

South Derbyshire Partnership: Covid-19 Contact List for Frontline Workers and Volunteers to Gateway and Signposting Services

Issue facing client	Refer to	Contact details
Unemployment, reduced income, redundancy, risk of redundancy. Applying for benefits including Universal Credit, Employment and Support Allowance, Job Seekers Allowance. Change in employment or financial circumstances.	Department of Work and Pensions	0800 055 6688 www.gov.uk search "Jobcentre Plus"
Debt worries, money advice, benefit entitlements/advice, money management, budgeting.	Citizens Advice Mid Mercia	0300 330 9002 www.citizensadvicemidmercia.org.uk
Advice over the phone about which benefits to claim and how to claim them, how to challenge benefit decisions, better off calculations, appeals and representation at tribunal hearings.	Derbyshire County Council	01629 531 535 (Derbyshire Welfare Rights Helpline) welfarebenefits@derbyshire.gov.uk www.derbyshire.gov.uk search "welfare benefits"
Grants or emergency cash payments for individuals in urgent need of financial help following a crisis or disaster (eg. for food, heating). Individuals or families under exceptional pressure and needing help with household items, rent in advance (cannot help with bills or arrears).	Derbyshire County Council	01629 533 399 (Derbyshire Discretionary Fund) ddf@derbyshire.gov.uk (follow up existing application) www.derbyshire.gov.uk search "DDF"
<ul style="list-style-type: none"> • Struggling to heat their home, worried about energy costs, advice on energy providers. • Struggling to heat their privately owned/rented home and have health condition/mobility issues/mental health issues made worse by the cold and are on a low income. Includes heating system repairs/upgrades, tariff switching advice, fuel debts, and health and wellbeing advice. • Fuel poverty, especially the cost of heating oil. Applications are by referral from organisations including food banks, citizens advice, Age UK and Derbyshire Discretionary Fund. 	<ul style="list-style-type: none"> • Warmer Derby and Derbyshire • Derbyshire Healthy Home Programme • Rural Action Derbyshire 	0800 677 1332 wdd@mea.org.uk www.derbyshire.gov.uk search "keep warm in winter" 01629 536 919 healthyhome@derbyshire.gov.uk 01629 592 970, 07540 736 118 (Fuel Bank) energy@ruralactionderbyshire.org.uk www.ruralactionderbyshire.org.uk
<ul style="list-style-type: none"> • Homelessness, at risk of eviction. • Rough sleeping. 	<ul style="list-style-type: none"> • South Derbyshire District Council • P3 	01283 595 795 (Out of hours 01283 221 225) customer.services@southderbyshire.gov.uk www.southderbyshire.gov.uk 0808 196 8199 (Derbyshire Outreach Team) www.p3charity.org search "Derbyshire street outreach"
<ul style="list-style-type: none"> • Food poverty, eating on a budget advice. (Note: Client can self-refer to the food bank for their first food parcel but will need to be referred by one of the following organisations for future parcels: Citizens Advice Mid Mercia; Derbyshire County Council; South Derbyshire District Council). Foodbank located at Hill Street Baptist Church, Swadlincote. • School holiday meals for young people – make a new application online or telephone to add a child to an existing application. 	<ul style="list-style-type: none"> • South Derbyshire CVS • Derbyshire County Council 	07458 305 314 (Food Bank) projectsupport@sdcv.org.uk www.sdcvs.org.uk 01629 536 400 www.derbyshire.gov.uk search "free school meals"
Unsafe/hazardous home, hoarding, issues of disrepair/cleanliness impacting on a person's health, wellbeing and quality of life - possibly related to ill health, behavioural issues or needing support to live independently. Funding to ensure vulnerable/disabled households can live in homes free from serious defects or hazards, and to ensure the home is warm and secure.	South Derbyshire District Council	01283 595 795 (Healthy Homes Assistance Fund) environmental.health@southderbyshire.gov.uk www.southderbyshire.gov.uk

Issue facing client	Refer to	Contact details
Clothing poverty for both children and adults. Clients can self-refer or be referred by the organisations offering support.	Hill Street Baptist Church	07765 762 286 (Clothes Bank) clothesbank.hillstbaptist@gmail.com
Domestic abuse/violence affecting men or women, relationship breakdown. If deaf/hearing impaired, or unable to phone, text Support Line: 07534 617252. Emergency SMS - text: 999.	Derbyshire Domestic Abuse	08000 198 668 derbyshiredahelpline@theelmfoundation.org.uk
<ul style="list-style-type: none"> • Need to talk to someone about emotional wellbeing, depression, mental health concerns (service for all ages, staffed by mental health professionals, available 24/7). • Thoughts of self-harm or suicide (service available 24/7). • A broad range of advice, support and information on emotional wellbeing and mental health. 	<ul style="list-style-type: none"> • Derbyshire Mental Health support line • The Samaritans • Joined Up Care Derbyshire 	0800 028 0077 116 123 www.samaritans.org www.joinedupcarederbyshire.co.uk search “wellbeing during the pandemic”
Suffering from social isolation, loneliness.	South Derbyshire CVS	01283 219 761 (Befriending Service) connect@sdcv.org.uk www.sdcvs.org.uk
Drug and alcohol issues, substance misuse.	Derbyshire Recovery Partnership	0124 620 6514 info@derbyshirerecoverypartnership.co.uk www.derbyshirerecoverypartnership.co.uk
Concerns about an adult or a young person, safeguarding issues (abuse, neglect), anxieties.	Derbyshire County Council	01629 533 190 (Call Derbyshire) www.derbyshire.gov.uk search “Call-Derbyshire”
Lack of IT access to make benefit claims, look or apply for work, access services, overcome social isolation – digital education/support, access to equipment, internet safety, online forms.	Citizens Advice Mid Mercia	07960 433 977 www.citizensadvicemidmercia.org.uk

Signposting Organisations: If the issue you are concerned about is not listed above, please refer to one of the following organisations for advice:

Organisation	Issue	Contact
Derbyshire County Council	Services include: adult care, children and family services, social care and health, wellbeing, Trusted Trader reputable traders. Covid-19 Community Response Unit provides help with shopping, fetching prescriptions or befriending services for those with no other help and self-isolating or unable to meet basic needs.	01629 533 190 01629 535 091 (Community Response Unit) www.derbyshire.gov.uk
South Derbyshire District Council	Services include: housing, homelessness (or at risk of eviction), Housing Benefit and Council Tax reductions, Food Bank vouchers, Test and Trace Support Payments.	01283 595 795 01283 221 225 Careline (out of hours) customer.services@southderbyshire.gov.uk www.southderbyshire.gov.uk
South Derbyshire Council for Voluntary Service (CVS)	Services include: Volunteering, local mutual support groups; Advice on the range of services provided by voluntary and community organisations.	01283 219 761 , 07458 304 316 info@sdcv.org.uk www.sdcvs.org.uk
Citizens Advice Mid Mercia (CAB)	Services include: Independent advice on any issue, including debt, money, benefit entitlement, benefit claims, family, law and courts, immigration, housing and health issues.	0300 330 9002 www.citizensadvicemidmercia.org.uk

Last Updated: 08/12/20. To update information on this list, please contact: economic.development@southderbyshire.gov.uk