

# **Covid-19 Support for families**

Please see the information below for additional support during the school break.

You may need to click on the links supplied for more details.

## **Emergency help**

Derbyshire County Council Call Derbyshire/Starting Point if you require support  
01629 533190

**If you are in immediate danger call the police 999**

**Silent Calls to the police (if you can't speak) – 999 55**

Derbyshire County Council Community Response Unit 01629 535901

**For information on support for domestic abuse**

**please scroll to the bottom of this page.**

## **Help for children with special educational needs and disabilities.**

Derbyshire County Council - Local Offer - services available for children and young people (aged 0 to 25) with special educational needs and disabilities

<https://localoffer.derbyshire.gov.uk/#!/directory>

## **Food Parcels:**

Grace Church, Hilton offers help and support to families that are struggling, or who are in need. For instance, if there are families who are struggling to get food in, they could provide meals as a church and they also run a local food bank. Mark Selby, who runs the church says "We know the 6 week summer holidays can be challenging and we are happy to meet up with people for a coffee and chat"

Mark can be contacted on 07960 829207, or [mark@gracechurchhilton.org.uk](mailto:mark@gracechurchhilton.org.uk)

<https://www.facebook.com/GraceChurchHilton/>

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

### [Food Projects - South Derbyshire CVS - Voluntary Sector Development Agency](#)

South Derbyshire CVS is a voluntary sector development agency based in Swadlincote that covers the whole of South Derbyshire. Our aim is to work with community groups, voluntary organisations and individuals to improve the quality of life in South Derbyshire. We began operating in May 1996 and have grown considerably since then.

[sdcvs.org.uk](http://sdcvs.org.uk)

CVS number 01283 219 761

## **Money Support.**

<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>

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

Derbyshire Discretionary Fund (DDF) The Derbyshire Discretionary Fund (DDF) can provide grants or emergency cash payments if you are in urgent need of financial help following a crisis or disaster.

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

### Step Change

Contact the UK's leading debt charity to get expert debt advice and fee-free debt management to help you tackle your debts. Step Change Debt Charity.

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

[StepChange Debt Charity - Free Expert Debt Advice.](#)

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www.stepchange.org

The Stop Loan Sharks Helpline Service - Ensuring that illegal money lenders (loan sharks) do not take advantage and profit from other people's hardship is fully operational during the COVID-19 pandemic-

0300 555 2222 Text a report 07860022116 shark@stoploansharks.uk

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

Department for Work & Pensions This website gives the most up to date government information for benefits, Universal Credit etc

<https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/>

Benefits during the Coronavirus This link has the most up to date information for benefits, Universal Credits etc. The Information is updated daily

<https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses>

[Employment and benefits support - Understanding Universal Credit](#)

If you are affected by coronavirus or its effect on the economy, there is a wide range of support available. These pages provide information about the changes the government has brought in to support people who are already claiming benefits, need to claim benefits, or are at risk of losing their job as a result of coronavirus.

www.understandinguniversalcredit.gov.uk

Money Advice Service The Money Advice Service gives guidance and help with how to manage your money better.

<https://www.moneyadviceservice.org.uk/en>

Citizens Advice There is general advice specifically about COVID-19 on the national Citizens Advice website here: We cover a wide range of issues including... Housing (renting and home ownership) Debts and Money Problems Family and Relationships Health and Social Care Energy Efficiency Employment Consumer Benefits Our advice is free, confidential, impartial and independent.

Call our Derbyshire Districts Advice line: Monday to Friday 9.00am - 4.00pm 0300 456 8390 (See reverse for call charges)

<http://www.ddcab.org.uk/>

Money Saving Expert

Employment Help

<https://www.moneysavingexpert.com/news/2020/04/self-employed-help-coronavirus/>

## Online Safety Information

Suspicious Email Reporting Service (SERS) If you receive an email that you think is suspicious, you can forward it to the NCSC at [report@phishing.gov.uk](mailto:report@phishing.gov.uk) and their automated programme will immediately test the validity of the site. Any sites found to be phishing scams will be removed immediately

Tik Tok: a guide for parents A new Parent Info article explores how Tik Tok works, the parental controls available, and how they can help their child to stay safer on the platform.

[https://parentinfo.org/article/tiktok-what-parents-need-to-know?utm\\_source=Thinkuknow&utm\\_campaign=d422803b43-TUK\\_ONLINE\\_SAFETY\\_AT\\_HOME\\_16\\_06\\_20&utm\\_medium=email&utm\\_term=0\\_0b54505554-d422803b43-64801977](https://parentinfo.org/article/tiktok-what-parents-need-to-know?utm_source=Thinkuknow&utm_campaign=d422803b43-TUK_ONLINE_SAFETY_AT_HOME_16_06_20&utm_medium=email&utm_term=0_0b54505554-d422803b43-64801977)

[TikTok: what parents need to know | Parent Info](#)

Despite only launching in 2018, TikTok has enjoyed a dramatic rise to become one of the most popular social media apps on the planet. Here's everything parents and carers need to know about it.

parentinfo.org

## **Training Support:**

This website covers groups and support nationwide. <https://covidmutualaid.org/local-groups/>. This government website offers training courses at 'beginner', 'intermediate; and 'advanced' levels and takes the learner to the relevant training provider offering courses. All training courses are FREE.

<https://www.gov.uk/government/news/new-free-online-learning-platform-to-boost-workplace-skills>

## **Housing**

South Derbyshire District Council- If you are worried about becoming homeless, please email the customer services team at [customer.services@southderbyshire.gov.uk](mailto:customer.services@southderbyshire.gov.uk) or call the customer services.

## **Mental Health**

Trent PTS can offer many services to support you if you are experiencing: Low Mood, Anxiety and Depression, Stress, Excessive Worry or Difficulties controlling your emotions. Specialised services for Trauma, Bereavement, Relationships and psychological difficulty due to a long-term condition. Trent PTS are still offering treatment via telephone and online. Contact 01332 265659 or email:

Every Mind Matters Every Mind Matters is the new national platform for good mental health, from Public Health England. It aims to make it easier for everyone to look after their own wellbeing and improve their mental health, by providing a digital hub full of

advice, tips and resources and a new online tool to help everyone create their own action plan.

<https://www.nhs.uk/oneyou/every-mind-matters/anxiety/>

[Every Mind Matters | One You - The NHS website](#)

Feeling stressed, anxious, low or struggling to sleep? Every Mind Matters and One You can help with expert advice and practical tips. Start the fightback to a healthier you today.

[www.nhs.uk](http://www.nhs.uk)

Qwell Qwell is a free online Mental Health and Wellbeing resource for parents and carers of young people under the age of 18 that requires no formal referral, instead only requiring the user to set up an account on the website. Chat available online. <https://www.qwell.io/>

Derby and Derbyshire: Emotional Health and Wellbeing. <https://derbyandderbyshireemotionalhealthandwellbeing.uk/>

Samaritans What support do they offer? Offering mental health support and can be contacted by telephone, letter, email and mini-com. There's also a face-to-face service, available at their local branches. They are open 24 hours a day, every day of the year. <https://www.samaritans.org/branches/derby/>

Men-Talk is all around the subject of improving men's mental health, raising awareness, removing the stigma and ultimately reducing male suicide. Men-Talk are continuing to offer mental health support to anyone who needs it. They are providing talks, listening, sharing and signposting online. [mentalkmeeting@gmail.com](mailto:mentalkmeeting@gmail.com)

Kooth An online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use. Online Chat Available <https://www.kooth.com/>

Action for Children We protect and support children and young people, provide practical and emotional care and support, ensure their voices are heard, and campaign to bring lasting improvements to their lives. Offering support around fostering,

adoption and through resources. Daily tips and tricks on how to boost your wellbeing/  
Feel Good Booklet <https://www.actionforchildren.org.uk/support-for-parents/>

## Ready for School

To Help support your child to return to school, below are some key strategies that can be put in place:

- **Regular bedtime routines, baths/showers, reading books and quiet time regular time for bed.**
- **Clear Boundaries - Be consistent, ensure that you are clear when putting boundaries in place**
- **Regular meal times.**
- **Good Hygiene routines**

This advice to help support routines to be re introduced ready for September when your children will return to school, by introducing good and robust routines this will support your child's emotional well-being. We know that Covid-19 has presented challenges but by reintroducing these steps before September your child will have a clear understanding of what is expected of them and there will be less of a shock when they have to start to get ready for the school day. Good sleep patterns will also mean that your child is ready to learn when they return to school.

## Relationship Advice:

Relate Derby ([www.relatederby.org.uk](http://www.relatederby.org.uk)) has a range of counselling services free to residents of Derby and Derbyshire. We're able to see people quickly at the moment using webcam and telephone. Please contact us on 01332 349177 or 07741193484 [info@relatederby.org.uk](mailto:info@relatederby.org.uk). IAPT (Improving Access to Psychological Therapies) counselling for couples and individuals 16+. People can access this free service if they are registered with a Derby or Derbyshire GP. Anyone who is experiencing anxiety and depression can contact their GP to get referred to Relate Derby or people can contact us directly. Support for children and young people's (age 5-18) emotional health and wellbeing. If you know a child or young person who is experiencing depression, low mood, stress, panic or anxiety, or needs wider emotional support due to the impact of the Covid-19 pandemic then our specially qualified counsellors are ready to help. This is a free service and people can talk to a qualified counsellor quickly.

Counselling for people affected by Autism Spectrum Condition (ASC).  
<http://www.livingwellwithautism.org.uk/>

Our free Autism Telephone Helpline (0808 178 9363) This has been extended and is now running on Monday, Tuesdays and Thursdays 10am -1pm. Thanks to Foundation Derbyshire and Tesco for their extra financial support. Our helpline gives people the opportunity to speak directly to an experienced Relate trained counsellor without having to make an appointment. Calls are free from landlines and most mobiles.

## **Domestic Abuse support**

Derbyshire Domestic Abuse Support Line Children, young people and families who are affected by domestic abuse or violence can get support, including refuge accommodation, by contacting the Derbyshire Domestic Abuse Support Line. Its available 24 hours per day, 7 days per week and offers a single point of contact to get the help you need. Tel: 08000 198 668 and you'll get help from someone close by. You can also contact them by email: [derbyshiredahelpline@theelmfoundation.org.uk](mailto:derbyshiredahelpline@theelmfoundation.org.uk) Website Call 08000 198 668 Email [derbyshiredahelpline@theelmfoundation.org.uk](mailto:derbyshiredahelpline@theelmfoundation.org.uk) Text 07534 617252 Mon – Fri 8.00am – 7.00pm specialist domestic abuse workers will take the call and refer into the Derbyshire Domestic Abuse Support Services. Overnight, weekends and bank holidays contact the helpline and the call will be taken by Call Derbyshire, who will respond and direct to the support services

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

The National Domestic Abuse Helpline Provide guidance and support for potential victims, as well as those who are worried about friends and loved ones. website 0808 2000 247 24 hours a day Free Calls

The Men's Advice Line A confidential helpline for male victims of domestic abuse and those supporting them. website 0808 801 0327

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

[Home](#) | [Domestic abuse affects men too](#) | [Men's Advice Line UK](#)

The Men's Advice Line is for male victims of domestic abuse. We offer confidential advice, non-judgmental emotional support, practical information and help

[mensadvice.org.uk](http://mensadvice.org.uk)

## **Substance misuse:**

Change Grow live Supporting young people who are using drugs or alcohol, feel they have a problem and want some help. We're not here to judge you or tell you what to do, but we can help you make the changes you want to make. <https://www.changegrowlive.org/young-peoples-service-derbyshire/info>

## **Bereavement support**

Winston's Wish Information, advice and guidance on supporting bereaved children and young people during the coronavirus (COVID-19) outbreak and our updated services and opening times. <https://www.winstonswish.org/>

Cruse Bereavement Centre

[www.cruse.org.uk](http://www.cruse.org.uk)

01332 332098

[derbyshire@cruse.org.uk](mailto:derbyshire@cruse.org.uk)

SOBS: Survivors of Bereavement by Suicide. We exist to meet the needs and overcome the isolation experienced by people over 18 who have been bereaved by suicide. We help around 7000 people each year, including through our national helpline and local support groups.

[www.uksobs.org.uk](http://www.uksobs.org.uk)

03301115065

[email.support@uksobs.org](mailto:email.support@uksobs.org)

Treetops Hospice Care Counselling and Emotional Support.

0115 949 1264

[https://www.treetopshospice.org.uk/our-services/therapeutic-services/counselling-emotional -support-serPI](https://www.treetopshospice.org.uk/our-services/therapeutic-services/counselling-emotional-support-serPI)