employment. <https://www.towardswork.org.uk/get-into-work/>

## Eviction/Homelessness/Rough sleeping issues

**Homelessness advice** - High Peak Borough Council can provide you with Housing Advice and things that can be done to prevent you losing your home or assist you in finding alternative accommodation. You may be able to move in a planned way without actually becoming homeless. <https://hpa2.org/refer/HPBC>

If you are homeless due to an emergency situation outside of office hours or at the weekend, please telephone call 01629 532600.

**Derbyshire Law Centre** - Offer free housing advice for Derbyshire residents and employ a tenancy support officer. Email [dlc@derbyshirelawcentre.org.uk](mailto:dlc@derbyshirelawcentre.org.uk), Tel: 01246 550674 visit <https://derbyshirelawcentre.org.uk/>

**Home Options** - <https://www.home-options.org/>, team contacts: <https://www.home-options.org/choice/content.aspx?pageid=2>

**Rough sleeping - P3 Charity** - If you are rough sleeping or you are a member of the public who is concerned about a rough sleeper you can refer them into the outreach team or ring on 0808 1968 199 <https://www.p3charity.org/services/derbyshire-street-outreach> . Referrals can also be made through Streetlink (<http://www.streetlink.org/>)

## Prescriptions; Medical appointments; Covid/Flu related support

**Home from hospital service** - Anyone who lives in Derbyshire (outside Derby City) or is registered with a GP in Derbyshire and has limited support from family or friends. Collecting medication prescriptions. Please call 01283 817417 Monday to Friday, 9am - 5pm. An answerphone is available outside these hours.

**Flu related support** - pharmacy / Flu jab information

## Slips, trips and falls

**Simple services assessment** - Call Derbyshire 01629 533190. Simple aids to support at home including grab rails.

**Community alarms** - Community alarms systems have a wristband or pendant you wear which connects to a telephone line through a base unit. If you need help, for instance if you have fallen or you feel unwell, you can trigger a call for help by pressing the button on the pendant or wristband. The call will go to a monitoring centre who will be able to speak to you through a speaker in the base unit and get you the help you need. This could be contacting a family member or neighbour for you or calling an ambulance. Beep Assist – 0333 999 7430

**Telecare** - Telecare sensors help to manage some of the risks associated with living independently. If a sensor detects a problem, an alert is automatically generated and sent to a carer, family member or response centre. This can help prevent a minor problem from turning into a crisis.

Sensors include: Motion sensors, gas and water sensors, falls sensors and door sensors. Telecare can form part of a care and support package or can be arranged privately. If you already have a care and support package in place, speak to your adult care worker. If you haven't got a package, please contact your local community alarm provider (Beep Assist – 0333 999 7430), or ring Call Derbyshire on tel: 01629 533190 to request an assessment.

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

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

**Social Prescribing** - Short cut to social prescribing information can be found in the [winter pressures service-area information folder](#) (DCC Health & Wellbeing Team only)

**Care Co-ordinators** – via your GP surgery

**Hearing Helps** - Hearing help is a charity which exists to provide Practical Help & Support to the Hearing Impaired Community enabling them to enjoy the highest quality of life possible. Offers support across the whole of the county (not including Derby City). 01773 570976 or [info@hearinrhelpuk.uk](mailto:info@hearinrhelpuk.uk)

## **Food; Shopping; Befriending support**

**Glossopdale Foodbank** - 07811 684282 <https://glossopdalefoodbank.org.uk/>

No referral is needed for the first parcels. Just come to the centre. However a referral from an agency like Citizens Advice or another support agency will be expected after that if more parcels are needed.

**G52 Community Pantry** – 42 Winster Mews, Gamesley, SK13 0LU

Members of the community pantry pay a small annual membership of £6 followed by £2.50 for a weekly shop. For this small fee Gamesley residents can visit the hub to pick up a range of groceries, fresh fruit and veg and toiletries. The environment within the pantry is that of any other shop where you choose what you want from the available produce. Being a member of the pantry also gives access to discounted trips and activities and other items in the shop at a lower cost.

**Helping Hands New Mills** - Covers New Mills, Whaley Bridge, Chinley and Hayfield.

<http://www.facebook.com/HHNewmillsFoodbank/> Phone: 07425 177999

**High Peak Foodbank at Zink Buxton** - [hello@highpeakfoodbank.co.uk](mailto:hello@highpeakfoodbank.co.uk), phone: 07977 618232 or via online form <http://www.highpeakfoodbank.co.uk/contact/>

**Whitfield Food Club** – [eve.haley.pow@gmail.com](mailto:eve.haley.pow@gmail.com) tel: 07864 679282

### **Whaley Bridge Food Bank**

Contact: 07920 253075

Email: [foodbank@whaleybridgecanal.org](mailto:foodbank@whaleybridgecanal.org)

Address: Transshipment Warehouse, Canal Street

Whaley Bridge, Derbyshire, SK23 7LS

Website: [www.whaleybridgecanal.org/whaleyfoodbank](http://www.whaleybridgecanal.org/whaleyfoodbank)

Opening times: Mon, Wed and Fri 12noon -3pm

Referrals: Contact Foodbank direct

### **Residents of Fairfield Association**

Contact: 01298 73904

Email: [rofafairfield133@gmail.com](mailto:rofafairfield133@gmail.com)

Address: 133 Victoria Park Road, Fairfield, Buxton, High Peak, SK17 7PE

Referrals: Please contact project

Home from hospital shopping service - anyone who lives in Derbyshire (outside Derby City) or is registered with a GP in Derbyshire and has limited support from family or friends.

Simple shopping and other support.

Please call 01283 817417 Monday to Friday, 9am - 5pm. An answerphone is available outside these hours.

**Age UK Derby and Derbyshire befriending** - [befriending@ageukdd.org.uk](mailto:befriending@ageukdd.org.uk)

Tel: 01433 620263

Due to Covid-19 only doing telephone befriending.

**New Mills and District befriending** - Tel: 01663 744196, email: [hilary@nmvc.org](mailto:hilary@nmvc.org)

**Silver line befriending** - The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

Call anytime: 0800 470 80 90

## Suicide Prevention Information

### Key Support Available

If you, or anyone you know, are feeling suicidal, there are several things that you can do:

- Speak to a friend, family member or someone you trust
- Call the Samaritans 24-hour support service on 116 123
- Call the Derbyshire 24/7 support line on 0800 028 0077
- Go to your nearest accident and emergency (A&E) department and tell the staff how you are feeling Contact NHS 111
- Make an urgent appointment to see your GP

**Mentell** offer peer support for men aged 18 and over in Derbyshire. You can find out more about the support on offer at [www.mentell.org.uk](http://www.mentell.org.uk)

A range of **free apps** are available to support wellbeing and suicide prevention. Search and download health and wellbeing apps online at [derbyshire.orchh.co.uk](http://derbyshire.orchh.co.uk)

If you have been affected by a death or by a suicide, then **bereavement support** is available in Derbyshire through The Tomorrow Project and Survivors of Bereavement By Suicide (SOBS) [Derby & Derbyshire suicide bereavement support](#)

## Welcoming Spaces

### Buxton

**Zinc** – Address: Zinc HQ, Clough Street (Market St Car Park)

Website – [www.zinc.org.uk](http://www.zinc.org.uk)

Tues-Fri 10am-4pm

Café Open 10am-2pm

Mon: 10:30am-12pm Art and Craft Company, 10:30am-12pm Baking Club, 11am-12pm

Piano Club, 1pm-2pm English (ESOL), 6pm-9pm Sober Socials

Tues: 10am Walking Group, 12:30pm-2pm Vinyl Revival, 2:30pm-4pm Knit Happens, 1pm-3pm Let's Game, After school until 5pm Family Feast Fun, 5:30pm-7pm (first Tuesday) EBSA Parent Support

Weds: 10am-12pm Board Games, 11am-1pm Speak Easy, 1pm-3pm Group Games, 7pm-8:30pm Narcotics Anonymous

Thur: 10:30am-12pm Discover Digital, 12:30pm-2pm CV and Jobsearch, 2pm-4pm Cinema Club

Fri: 10am-12pm Movie Morning, 1pm-3pm School of Rock, 6pm-11pm Crisis Support Drop in

Sat: 6pm-11pm Crisis Support Drop in

Sun: 2:30pm-5:30 Crisis Support Drop in

**Grapevine Wellbeing Centre** – Address: 2B, 11-13 Eagle Parade, Buxton, SK17 6EQ

Website: [www.grapevinebuxton.com](http://www.grapevinebuxton.com)

Drop ins: Mon-Thurs 12pm-1:30pm and 2pm-3:30pm, Fri 2pm-3:30pm

Mon: Art and Craft 3:30pm-5pm

Tues: Mindfulness 11:15am-12pm

Weds: Creative Writing 3:30pm-5pm

Fri: Singing 3:30pm-5pm

**Brick Corner Café** – Address: 2 South Ave, Buxton, SK17 6JZ

Website: <https://brickcorneracafe.co.uk>

Tel: 01298 938288

Tues – Sat 10am-4pm

## Welcoming Spaces Continued

### Glossopdale

**Glossop Labour Club** – Address: 11-13 Chapel St, Glossop, SK12 8AT

Website: <http://glossoplabourclub.org.uk>

Email: [derekclarke@macace.net](mailto:derekclarke@macace.net) (Chair) [kasey.carver@btinternet.com](mailto:kasey.carver@btinternet.com) (Secretary)

Tel: 07979 454528 (Chair) 07960 952725 (Secretary)

Sun: 11am-2pm

Some refreshments and activities available.

**Friends of Victoria Hall** – Address: Victoria Hall, Talbot St, Glossop SK13 7DQ

Email: [fovhglossop@outlook.com](mailto:fovhglossop@outlook.com)

1<sup>st</sup> Tues of the month: Wellbeing Sessions

1<sup>st</sup> Sat of the month: Gardening

2<sup>nd</sup> Tues of the month: Prize Bingo

3<sup>rd</sup> Tues of the month: IT Social

4<sup>th</sup> Tues of the month: Social

All events 1pm-3pm

Monthly fairs and events – check our Facebook for details

Free tea, coffee and biscuits – newspapers and magazines to read.

**Whitfield Parish** – Address: The Vineyard, 18-20 Charlestown Rd, Glossop, SK13 8JN

Website: [www.whitfieldparish.org](http://www.whitfieldparish.org)

Tel: 01457 853330

Weds: Grace Kitchen – Free Lunch 11am-1pm

Thurs: Whitfield Café 1pm-3pm

Some refreshments available.

**Whitfield Parish** – Address: St Luke's Church, 9 Fauvel Road, Glossop, SK13 7AR

Coffee Pot Café

Website: [www.whitfieldparish.org](http://www.whitfieldparish.org)

Tel: 01457 853330

Thurs: 10am-11:30am

**Parish Council Office** - Address: Sexton St, Tintwistle, SK13 1JN

Tel: 07726 272271

Tues: 11am-1pm

### Hadfield

**Hadfield Methodist Church** - Address: 99 Station Rd, Hadfield, SK13 1AR

10:15am-2pm

Hot drinks, soups and sandwiches. WiFi and charging available, also games and jigsaw puzzles

Thur: 9:30am-10am - Thursday Thought followed by Place of Welcome

Fri: 10am-11:30am Toddler Group (Term times only) £1.00 contribution towards costs

### Whaley Bridge

**Holy Trinity Church** - Address: Buxton Rd, Whaley Bridge, SK23 7JE

Website: [www.whaleybridgecofeparish.org](http://www.whaleybridgecofeparish.org)

Fri: 12:45pm-2:30pm

### New Mills

**Providence URC** - Address: Mellor Rd, New Mills

Website: [www.providencechurch.co.uk](http://www.providencechurch.co.uk)

Wed: 2pm-4pm

Some refreshments available (hot drinks and cake), free WiFi, book swap

## Welcoming Spaces Continued

**Rock Mill Centre** - Address: Rock Mill Lane, New Mills

Website: [www.rockmilllane.org](http://www.rockmilllane.org)

Thur-Sun: 10am-4pm

Refreshments, activities and free WiFi available

### Chapel-En-Le-Frith

**The Mustard Seed Café** – Address: 118 Market St, Chapel-en-le-Frith, High Peak, SK23 0HZ

Tel: Nicki 07999 959621 or Rev Foday Kamara 01663 750571

Mon: 10am-12pm

Refreshments are available or just come for a chat, it's all totally free

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

West area: High Peak & Derbyshire Dales – 01298 608720

The key elements of a referral to DFRS are based around the acronym CHARLIE.

C – Care and support needs

H – Hoarding and mental health issues

A – Alcohol and medication use

R – Reduced mobility

L – Lives alone

I – Inappropriate smoking

E – Elderly 65+

And of course, No working smoke alarms.

Referrals received will result in a telephone call from a Community Safety Officer or Area admin team to agree the need for a face-to-face visit and establish the risk of fire using a scoring matrix based on the CHARLIE acronym. Once agreed the criteria has been met, a visit will be arranged where Fire Safety information will be given, and necessary equipment fitted for example:

- Cooking safety
- Smoke safety
- Candle safety
- Electrical safety
- Night-time routines
- Escape plans