

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

### Amber Valley - Link to online form

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

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

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

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

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

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

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

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

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

**Amber Valley Borough Council.** Private tenants experiencing difficulty with landlords not completing repairs to their home [ehousing@ambervalley.gov.uk](mailto:ehousing@ambervalley.gov.uk) or 01773 841335.

Social tenants should speak to their landlord.

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

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

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

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

**Citizens Advice.** income maximisation and advice. 0300 456 8390

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

### **Financial hardship; Employment support continued:**

**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

**Test and Trace Support Payment.** Anyone on a low income asked to self-isolate by NHS Track and Trace is eligible for a £500 lump sum if they are employed or self-employed and meeting other conditionality criteria - referral via Amber Valley Borough Council online form  
<https://www.ambervalley.gov.uk/benefits/test-and-trace-support-payment/apply-online/>

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

**Disability employment support.** Support for disabled people to find training, work experience, voluntary work and paid employment. [disabilityemploymentservice@derbyshire.gov.uk](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.** Amber Valley 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.  
[housing.solutions@ambervalley.gov.uk](mailto:housing.solutions@ambervalley.gov.uk) or call 01773 570222.

**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.

**Covid-19 support.** Community Response Unit - 01629 535091

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

## **Slips, trips and falls:**

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

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

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

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

Amber Valley - Futures Homescape - 0300 4562531

**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 (Futures Homescape - 0300 4562531), 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**

**Care Co-ordinators.** Via your GP surgery

**Local Area Co-ordinators.** [lac@derbyshire.gov.uk](mailto:lac@derbyshire.gov.uk) or visit [www.derbyshire.gov.uk/lac](http://www.derbyshire.gov.uk/lac)

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

**Salcare food bank** - We are opening the Food Bank every Tuesday and Friday from 10am to 1pm. Emergency food for single people and families - either walk in or be referred by other agencies. 59 Ray Street, Heanor. DE75 7GF. Email: [enquiries@salcare.org.uk](mailto:enquiries@salcare.org.uk). Phone: 01773 764562.

## **Food; Shopping; Befriending support continued:**

**Hope for Belper food bank** - If you are new to the Food & Community Hub, and find yourself in urgent need of help, but can't immediately get a referral, you should do the following:

If you can, email your request for a food parcel to [foodhub@hopeforbelper.com](mailto:foodhub@hopeforbelper.com). To collect your food parcel, come to the Baptist Chapel on Bridge Street, Belper, next to The Devonshire, on a Tuesday or Friday between 12 noon and 2pm.

**Trussell Trust food bank** - Referral and food bank vouchers needed. Alfreton House, High Street, Alfreton, Derbyshire, DE55 7HH. Wednesday's 14:00 - 15:00.

**Salvation Army 25 Heath Road, Ripley Food bank** - 07776 769686. Tuesdays 15:30-16:30 and Fridays 10:00-12:00.

**Eastwood Volunteer Bureau** (at the rear of Eastwood Library) Please contact Jean Bailey on 07407 634683. Friday, 10am until 1pm.

**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.

**Amber Valley CVS befriending** - If you would like more information about becoming a Befriender or to refer someone to our free service, please contact Paul Clarke, Befriending Project Worker on 01773 512076 / [paulclarke@avcvs.org](mailto:paulclarke@avcvs.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 4 70 80 90