

JOHN FLAMSTEED COMMUNITY SCHOOL

A member of the East Midlands Education Trust



A-Z of agencies and Early Help Signposting



We are Ambitious, We are Committed, We are Proud

Alcohol, Drug and Substance Misuse

Change Grow Live (Under18s): Support young people who are using drugs or alcohol who feel they have a problem and want some help trying to stop.

Telephone: 01773 303646

Email: derbyshire@cgl.org.uk

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

Derbyshire Recovery Partnership (over 18s)

Support and advice for substance misuse.

Telephone: 0845 308 4010 Text: 0124 6206514

Email: info@derbyshirerecoverypartnership.co.uk

www.derbyshirerecoverypartnership.co.uk

Space 4 U – Action for Children

Space 4 U welcomes referrals from anyone, for children aged 5 to 18 from all parts of Derbyshire who are affected by someone else's substance misuse.

Phone Number: 07977 020 712

Email: space.4u2@actionforchildren.org.uk

<https://www.actionforchildren.org.uk/how-we-can-help/our-local-services/find-our-services-near-you/space-4-u/>

Talk to FRANK: Honest information about drugs

www.talktofrank.com

Talk about Alcohol: Alcohol awareness support with games and challenges

[Talk About Alcohol – Website](#)

Bereavement

Cruse

Helpline: 0808 808 1677

Website: www.cruse.org.uk

Winston's Wish

Helpline: 0808 802 021

Website: www.winstonswish.org

Treetops Hospice and counselling service

Telephone: 0115 9491264

Website: [Where every day counts - Treetops Hospice](#)

Bullying Support

Bullying UK

Website: www.bullying.co.uk

YoungMinds

Parents Helpline: 0808 802 5544

Text: SHOUT 85258

Website: [Bullying | How To Deal With Bullying and Getting Help | YoungMinds](#)

Antibullying Pro

Website: [Bullying Support and Advice \(antibullyingpro.com\)](http://Bullying Support and Advice (antibullyingpro.com))

Community help & support

Derbyshire emotional health and wellbeing service

[Derby & Derbyshire - Emotional Health & Wellbeing \(derbyandderbyshireemotionalhealthandwellbeing.uk\)](http://Derby & Derbyshire - Emotional Health & Wellbeing (derbyandderbyshireemotionalhealthandwellbeing.uk))

Community Safety in Derbyshire:

Website: <https://www.saferderbyshire.gov.uk/home.aspx>

Blend Youth project: Youth work activities and support services for young people in the local community.

Ripley Telephone: 01773 749975

Heanor: 01773 769980

Alfreton: 01773 606283

Supporting Communities: Run programmes nationally to support community groups working primarily with young people from diverse ethnic background and those from challenging socio-economic backgrounds to maximise their impact and make positive changes for local people.

Youth mentoring programme, counselling service, wellbeing service & family support service. Referrals by a professional into the services required. Please contact info@supportingcommunitiescic.org

Your sexual health matters: Sexual health advice and support service.

Website: [Home \(yoursexualhealthmatters.org.uk\)](http://Home (yoursexualhealthmatters.org.uk))

Childline: Support for child with a wide range of topics.

Telephone: 0800 1111

Website: [Childline | Childline](#)

DCC Youth and Community Engagement Worker Mikey Heald also provides support to voluntary organisations, which support children and young people in the community. He can be contactable for advice and support on Mikey.heald@derbyshire.go.uk.

Criminal and Sexual Exploitation Support

Fearless

Telephone: 0800 555 111

Website: [Give information about crime 100% anonymously | Fearless | Crimestoppers \(crimestoppers-uk.org\)](#)

Knife Crime – Knife Free

Website: [#knifefree \(youthemployment.org.uk\)](#)

Catch 22 –

Website: [Derby and Derbyshire C.A.R.E.S \(Children at Risk of Exploitation Service\) - Catch22 \(catch-22.org.uk\)](#)

Victim Support (Crime Focus) –

Helpline: 0808 168 9111

Website: [Home - Victim Support](#)

Domestic Abuse

Derbyshire Domestic Abuse

24 Hour Helpline: 0800 0198 668 (referrals go to the right area)

Website: <https://www.derbyshire.gov.uk/social-health/children-and-families/support-for-families/domestic-abuse/domestic-abuse.aspx>

Derbyshire Wish

Telephone: 01773 765900.

The Elm Foundation: Counselling, therapies, refuge, legal advice, community and outreach support and children and young people services.

Telephone: 0800 0198 668

Email: derbyshiredahelpline@theelmfoundation.org.uk

Website: [The Elm Foundation – Freedom from Domestic Abuse.](#)

Salcare - family support service that provides emotional and practical support and advice for those who have or are experiencing Domestic Abuse, through one-to-one interventions or group interventions. Interventions such as; Art therapy, healthy relationship programme, perpetrator programme, adolescent perpetrator programme, freedom programme etc.

Telephone: 01773 765899

Email: enquiries@salcare.org.uk

Website: www.salcare.org.uk : Site upgrade in progress

Eating Disorders

Action for Children -

Website: <https://parents.actionforchildren.org.uk/mental-health-wellbeing/self-esteem/child-eating-habits-disorder/>

KOOTH – online counselling service available until 10pm

Website: www.kooth.com

MIND –

Helpline: 0300 123 3393

Website: www.mind.org.uk

Email: info@mind.org.uk

stem4 –

Website: www.stem4.org.uk

YoungMinds –

Parents Helpline: 0808 802 5544

Website: www.youngminds.org.uk

First steps ED: Understanding eating disorders and counselling support adults and children.

email: info@firststepsed.co.uk

Telephone: 01332 367571

Website: [Home - First Steps ED](#)

Exam Stress Support

The Mix –

Helpline: 0808 808 4994

Website: [The Mix - Essential support for under 25s](#)

MIND –

Website: [Information for 11-18 year olds – Exam stress - Mind](#)

Samaritans –

Website: [Exam Stress | Coping Strategies | DEAL | Samaritans](#)

Young Minds –

Website: [Exam Stress | How To Deal with Exam Stress | YoungMinds](#)

Family & Parenting support

Amber Valley Children's centres Facebook page: Amber Valley children's centres | Facebook

NSPCC: Support for parents with a range of topics: parenting tips, how to cope with tantrums, separation and divorce, mental and parenting PANTS (the underwear rule)

Website: [NSPCC | The UK children's charity | NSPCC](#)

Action For Children: Parent Talk, parenting advice; behaviour, mental health & wellbeing, stages of development, additional needs and disabilities, sleep, nutrition and healthy eating.

[Parent Talk - Support for Parents from Action For Children](#)

Home Start Ripley: Family support charity run by volunteers that offer early help intervention and support to families with children under 5 who are experiencing difficulty. Self-referrals and referrals from a professional.

Telephone: 01773 746264

Mobile: 07944 066002

Facebook page: Home-Start Amber Valley

Derbyshire Family Health Service (Health Visiting/School Nurse services)

<https://www.derbyshirefamilyhealthservice.nhs.uk/>

Young Carers Service – Derbyshire Carers Association

Website: <https://derbyshirecarers.co.uk/young-carers-service>

Phone Number: 01773 833833

Email: info@derbyshirecarers.co.uk

Derbyshire Autism Information and Advice Service

Website: <https://www.autisminformation.service.org.uk/>

Stop it now: Helping prevent child sexual abuse.

Website: [Stop It Now! UK and Ireland | Preventing child sexual abuse](#)

Telephone: 0808 1000 900

Derbyshire family Advice and support service for SEND (DIASS): Information, advice and support to for parents/carers of children or young people with Special educational needs support around; the law of SEND, EHCP, personal budgets, local offer, transition and resolving any disagreements.

Email: ias.service@derbyshire.gov.uk

Telephone: 01629 533668

Website: [Welcome to the Derbyshire Information, Advice and Support Service for SEND - Derbyshire Information, Advice & Support Service for SEND \(derbyshireiass.co.uk\)](#)

Children and Family Court Advisory and Support service (CAFCASS): Cafcass represents children in family court cases in England. We independently advise the family courts about what is safe for children and in their best interests. We put their needs, wishes and feelings first, making sure that children's voices are heard at the heart of the family court setting.

[Home - Cafcass - Children and Family Court Advisory and Support Service](#)

Telephone: **0300 456 4000**

Citizen's Advice Bureau

Website: [Citizens Advice](#)

Telephone: 0808 278 7954 (Heanor)

Derbyshire Discretionary Fund (emergency payments)

Telephone: 01629 533399

Website: [Derbyshire Discretionary Fund \(DDF\) - Derbyshire County Council](#)

Foodbanks

FareShare: A charity network aimed at relieving food poverty and reducing food waste in the UK. Save good food from going to waste. Community food membership.

[FareShare | Fighting hunger, tackling food waste in the UK](#)

St Andrew's Church Langley Mill: Station Rd, Langley Mill, Nottingham NG16 4BP. Open every Friday between 1:30pm-4:00pm.

Contact Jack Watson 07552781656

email: langleymillfood@gmail.com

Heanor Salcare: 59 Ray Street, Heanor DE75 7GF. Walk-in or referral from a professional.

Contact foodbank@salcare.org.uk

Hope for Belper: Belper Baptist Church 71 Bridge Street, Belper, DE561BA. Opening times 12:00pm-2:00pm every Tuesday and Friday except Bank Holidays.

Referrals from professionals but can take emergency self-referrals if professionals are unavailable.
Email: foodhub@hopeforbelper.com

Oscari Pantry: Oscari, Church of Christ, College Street Riddings, DE55 4EZ. Opening times Tuesday 10:00am-11:30am. No referral needed, however small membership fee and shop donation fee.
Contact number: 07570307195

Email: oscarisocial@gmail.com

Salvation Army Ripley & Somercotes: 25 Heath Rd, Ripley, DE5 3EN.

Referrals by professionals via email. Open times Tuesdays 1:00pm-4:30pm and Fridays 10:00am-2:00pm

Email: ripley@salvationarmy.org.uk

Telephone: 01773741932

Mobile:07776769686

A Gift from You: Facebook Food Bank Support Group: Individuals can send a message on the Face Book page “A Gift from you (Food Bank Support Group) to request a food parcel. This can be collected or delivered when transport isn’t available. Collection is preferable where possible as the service is supported by volunteers

<https://www.facebook.com/groups/2296587597226902>

Healthy Relationships (also refer to Domestic Abuse section)

Disrespect Nobody –

Website: [\[ARCHIVED CONTENT\] Disrespect NoBody | Find out about healthy relationships, relationship abuse, consent and more. \(nationalarchives.gov.uk\)](#)

The Mix –

Helpline: 0808 808 4994

Website: [The Mix - Essential support for under 25s](#)

Think U Know (11-18s)

Website: [Healthy relationships \(thinkuknow.co.uk\)](#)

Housing

Housing Solutions: Homelessness, If a person is likely to become homeless in 56 days.

Email: housing.solutions@ambervalley.gov.uk

Out of hours emergency cases: 0808 1692 333

Homelessness and housing advice www.ambervalley.gov.uk

Home Options: Housing register

Email: home.options@ambervalley.gov.uk

Derbyshire resident sleeping rough or at risk of losing your home:

<https://www.p3charity.org/services/derbyshire-street-outreach>

LGBTQ+ Support

Stonewall –

Helpline: 0800 050 2020

Website: Stonewall

Derbyshire LGBT+ - Local support and advice

Website: Derbyshire LGBT+

Mermaids – Support for gender diverse young people

Website: [Homepage - Mermaids \(mermaidsuk.org.uk\)](http://Homepage - Mermaids (mermaidsuk.org.uk))

Telephone: 0808 801 0400

Emotional Health

(also refer to Emotional health and wellbeing page on website)

Build Sound Minds: Action for children - Early intervention service for children and young people who are experiencing mild to moderate mental health difficulties. Online referrals by parents and professionals.

[Build Sound Minds Overview | Action for Children](#)

Kooth :Digital online Mental health platform; magazines, messaging, online forums, activity centre, live counselling can book sessions or drop in to live session. No need for referral. Caters to all ages.

Website: www.kooth.com

CAMHS for Amber Valley families :Children’s and adolescent mental health service targeted treatments to improve emotional and psychological well-being. Referral required by professional into the service via SPOA.

[Rivermead, Belper :: Derbyshire Healthcare NHS Foundation Trust \(derbyshirehealthcareft.nhs.uk\)](http://Rivermead, Belper :: Derbyshire Healthcare NHS Foundation Trust (derbyshirehealthcareft.nhs.uk))

Telephone: 01773 880552

Derby & Derbyshire Emotional Health & Wellbeing :A signposting website for Derby and Derbyshire that contains local and national links and resources to Mental Health and wellbeing services.

Website: [Derby & Derbyshire - Emotional Health & Wellbeing \(derbyandderbyshireemotionalhealthandwellbeing.uk\)](http://derbyandderbyshireemotionalhealthandwellbeing.uk)

Derbyshire Mental Health Helpline and support service: A 24/7 support service in Derbyshire for all your mental health concerns.

Telephone: 0800 028 0077

Website: [P3 - Changing lives every day \(p3charity.org\)](http://p3charity.org)

Talking mental Health: Derbyshire

Telephone:0300 123 0542

Website: [Talking Mental Health Derbyshire :: Derbyshire Healthcare NHS Foundation Trust \(derbyshirehealthcareft.nhs.uk\)](http://derbyshirehealthcareft.nhs.uk)

Insight Healthcare: Free Talking Therapies in Derby and Derbyshire

Telephone: 0300 555 5582

Website: [Insight Healthcare \(Talking Therapies\) :: Derbyshire Healthcare NHS Foundation Trust \(derbyshirehealthcareft.nhs.uk\)](http://derbyshirehealthcareft.nhs.uk)

Samaritans:

24-hour Chatline 116 123

Website: [Samaritans | Every life lost to suicide is a tragedy | Here to listen](http://Samaritans.org)

Money & Finance

Citizens Advice: For advice and support with; benefits, employment, debt & money, housing, energy, relationships & family and discrimination

Website: <https://www.citizensadvisederbyshiredistricts.org.uk/get-help/>

Advice line: 0808 2787954. Monday-Friday 9:00am-4:00pm

Derbyshire Welfare Benefits Team: For help, advice and representation that a person may need.

Telephone: 01629 531535

Email: welfarebenefits@derbyshire.gov.uk

Website: <https://www.derbyshire.gov.uk/social-health/adult-care-and-wellbeing/benefits-debt-and-legal-matters/welfare-benefits/welfare-benefits.aspx>

Derbyshire Discretionary Fund: provides grants or emergency cash payments if a person needs urgent financial help. Households facing financial hardship can apply for help towards their food, energy and essential living costs.

Telephone: 01629533399

Website: [Derbyshire Discretionary Fund \(DDF\) - Derbyshire County Council](#)

Release: Budget Buddies: Release offers training, guidance and information to educate and equip people with the crucial life skill of managing their finances and making informed choices. This includes practical help with budgeting and related support.

Telephone: 01773 306289

Email: info@releaseonline.org.uk

Website: [Release | A money education charity and home of Budget Buddies \(releaseonline.org.uk\)](#)

Derbyshire Unemployed Workers Centre: Free, independent and confidential advice on benefit and credit entitlements, benefit checks, help filling in claim forms, support and representation.

Helpline: 01246 231441 08:00-16:00

Derbyshire Law Centre: Offers support and advice on; Debt specialising with housing-related debts, discrimination, employment, housing & homelessness, immigration & asylum advice and mortgage repossession.

Main telephone: 01246 550674

Freephone: 0800 7076990 Monday- Friday 9:30am-4:30pm

Step Change: Provide the advice and support you need to achieve long-term financial control

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

Telephone: 0800 1381111

National Debt Line:

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

Telephone: 0808 808 4000

Money Advice service - Free and impartial help with money

Website: [Free and impartial help with money, backed by the government | MoneyHelper](#)

Cost of living support

<https://www.derbyshire.gov.uk/community/cost-of-living/cost-of-living.aspx>

Online Safety

Child Exploitation and Online Protection (CEOP)

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

Internet Watch Foundation (supporting parents remove explicit images from the internet) –

Website: [Eliminating Child Sexual Abuse Online – Internet Watch Foundation \(iwf.org.uk\)](#)

The Mix

Helpline: 0808 808 4994

Website: [The Mix - Essential support for under 25s](#)

Sexual abuse support

SV2: Supporting victims of sexual violence, advice and therapy line, counselling & therapy, children and young people's therapy and support groups. Online self-referral Help and support

Website: www.sv2.org.uk

Telephone: 01773 746115

Sail: Surviving and Thriving Support for victims and survivors 18+ who have or have had experiences of sexual abuse and violence, including childhood sexual abuse. Sail supports all genders from all communities. Referrals can be made from other agencies and self-referral.

Telephone: 0800 028 2678

Text line: 07522 561397

Website: [SAIL Derbyshire - Sexual Abuse & Incest Line](#)

Stop it Now –

Website: [Stop It Now! UK and Ireland | Preventing child sexual abuse](#)

Telephone: 0808 1000 900

Lucy Faithfull Foundation:

Website: [The Lucy Faithfull Foundation | Preventing Child Sex Abuse](#)

Telephone: 0808 1000 900

Victim support

Core Derbyshire: Supporting victims of crime in Derbyshire cope and recover.

Telephone: 0800 612 6505

TEXT: 'COREDVS' TO 82228

Website: <https://www.core-derbyshire.com/>

Link for signposting children under age of 18, if you or one of your friends have been a victim of crime, we are here to help:

<http://gotyourback.tv/>