

Derby Support Directory



Contents

Food Support Services

- Food Banks
- Food Pantries
- Community Shops and Food Stores
- Additional Support
- Community Groups

Furniture Resources

- Charity Shops
- Charities
- Resources

Cost of Living Support

- Council Support
- Libraries
- Debt Support Services
- Community Groups and Organisations
- Fuel and Energy Support

Welcoming Spaces

- Community hubs

Digital Inclusion Support

- National Organisations
- Organisations and groups
- Libraries

Young People Services

- Children's Centres
- Youth Services
- Family Support

Older People Services

- Local Support Services
- Local Activity Groups

Mental Health and Wellbeing Support

- National Support
- Support Groups

Disability Support

- National Support
- Local Support

Domestic Abuse Services

- National Support
- Local Services

Migrant and Multi-Cultural Support

Additional Support Services

- LGBTQ Services
- Sexual Violence Support
- Hate Crime

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 Womens 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

Riverside

Food Support in Derby



National Organisations

Too good to go

On the Too Good To Go app, restaurants, cafes and bakeries list leftover food that would otherwise be thrown away. Users can then browse the map for food near them and pick up a 'magic bag' for a fraction of the original retail cost. Registration to the app is free and users can specify their dietary requirements.

<https://www.toogoodtogo.com/en-gb>

Olio

Olio provides a platform for neighbours to share unwanted food and other items, all for free. People are free to share or pick up anything from an unwanted gift, produce that's on its date from a local store, leftover event catering supplies or excess food that won't get eaten.

<https://olioapp.com/en/>

NoWaste

NoWaste users can scan receipts and barcodes, log each weekly shop, make lists of what's in, plan meals more effectively and receive automatic expiration reminders.

Karma

The Karma app enables users to rescue fresh food from restaurants, bakeries, cafes and even wholesalers that would have otherwise been thrown away.

<https://save.karma.life/>

NOSH

Nosh is an AI-based app offering another option to track the food you have in your home. With nosh, users can view categorised expiry and use by dates all on one screen, so they can easily prioritise which foods to use up first.

KITCHÉ

The free app has thousands of recipe suggestions that users can filter by the ingredients in their kitchen that need to be used up.

OddBox

Oddbox is a subscription service that delivers straight to your door, fruit & veg that is considered either too large or too small to be sold in supermarkets. When you sign up to Oddbox, you'll need to decide what you would like to be sent and how often. You can choose fruit, vegetables or a selection of both and have them delivered each week or fortnightly.

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

Kids Eat Free Deals

Many restaurants, Supermarkets, Cafes and pubs will have Kids Eat Free Deals. You can find a list at Money Saving Expert.

<https://www.moneysavingexpert.com/deals/cheap-restaurant-deals/#kids>

Riverside

Food Support in Derby



ASDA

If you dine in at any Asda Café (there are 205 of them) you can get a free bowl of porridge and a hot drink from 8am to midday every day of the week until Wednesday 20 March. There's no minimum spend, so just order at the counter.

Salvation Army

Run food banks year-round from many of their churches and community centres.

To find the closest centre to you visit

<https://www.salvationarmy.org.uk/map-page>

Bread and Butter Thing

Their mobile food clubs give access to nutritious and affordable food taken into the heart of communities. This low cost weekly shop provides essential produce for family eating – fresh fruit and veg, fridge favourites and cupboard staples.

Find your nearest hub by visiting

<https://www.breadandbutterthing.org/become-a-member>

Once you have found the nearest hub Text

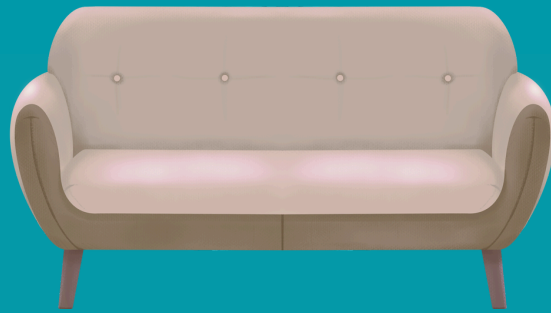
07860 063 304 with your full name, postcode, and the name of the hub you will be collecting from.

HAF Programmes

The HAF programme provides free holiday provision, including healthy food and enriching activities, for children in receipt of benefits-related free school meals in England.

To find a programme near you, visit your local council website.

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**.

End Furniture Poverty

End Furniture Poverty have a list of resources and advice on their website on how to access new and preloved furniture.

<https://endfurniturepoverty.org/>

Reuse Network

The Reuse supports reuse charities across the UK to help them alleviate poverty, reduce waste and tackle climate change.

You can search charity shops, projects and groups near you who offer affordable household items including furniture, electrical appliances, IT equipment and more.

Search by visiting

<https://reuse-network.org.uk/>

Charities

Glasspool Trust

UK-wide charity that provides grants support for people experiencing financial hardship, with no restrictions on who they can help.

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

Buttle UK

Support children and their families, including the provision of beds, and offer more comprehensive packages of support.

<https://buddleuk.org/apply-for-a-grant/>

Family Fund

Helping vulnerable children and young people up to the age of 18 who are experiencing a crisis or emergency. They provide essential furniture items and they accept direct applications.

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

Furniture Support in Derby



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 Furniture and Electrical Stores

Red Cross

Cancer Research

Oxfam

Salvation Army

Local Hospice Charities

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>

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

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



Citizens Advice

Full debt and consumer advice service in England and Wales. Many bureaux have specialist case workers to deal with any type of debt, including repossessions and negotiation with creditors. If you live in England or Wales, get in touch by:

Web chat: The web chat service is open Monday to Friday, 8am - 7pm and Saturday 9.30am - 1pm (except bank holidays).

0800 240 4420 (debt helpline) The debt helpline is available 9am to 5pm, Monday to Friday (excluding bank holidays).

Step Change Debt Charity

Online support is available via the debt advice tool where you can create a budget and get a personal action plan with practical next steps. .

0800 138 1111 Opening times: Monday to Friday, 8am to 8pm, Saturday, 8am to 2pm (closed on Sundays and bank holidays).

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

National Debtline

National Debtline provides free advice and resources to help people deal with their debts. Advice is available over the phone, online and via webchat.

0808 808 4000 Opening times: Monday to Friday, 9am to 8pm, Saturday, 9.30am to 1pm.

<https://www.nationaldebtline.org/about-us/>

Debt Advice Foundation

Debt Advice Foundation is a debt advice and education charity offering free, confidential support and advice to anyone worried about loans, credit and debt.

0800 043 40 50 Monday to Friday 8am to 6pm

Christians Against Poverty

National debt counselling charity with a network of 160 centres based in local churches, offering hope and a solution to anyone in debt (not just Christians).

<https://capuk.org/>

PayPlan

PayPlan offer free, simple debt advice to anyone who needs it. When you go to them for debt advice, they will show you all the different debt solutions that are out there so you've got a clear idea of what your options are, and how each one could help you. They can also advise you on what the best solution is for your circumstances, plus any other options that might work for you.

0800 316 1833 Available between 8am to 8pm Monday to Friday and 9am to 3pm on Saturday.

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

Community Monday Advice

Community Money Advice (CMA) is a charity dedicated to supporting and helping community groups, churches and groups of churches set up free, face to face debt & money advice centres in their neighbourhood.

<https://www.communitymoneyadvice.com/freedom-from-debt/get-help>

Turn2Us

Turn2us is a national charity providing practical help to people who are struggling financially.

You can use their free Benefits Calculator and Grants Search to find out what help you can get.

<https://www.turn2us.org.uk/>

Cost of Living Support in Derby



Money Advice service

The Money Advice Service is a free, impartial advice, to help improve your finances, set up by government to help keep track and plan ahead
0800138 7777

Credit Unions

Credit unions come in all shapes and sizes. Whether you're looking for a credit union with online and phone banking, a payroll partnership with your employer, a local branch or service point you can walk into – or a combination of all three – there's a good chance you'll find the credit union you're looking for to meet your needs.

To find a credit union near you visit

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

Derbyshire Community Bank

The Old Post Office, Victoria Street, DE1 1EQ

01332348144

info@dcbank.org.uk

Derby United Credit Union

Parker Street, Derby, DE1 3HF

To find out more visit www.derbyunitedcu.com

01332 369641

sonia@ggseng.com

Fuel and Energy Support

Energy Projects Plus

Free and impartial advice to help you save money on your energy bills.

0800 043 0151

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

British Gas Energy Trust

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

Scottish Power Hardship Fund

<https://www.scottishpower.co.uk/support-centre/help-paying-your-bill/hardship-fund>

E.On Energy Fund

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

Support from Banks

Most banks offer help for those struggling during the current cost of living surge, with most stating that they plan to ramp up their guidance and support services.

Cost of Living Support in Derby



Government Support

Find a Job in England, Scotland or Wales through the government's official job vacancy service that offers a simple and streamlined way for people to search for the latest jobs.

Find additional job opportunities through the Job Help website.

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

Apprenticeship's

An apprenticeship combines practical training in a job with study.

You can start an apprenticeship if you're:

- 16 or over - there's no upper age limit
- not in education (full or part-time)

You can have a previous qualification, like a degree, and still start an apprenticeship.

<https://www.gov.uk/apply-apprenticeship>

Learn online for free

Learn online for free with The Skills Toolkit, where you can access more than 70 courses in digital, numeracy and employability skills, packaged up with support from some of the country's leading educational experts and employers.

<https://nationalcareers.service.gov.uk/find-a-course/the-skills-toolkit>

Get a free Level 3 qualification

If you are 19 or over and don't yet have A levels or equivalent you can now take your first Level 3 qualification for free. There are hundreds of free

courses available linking to jobs in sectors such as building and construction, health and social care, accounting, engineering, environmental conservation and more.

To find out more visit

<https://www.gov.uk/guidance/free-courses-for-jobs>

The Job Entry Targeted Support Scheme

The Job Entry Targeted Support scheme is providing six months of personalised support for people who have been unable to find work within the first 3 months of unemployment.

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

Get support from a work coach

Work coaches use their experience of the jobs market to help you find opportunities that match your skills, which could include types of work you've never considered before. Get support from your work coach by asking at your nominated Job Centre.

National Careers Service

Provide careers information, advice and guidance. We can help you make decisions at all stages in your career.

Call 0800 100 900 to speak to an adviser.

8am to 8pm Monday to Friday, 10am to 5pm

Saturday and bank holidays.

<https://nationalcareers.service.gov.uk/>

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 0DA
07769 983857
mickcc.org.uk

Riverside

Digital Inclusion Support in Derby



Job Centre Support

Connectivity provider TalkTalk is rolling out a new voucher scheme that gives jobseekers across the UK free access to high-quality broadband.

Your work coach will be able to help support you to access further information

Social Tariffs

Internet access at home can be expensive, some broadband providers offer social tariffs – broadband and phone packages at a reduced price for people claiming Universal Credit, Pension Credit as well as some other benefits. Some providers call them ‘essential’ or ‘basic’ broadband.

Visit www.ofcom.org.uk and search social tariffs to find out more.

The Department for Education

The Department For Education offers free qualifications and provides access to free, high-quality provision to equip them with the essential digital skills they need for life and work. To be eligible for full funding under the entitlement:

- Be a UK resident
- Aged 19 and over
- Do not have the essential digital skills required to operate effectively in work and day to day life

www.gov.uk/guidance/free-qualifications-for-adults-with-low-digital-skills

Get Online @ Home

Get Online @ Home sells heavily discounted, refurbished computers and tablets.

<https://www.getonlineathome.org>

Family Fund

Devices, such as computers and tablets, can have a huge impact on disabled children and their families. Family Fund can help support families.

www.familyfund.org.uk

The Charity Excellence

The Charity Excellence Framework provides a resource for a wide range of free laptops, computers, software, IT support and grants for UK charities and social enterprises.

www.charityexcellence.co.uk

The National Data Bank

The National Databank is a national foodbank for connectivity data. Run by Good Things Foundation, data to help almost 500,000 people will be donated by Virgin Media O2, Vodafone, and Three Mobile from September 2022.

www.goodthingsfoundation.org

National Device Bank

Good Things Foundation is building the UK's first ever National Device Bank. Devices will be provided to people in need by thousands of community organisations in Good Things Foundation's network.

<https://www.onlinecentresnetwork.org>

Riverside

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.inderbym.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

Riverside

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 Young People in Derby



Kooth – Online Counselling and Support (11-25)

Kooth is an, online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop.

Access through www.Kooth.com

0203 984 9337 contact@kooth.com

PAPYRUS

PAPYRUS is the national charity dedicated to the prevention of young suicide.

HOPELINE247 advisers want to work with you to understand why thoughts of suicide might be present. They also want to provide you with a safe space to talk through anything happening in your life that could be impacting on your or anyone else's ability to stay safe.

- For children and young people under the age of 35 who are experiencing thoughts of suicide
- For anyone concerned that a young person could be thinking about suicide

Call: 0800 068 4141

Text: 07860039967

Email: pat@papyrus-uk.org

Line are open 24 hours every day of the year (Weekends and Bank Holidays included)

*If you are not able or prefer not to speak English, please request Language Line when calling for support.

Safe4Me

The Safe4me website provides educators, service providers and parents with information and resources to help educate, guide and support children and young people to keeping safe.

<https://www.safe4me.co.uk/support-services/>

National Services

National Citizenship Service

Delivers a range of experiences for young people across the UK.

<https://wearencs.com/> 0800 197 8010

Duke of Edinburgh

Delivers a range of experiences for young people across the UK.

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

Virtual KEEN

Inclusive online activities for young people

www.keenuk.org/virtualkeen

Support for different identities and communities

Bayo - An online search tool to find mental health and wellbeing support or services, run by and for the Black community.

bayo.uk

Being Gay is OK - Provides advice and information for LGBTQIA+ people under 25.

bgiok.org.uk

Kids of Colour - Online platform for young people to learn about race, identity and culture, and to challenge racism. Offers a YouTube channel, summer school and workshops.

kidsofcolour.com

Mermaids UK - Support for transgender, nonbinary and gender-diverse people up to 18. Runs events, local groups, online courses and a webchat.

0808 801 0400

mermaidsuk.org.uk

Support for Young People in Derby



Muslim Youth Helpline - Provides faith and culturally sensitive support to young Muslims by phone, webchat, WhatsApp and email.
0808 808 2008
myh.org.uk

The Proud Trust - Support for LGBTQIA+ young people through youth groups, peer support, mentoring schemes and a webchat.
0161 660 3347
theproudtrust.org

Stonewall - Information and advice for LGBTQIA+ people on a range of issues, like coming out and hate crimes. Provides an information phoneline for people and their families.
0800 050 2020
stonewall.org.uk

Switchboard - Provides a helpline, webchat and nationwide database of LGBTQIA+ services. A safe space to discuss topics like sexuality, gender identity and wellbeing.
0800 0119 100
hello@switchboard.lgbt
switchboard.lgbt

Support for grief, trauma and abuse

Child Bereavement UK - Help for children, young people, parents and families after the death of someone close. Offers support through local services, groups for young people, plus films and blogs.
0800 028 8840
childbereavementuk.org

Hope Again - Information, resources and support for young people coping after the death of someone close.
0808 808 1677
hopeagain@cruse.org.uk
hopeagain.org.uk

Kidscape - Information and advice for young people, parents and carers with concerns about school bullying and abuse.
kidscape.org.uk

Stop Hate UK - Offers a 24-hour phone and text service for people under 18 who have experienced or seen a hate crime. Provides an online service for reporting hate crimes.
0808 801 0576
07717 989025 (textline)
stophateuk.org

Victim Support - Emotional and practical support for people affected by crime and traumatic events. Offers specific information for young people.
0808 168 9111

Help 2 Make Sense

Advice and resources for coping with grief, plus an email helpline and webchat.
help2makesense.org

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 in Derby



Age UK - Age UK's Advice Line is a free, confidential national telephone service for older people, as well as their families, friends, carers and professionals. The team will give you information that's reliable and up to date and help you access the advice you need.

Age UK Advice Line: 0800 678 1602

Lines are open 8 am to 7 pm, 365 days a year

The Silver Line Helpline run by Age UK is a free, confidential telephone service for older people. We provide friendship, conversation and support 24 hours a day, 7 days a week.

Call free on 0800 4 70 80 90

Age UK day centres provide older people with both practical assistance and a chance to socialise, with support from trained staff and volunteers. You can find services in your area by visiting

<https://www.ageuk.org.uk/services/in-your-area/day-centres/>

IT Training - Many local Age UKs offer computer training for older people. In these courses, things are explained clearly and in plain English to help you get online. You can find services in your area by visiting

<https://www.ageuk.org.uk/services/in-your-area/it-training/>

Handyperson service - This service offers older people extra help with small practical jobs to make their lives easier and safer around the home. You can find services in your area by visiting -

<https://www.ageuk.org.uk/services/in-your-area/handyperson-services/>

Dementia UK - 0800 888 6678

Social Activities - Each local Age UK has its own timetable of clubs and classes. Examples include Arts & Crafts, Bridge group, Coffee morning, Men in Sheds, Photography club, Pub lunch, Quizzes, Tea dance and much more.

You may need to book a place in the class and you will usually pay a small amount to take part.

You can find services in your area by visiting **<https://www.ageuk.org.uk/services/in-your-area/social-activities/>**

Friends of the Elderly - Grants for older people

Friends of the Elderly's grants programme is designed to assist older individuals facing financial difficulties. Grants can be used to cover essential expenses such as purchasing a new fridge, paying unexpected bills, food, clothing, or covering gas and electricity costs.

<https://www.fote.org.uk/our-charity-work/grants-2/>

Hourglass

Support and information for older people and those concerned about an older person facing abuse or exploitation.

08088088141

Omega (befriending service for caregivers / carers)

Chatterbox Action Against Loneliness telephone chat

01743 245088 chatterbox@omega.uk.net

A Letter from Louise pen pal befriending

01743 245 088 aletterfromlouise@omega.uk.net

Tax Help for Older People

01308 488066 taxvol@taxvol.org.uk

Alzheimers Society - Support for those living with, or caring for those with dementia.

Telephone: 0333 150 3456

Riverside **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, by 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>

Riverside **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



Mind

Mind offers help and support to those who need it most. There's more than 100 local Minds across England and Wales, offering specialised support and care based on the needs of their communities.

Local Minds run mental health services in local communities. Anyone can get in touch – you don't need to have a GP referral. Each local Mind is different, but the services they offer might include:

- Talking therapy
- Crisis helplines
- Advocacy
- Employment and training schemes
- Counselling
- Befriending services

To find support near you visit

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

Samaritans - To talk about anything that is upsetting you, you can contact Samaritans 24 hours a day, 365 days a year. You can call **116 123** (free from any phone), email **jo@samaritans.org** or visit some branches in person. To find your local branch visit **<https://www.samaritans.org/branches/>**

SANeline - If you're experiencing a mental health problem or supporting someone else, you can call **SANeline** on **0300 304 7000 (4.30pm–10pm every day)**.

National Suicide Prevention Helpline UK.

Offers a supportive listening service to anyone with thoughts of suicide. You can call the National Suicide Prevention Helpline UK on **0800 689 5652 (6 pm to midnight every day)**.

Campaign Against Living Miserably (CALM).

You can call the CALM on **0800 58 58 58** (5pm–midnight every day) if you are struggling and need to talk. Or if you prefer not to speak on the phone, you could try the CALM webchat service. **<https://www.thecalmzone.net/get-support>**

Shout - If you would prefer not to talk but want some mental health support, you could text **SHOUT** to **85258**. Shout offers a confidential 24/7 text service providing support if you are in crisis and need immediate help.

Side by Side - Minds online support community. A place to be heard, listen and share. **<https://sidebyside.mind.org.uk>**

Togetherall - A safe community to support your mental health, 24/7. Get support. Take control. Feel better. **<https://togetherall.com/en-gb>**

Hub of Hope

The Hub of Hope is the UK's leading mental health support database of local, national, peer, community, charity, private and NHS mental health support and services together in one place. Support available online or through the Hub of Hope App. **<https://hubofhope.co.uk/>**

Mental Health Matters - National Support service providing help for those struggling with their mental health **0191 516 3500 info@mhmm.org.uk**

Depression UK

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



Riverside

Mental Health and Wellbeing Support in Derby



Addiction

GamCare - Support for those struggling with a gambling addiction.
0808 8020 133

Alcoholic's Anonymous

Further information about the local meetings or A.A. group can be obtained by contacting
National Helpline 0800 9177 650
help@aamail.org

Narcotics Anonymous

Further information about the St Helens support group can be found by calling Helpline and general enquiries: **0300 999 1212**

Frank - Advice, information and support for anyone concerned about drugs and substance misuse.

Helpline: 0300 123 6600 24/7 Text 82111

Local Support

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**

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 between Rethink, People, Potential, Possibilities (P3) and Derbyshire Federation for Mental Health (DFMH), this service will help people, across Derbyshire, improve and maintain their mental health and wellbeing. It will assist them to reconnect with their local community by offering access to targeted one-to-one staff support, telephone support and community groups.

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

Mental Health and Wellbeing Support in Derby



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/>

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>



Riverside

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.

Ask for ANI codeword

If you are experiencing domestic abuse and need immediate help, ask for ANI (Action Needed Immediately) in participating pharmacies and Jobcentres

When you ask for ANI, you will be offered a private space, provided with a phone and asked if you need support from the police or other domestic abuse support services.

To find your nearest participating provider, search using the postcode checker on the Ask for Ani page on the Enough website.

<https://enough.campaign.gov.uk/get-support/ask-for-ani>

Refuge - Refuge offers a freephone, 24 hour National Domestic Abuse Helpline, Webchat, advice and guidance on what support is available to you.

Helpline - 0808 2000 247

Webchat - <https://www.nationaldahelpline.org.uk/en/Chat-to-us-online>

Women's Aid

Women's Aid's directory contains details of local, regional and national services specialising in violence against women and girls including domestic abuse, sexual violence, forced marriage and stalking/harassment.

<https://www.womensaid.org.uk/womens-aid-directory/>

If you are experiencing domestic abuse or are worried about friends or family, you can access the Women's Aid live chat service 7 days a week, 10am to 6pm.

helpline@womensaid.org.uk

Riverside

Domestic Abuse Services in Derby



Victim Support

Victim Support run these services for victims and survivors of any abuse or crime, regardless of when it occurred or if the crime was reported to the police: free, independent and confidential

24/7 Supportline - **08 08 16 89 111**

live chat service -

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat/>

My Support Space - free online resource

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

Mankind

A confidential helpline is available for male victims of domestic abuse and domestic violence across the UK as well as their friends, family, neighbours, work colleagues and employers.

Helpline 01823 334244 open Monday to Friday 10am to 4pm

The website also includes a directory of services called the Oak Book Directory. This can be found by visiting **<https://mankind.org.uk/help-for-victims/directory/>**

Galop

Galop exists to help those who are lesbian, gay, bisexual or trans-plus (LGBT+) suffering domestic abuse, or biphobia, homophobia, transphobia or sexual violence.

800 9995 428.

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

Charities and Grants

Heinz, Anna and Carol Kroch Foundation

Search by visiting

<https://grants-search.turn2us.org.uk/>

Smallwood Trust - www.smallwoodtrust.org.uk

Skinner's Benevolent Trust -

www.skinner's.org.uk/sbt

Family Support

NSPCC Helpline - 0808 800 5000

Childline - 0800 1111

Family Action

Provides grants to families in crisis, including those who have recently experienced domestic abuse.

<https://www.family-action.org.uk/what-we-do/grants/welfare-grants/>

Dogs Trust Freedom Project

Refuges for women leaving domestic abuse are often unable to take pets, including dogs. Dogs Trust offers free and confidential foster care while their owner is in a refuge.

www.dogstrust.org.uk/help-advice/hope-project-freedom-project/freedom-project

Cats Protection Paws Protect

Cats Protection has a network of fosterers that provides a retreat for cats of people going into a refuge until the owner has a safe place to live and they can be reunited.

www.cats.org.uk/what-we-do/paws-protect

Riverside

Domestic Abuse Services in Derby



Government Support -

<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

Support from a Job Centre

Jobcentres are a safe space and the DWP supports victims of domestic abuse. This includes helping you access temporary accommodation and supporting you to make new applications for Universal Credit and putting you in touch with local experts and support networks.

Citizen's Advice

Ask your local Citizens Advice if your local council operates a welfare assistance scheme or hardship fund and how you can apply.

IKWRO Women's Rights Organisation

Support for Middle Eastern, North African and Afghan survivors.

0208906460

07846275246 Kurdish/Arabic and English Speakers

07846310157 Farsi/Dari and English Speakers

Jewish Women's Aid - 0808 801 0500

Muslim Women's Network

0800 999 5786 or 0303 999 5786

info@mwnhelpline.co.uk

Karma Nirvana

Support victims of honour-based abuse and forced marriage.

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

08005999247

advocacy@karmanirvana.org.uk

karmanirvana.org.uk

Derby Women's Centre

Debt, Benefit and Housing Advice (for Domestic Abuse)

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 198 668

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/>

Support for Disabilities in Derby



Government Support

There is a wide range of disability-related financial support, including benefits, tax credits, payments, grants and concessions.

Some benefits you might get are:

- Universal Credit
- Personal Independence Payment (PIP) or Disability Living Allowance (DLA)
- Attendance Allowance
- New Style Employment and Support Allowance (ESA)

Vehicles and transport

If you're disabled you can apply for the following:

- exemption from paying vehicle tax
- parking benefits - Blue Badge
- disabled persons bus pass or Disabled Persons Railcard
- help to buy or lease a car from The Motability Scheme

To find out more visit

<https://www.gov.uk/financial-help-disabled>

Access to Work

Access to Work can help you get or stay in work if you have a physical or mental health condition or disability. Access to work may pay for

- special equipment, adaptations or support worker services to help you do things like answer the phone or go to meetings
- help getting to and from work
- mental health support
- communication support at a job interview (for example, a British Sign Language interpreter or a lipspeaker)

<https://www.gov.uk/access-to-work>

Disability Rights UK

Disability Rights UK is the UK's leading organisation led by, run by, and working for disabled people. To find out more visit <https://www.disabilityrightsuk.org/>

Citizens Advice

Citizens Advice can offer advice, support and guidance in finding what support is available to you. To find out more visit

<https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/>

Scope

Scope provide practical information and emotional support when it's most needed.

Free disability helpline - **0808 800 3333**

Open Monday to Friday 9am to 6pm. Saturday to Sunday 10am to 6pm.

helpline@scope.org.uk

To access the support services and resources available visit

<https://www.scope.org.uk/advice-and-support/legal-information-and-your-rights/>

Money Helper

The Money Helper website provides resources and information to help those living with a disability to find the support that is available to them.

<https://www.moneyhelper.org.uk/en/benefits/benefits-if-youre-sick-disabled-or-a-carer/charitable-grants-for-ill-or-disabled-people>

RNIB

RNIB is an expert national organisation, ensuring blind and partially sighted people get practical support in all aspects of their lives.

0303 123 9999

Support for Disabilities in Derby



Mencap

Mencap is a UK learning disability charity working with people with learning disabilities and their families and carers.

02074540454

information@mencap.org.uk

www.mencap.org.uk

National Autistic Society

The National Autistic Society is a charity which exists to champion the rights and interests of all people with autism and to ensure that they and their families receive quality services appropriate to their needs.

02078332299 **nas@nas.org.uk**

www.autism.org.uk

British Institute of Learning Disabilities (BILD)

A charity that exists to improve the quality of life of all people with a learning disability.

01562723010 **enquiries@bild.org.uk**

www.bild.org.uk

Disability Law Service

Disability Law Service offers a National Advice Line that provides specialist legal advice and information for disabled people, their families and carers.

02077919800 **advice@dls.org.uk**

www.dls.org.uk

HFT - Family Carer Support Service

The HFT Family Carer Support Service offers a variety of information and support to family carers.

01179061751

familycarersupport@hft.org.uk or **info@hft.org.uk**

www.hft.org.uk

Respond

Services for people with learning disabilities or autism, who've experienced abuse or trauma.

0207 383 0700 **respond.org.uk**

United Response

Support in England and Wales for people with learning disabilities, autism and mental health needs. Services include help with housing, supported living, education and employment.

unitedresponse.org.uk

Turning Point

Health and social care services in England for people with a learning disability. Also supports people with mental health problems, drug and alcohol abuse or unemployment.

turning-point.co.uk

Equality Advisory & Support Service (EASS)

Advice on issues relating to equality and human rights, including guidance for disabled people.

0808 800 0082

equalityadvisoryservice.com

Livability

Christian organisation providing care services for disabled people in England and Wales

020 7452 2110

livability.org.uk

Foundation for People with Learning Disabilities (FPLD)

Promotes the rights of people with a learning disability, and their families. FPLD also offer an easy-read online resource to help people with a learning disability to take care of their mental health.

learningdisabilities.org.uk

CHANGE

Helps organisations to support the rights of people with a learning disability. Its services include producing Easy Read resources and providing accessibility training.

changepeople.co.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/>

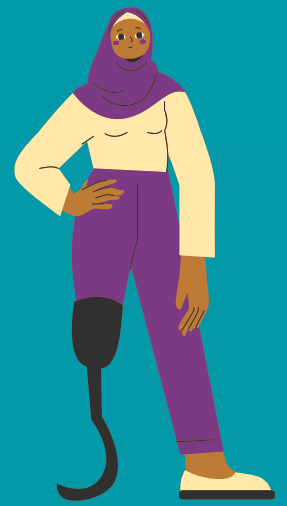
Alternatives

Activities and Classes

01332 774300

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

Support for Disabilities in Derby



Derbyshire Outdoor Education 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

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



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

LGBT Hero

LGBT HERO provide information, advice and various types of support including one-to-one, group and peer-support on a range of topics including mental health, sexual health, Living with HIV, coming out, gender and sexuality and hate crime and discrimination. LGBT HERO also campaigns for LGBTQ+ people to lead happier, healthier lives.

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

LGBT Foundation

The LGBT Foundation services have been designed by LGBT+ people for LGBTQ+ people. They offer a number of services including talking therapies, sexual health support, helpline, befriending, peer support, advocacy and much more.

<https://lgbt.foundation/>

Switchboard

Switchboard is for all. Figuring out your gender expression? Questioning your sexuality? Or is someone you care about facing a challenge? Wherever you fit into the picture, they are here to listen. Acknowledging and celebrating wherever people are on their journey, we meet you where you are.

0800 0119 100 Open 10 am to 10 pm

hello@switchboard.lgbt

<https://switchboard.lgbt/get-support>

TransUnite

Have an online directory of trans support groups near you.

<https://www.transunite.co.uk/find-a-group/>



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 1LH

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>



Riverside

Additional Support Services in Derby



Sexual Violence Support

Silent Solution

Helps people who are unable to speak, but who genuinely need police assistance. After calling 999, dial 55 to be put through to your local police station. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

Rape Crisis

If something sexual happened to you without your consent – or you're not sure – you can talk to a member of the team. No matter when it happened.

0808 500 2222 open 24 hours a day

<https://rapecrisis.org.uk/get-help/>

Galop

A UK LGBT+ anti-abuse charity, provides a dedicated sexual violence helpline for LGBT+ people who have experienced sexual assault, violence or abuse, however or whenever it happened.

Victims can contact the Helpline by phone 0800 999 5428 or via email help@galop.org.uk.

The 24/7 Rape and Sexual Abuse Support Line

24/7 offers Free, specialist and confidential support delivered by Rape Crisis England &

0808 500 2222

To chat online or find out more visit

<https://247sexualabusesupport.org.uk>

National Online Helpline for Male Survivors

Operated by Survivors UK. Supports men and boys (trans or cisgender) and non-binary people who have ever experienced unwanted sexual activity.

Live chat, SMS and email support.

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

Safeline

A dedicated service in England and Wales for adults and children affected by rape or sexual abuse who identify as male and for those that support them such as friends and family.

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

0808 800 5005 or visit

<https://www.safeline.org.uk/contact-us/> to chat online

Text support: **07860 065187** Open Monday to Friday 9 am to 8 pm, Saturday and Sunday 10 am to 2 pm.

The Survivors Trust

The Survivors Trust provides confidential information, advice and support for women, men and young people, their parents/carers or partners via a helpline or email.

08088 010818

info@thesurvivorstrust.org

More information can be found at

www.thesurvivorstrust.org

Victim Support

If you've been affected by sexual violence and would like information or support, you can get in touch by:

contacting your local Victim Support team

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/>

Calling the Supportline on **08 08 16 89 111** using the free 24/7 live chat service

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

If English is not your first language and you would like support, call supportline and let us know which language you speak. They will call you back with an interpreter as soon as possible. They also welcome calls via Relay UK and SignLive (BSL).

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

greenhyme@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