

# Where to Seek Support and Guidance Book

Information on where to seek support and guidance for Children, Young People and Families.

Derbyshire County Council, Early Help Advisor, South Derbyshire

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## Child Protection / Safeguarding:

### Derbyshire County Council

All concerns regarding immediate child protection concerns should be made by telephone to:

#### **Starting Point**

Tel: 01629 533 190

Fax: 01629 533 295

Minicom: 01629 533 240

All requests for support should be made to Starting Point online at:

[www.derbyshire.gov.uk/startingpoint](http://www.derbyshire.gov.uk/startingpoint)

#### **Starting Point E-mail:**

[starting.point@derbyshire.gov.uk](mailto:starting.point@derbyshire.gov.uk) or [www.ddscp.org.uk](http://www.ddscp.org.uk)

### Child Protection:

#### **Call Derbyshire: -**

Tel: 01629 532 600

Fax: 01629 585 669

Minicom: 01629 585 400

#### **Derby Social Care: -**

Worried about a child

01332 641172 during the day

01332 640777 after 5pm and at weekends

#### **Starting Point Consultation and Advice Service for Professionals: -**

Tel: 01629 535353

#### **Police**

Police Emergency 999

Police Non-emergency 101

## Adult Social Care:

### Adult Social Care:

For adult social care during office hours contact Call Derbyshire.

Tel: 01629 533190 from 8am to 8pm on Monday to Friday, and 9:30am to 4pm on Saturday.

**Outside of normal hours**, call the emergency duty team

Tel: 01629 532600.

## Children's Centre:

### Derbyshire County Council Children's Centre

#### **Woodville Childrens Centre: -**

Tel: 01629 533602

#### **Etwall Children's Services: -**

Tel: 01629 533610

## Health Up to date information on current COVID-19

### Health Up to date information on current COVID-19

**NHS: - Signs and Symptoms A-Z for all ages.**

<https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/>

**Government: -**

<https://www.gov.uk/government/organisations/public-health-england>

**Government: -**

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

**NHS 111:-** <https://111.nhs.uk/covid-19> Updated constantly.

## Living in isolation:

**Childrens Society**

**Self-isolating and dealing with conflict at home:**

**Self-Care, emotional resilience and building mental resilience.**

<https://www.childrensociety.org.uk/news-and-blogs/our-blog/dealing-with-conflict-at-home>

## Finance information:

### Money

#### **Money/Finance**

<https://www.understandinguniversalcredit.gov.uk/coronavirus/> - Updated daily

Most up to date information for benefits, Universal Credits etc.

If a person can't sign on or visit JC+, then they need to record in their journal that they are self-isolating because of .....(state reason) and do the questionnaire on the link below.

**Derbyshire Discretionary Fund Application Line 01629 533399 Monday – Friday  
10am – 4pm**

<https://www.derbyshire.gov.uk/social-health/adult-care-and-wellbeing/benefits-debt-and-legal-matters/managing-money-and-debt/derbyshire-discretionary-fund/derbyshire-discretionary-fund-ddf.aspx>

**1. Financial information advice:**

**CAB**, <http://www.ddcab.org.uk/>, there is a local CAB in Swadlincote and other areas across the county.

**2. Derbyshire District Council housing advice and information:**

<https://www.southderbyshire.gov.uk/our-services/housing>

**3. Derbyshire Law Centre (housing)**

<https://derbyshirelawcentre.org.uk/advice-category/housing-and-homelessness/>  
this is based in Chesterfield, will offer advice over the phone.

## Food Banks:

### Food banks:

#### **Swadlincote- CVS**

##### **Appointment only:**

South Derbyshire CVS Food Bank

Website: <https://sdcvs.org.uk/services/food-projects>

Address: 46-48 Grove St, Swadlincote DE11 9DD

The office is currently closed to visitors, however we can provide emergency food parcels by appointment. Please contact us on [projectsupport@sdcvs.org.uk](mailto:projectsupport@sdcvs.org.uk) or telephone 01283 219761 to make a referral or if you need a food parcel.

#### **Ashby Foodbank- Tel: 07542118878**

Website: <https://ashby.foodbank.org.uk/>

Address: Ashby Congregational Church, Kilwardby Street, Ashby de la Zouch, LE65 2FQ

Opening times: Tuesday 9.30-11.30 am, Friday 14.30-16.30 pm

Further info: Our foodbank works using a voucher referral system. In order to get help from our foodbank, you will need a voucher issued by local agencies. See website for more details.

#### **Woodville Satellite of Ashby foodbank- Tel: 07542118878**

Website: <https://ashby.foodbank.org.uk/>

Address: Stephen Church, Moira Road, Woodville, Swadlincote, DE11 8DQ

Opening times: Thursday 9.30-11.30 am

Further info: Our foodbank works using a voucher referral system. In order to get help from our foodbank, you will need a voucher issued by local agencies. See website for more details.

#### **Measham Satellite of Ashby foodbank- Tel: 07542118878**

Website: <https://ashby.foodbank.org.uk/>

Address: Measham Library, Thorpe Road, Measham, DE12 7HR

Opening times: Friday 10-11.30 am

Further info: Our foodbank works using a voucher referral system. In order to get help from our foodbank, you will need a voucher issued by local agencies. See website for more details.

## Community Support:

### **Stronger South Derbyshire**

Website: <https://strongersouthderbyshire.org/>

This site has been set up by local charity South Derbyshire CVS and residents can offer to help or request help with tasks such as collecting shopping and prescriptions and making a friendly phone call.

## Mental Health

## South Derbyshire Early Help – Where to find support locally.

### Mental Health

**CRISIS team:** - 01332 623700

### Kooth

Children and Teenagers online counselling support

<https://kooth.com/>

### Qwell

Adults counselling/support

<https://www.qwell.io/>

### Young minds mental health support

- Crisis text messenger 85258 free 247

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

## Self-Harm:

### Self-harm

SelfharmUK is a project dedicated to supporting young people impacted by self-harm, providing a safe space to talk, ask any questions and be honest about what's going on in your life.

Email: [www.selfharm.co.uk](http://www.selfharm.co.uk)

### Calm Harm

Free app to help manage self-harm urges

<https://calmharm.co.uk>

## Feeling suicidal:

### Feeling suicidal:

Contact your local GP or call NHS 111 or **Urgent help** call 999

### Samaritans

Contact the **Samaritans** on

**Freephone:** 116 123, they're open 24 hours and are there to listen

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

### MIND:

Mental health problems

## South Derbyshire Early Help – Where to find support locally.

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/suicidal-feelings/about-suicidal-feelings/#>

**Urgent help:** Access the website and press the yellow button at the top, 'I need urgent help'

### Young people:

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

#### HOPELINEUK

If you are a young person at risk of suicide or are worried about a young person at risk of suicide:

Call: 0800 068 41 41

Text: 07860 039967

Website: <https://papyrus-uk.org/L>

## Advice and information for children, young people, families, parents/carers:

### Samaritans

How we can help: -

<https://www.samaritans.org/how-we-can-help/>

### Childline

Childline provides free confidential advice and support for all young people up to 19 years old. Whatever your worry,

**Online, on the phone anytime: -**

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

### NSPCC

Protecting children.

<https://www.nspcc.org.uk/search/?query=parents>

### YMCA mediation and counselling

Mediation and some to support sorting out problems and fallouts.

<https://www.burtonymca.org/mediation-counselling/>

### Rape Crisis

Phone: 0808 8029999 (Freephone)

Opening Times: 12:00 - 14:30 / 19:00 - 21:30 daily

Online: [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)

## Men:



## South Derbyshire Early Help – Where to find support locally.

### Men

#### The MENS Advice Line

Phone: 0808 801 0327 (Freephone)

Opening Times: 09:00 - 17:00 Monday - Friday

Online: [www.mensadvice.org.uk](http://www.mensadvice.org.uk) (webchat available) or [info@mensadvice.org.uk](mailto:info@mensadvice.org.uk)

### Safeline Men

Safeline provide a range of services to support men in working through their experiences, including free online and telephone counselling.

Phone Helpline: 0808 800 5005

Text chat: 0786 002 7573

Opening Times: 10:00 – 16:00 Monday & Friday & 08:00 – 20:00 Tuesday & Thursday & 10:00 – 12:00 Saturday

Online: [www.safeline.org.uk/men/](http://www.safeline.org.uk/men/) (webchat available) or [support@safeline.org.uk](mailto:support@safeline.org.uk)

## SEND:

### SEN

Family liaison officer for the Special Needs Circle East

#### Getting in touch!

Tel: 07495 551974 (leave a message or text and we will get back to you)

Email: [Admin@specialneedscircle.co.uk](mailto:Admin@specialneedscircle.co.uk) or <https://specialneedscircle.co.uk/>

## Drugs and alcohol support for young people:

### Drugs and alcohol support young people

#### Change Grow Live

#### Contact us

Please give us a call on 01773 303646 or email [derbyshire@cgl.org.uk](mailto:derbyshire@cgl.org.uk).

Website: <https://www.changegrowlive.org/young-peoples-service-derbyshire/info>

### Talk to Frank

Tel: 0300 1236 600

Text: 82111

Send an email: [frank@talktofrank.com](mailto:frank@talktofrank.com)

Confidential 247

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

## LGBT+

## South Derbyshire Early Help – Where to find support locally.

### LBGT+

**Galop:** - The Galop National, Lesbian, Gay, Bisexual and Trans Domestic Abuse Helpline: Provides confidential and specialist telephone and WebChat service for all members of LGBT communities, their family, friends and agencies supporting them who have experienced issues with domestic violence and abuse.

Phone: Free Phone 0800 999 5428

Opening Times: 10am – 5pm Monday - Friday

Weekend chat service Saturday and Sunday 3pm – 7pm

Online: [www.galop.org.uk](http://www.galop.org.uk) [www.galop.org.uk/domesticabuse](http://www.galop.org.uk/domesticabuse) [orhelp@galop.org.uk](mailto:orhelp@galop.org.uk)

### Derbyshire LGBT+ is Derbyshire's only LGBT+ specific

support service, we are here to support 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.

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

Telephone: 01332 207704

Email: [info@derbyshirelgbt.org.uk](mailto:info@derbyshirelgbt.org.uk)

## Sexual Health:

### Sexual health matters

Advice and information around contraception, pregnancy and chlamydia tests.

#### Further support talk about...

##### Sex and relationships

How do you know if you're ready for sex? How does sex affect your relationship?

**LGBT+**, Gay and bi-sexual men and women are not safe from sexually transmitted infections (STIs) and it's still important to be tested.

##### Psychosexual counselling

We provide a counselling service for people who have concerns in their sexual lives.

##### Parents

How do you talk to your child about sex? What support is available for parents?

##### Sexual abuse and sexual assault

If you're worried about sexual abuse or sexual assault, what can you do?

Website: <https://www.yoursexualhealthmatters.org.uk/>

Telephone: Booking Line: 0800 328 3383

## Missing teenagers / children

**Runaway Helpline;** - Support when you have gone missing

Want to talk?

## South Derbyshire Early Help – Where to find support locally.

We are free, confidential and available 24/7.  
Call or text 116 000  
Email [116000@missingpeople.org.uk](mailto:116000@missingpeople.org.uk)

**POLICE:** Call the police if your child or teenager goes missing.

### Child exploitation

**Fearless working against child sexual or criminal exploitation**

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

### Disrespect nobody

Sexting, relationship abuse, consent, rape, porn harassment

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

### Catch22

Derby & Derbyshire C.A.R.E.S. Children At Risk of Exploitation Services

Tel: 07714 614 4536

[www.catch-22.org.uk/services/derby-derbyshire-children-at-risk-of-exploitation-service/](http://www.catch-22.org.uk/services/derby-derbyshire-children-at-risk-of-exploitation-service/)

### Online Safety

**keeping children safe online: -**

<https://www.nspcc.org.uk/keeping-children-safe/online-safety/>

### CEOP

Are you worried about online sexual abuse or the way someone has been communicating with you online?

Webpage: <https://www.ceop.police.uk/safety-centre/>

### PACE

(Parents Against Child Exploitation: -

<https://paceuk.info/>

### Think You Know

**Thinkuknow is the education programme from NCA-CEOP, a UK organisation which protects children both online and offline.**

Parents: <https://www.thinkuknow.co.uk/parents/>

Children or young people: <https://www.thinkuknow.co.uk/>

**DV:**

## South Derbyshire Early Help – Where to find support locally.

### Domestic Abuse helpline:

**Tel:** 08000 198 668 Derbyshire 24/7 helpline

<https://www.saferderbyshire.gov.uk/what-we-do/domestic-abuse/domestic-abuse.aspx>

### National helpline Domestic Violence

**Phone:** 0808 2000 247 (Freephone)

**Opening Times:** 24hours

**Online:** [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk) and [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

### Domestic Abuse Preparators who want help:

Are you hurting the ones you love? Choose to stop.

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

## Single parents/carers support:

**Gingerbread is a charity supporting single parent families to live secure, happy and fulfilling lives.**

### Gingerbread:

The helpline number is: 0808 802 0925.

Email: <https://www.gingerbread.org.uk/>

### Family Action Charity:

**Family** pressures can sometimes be difficult to manage without emotional support and guidance to help.

### Contact details:

Telephone: 0808 802 6666

Text message: 07537 404 282

Email: [familyline@family-action.org.uk](mailto:familyline@family-action.org.uk)

Live web chat