



Derbyshire First Contact Signposting Scheme

Helping people stay safe and independent...



Derbyshire First Contact

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What is Derbyshire First Contact?

First Contact is a free and universally available service for adults in Derbyshire. It provides an easy way to be put in touch with a wide range of local services that can help you by using one point of contact.

A number of organisations (listed below) have formed a partnership to help make access to services easier.

Organisations involved in supporting the scheme

Action Housing UK
Age UK Derby and Derbyshire
Age UK Chesterfield and District
Age UK Nottingham and Nottinghamshire
Amber Valley Borough Council
Amber Valley Community Transport
Amber Valley CVS
Amber Valley Housing Ltd
Ashbourne Community Transport
Bakewell and Eyam Community Transport
Bolsover District Council
Buxton Volunteer Centre
Chesterfield and District Community Transport
Chesterfield Borough Council
Chesterfield 50+ Forum
Children and Younger Adults (CAYA)
Children's Signposting Service
Clowne and District Community Transport
Dales Housing
Department of Works and Pensions
Derbyshire Carers

Derbyshire County Council
Derbyshire Constabulary
Derbyshire Community Health Services
Derbyshire Dales District Council
Derbyshire Fire and Rescue Service
Derbyshire Libraries – Home Library Service
Erewash Borough Council
Erewash Community Concern
Erewash Community Transport
Erewash Voluntary Action CVS
Glossop Community Transport
High Peak Borough Council
High Peak Community Housing
Medequip
NE Derbyshire District Council
Neighbourhood Watch
North Derbyshire Home Improvement Agency
Rykned Homes
South Derbyshire CVS
South Derbyshire District Council
Spirita Home Improvement Agency
Three Valleys Housing
Swadlincote Community Transport
Swadlincote 50+ Forum
Welfare Benefits Information and Advice Service

**Additional partners are being identified
as the scheme develops**



How does the Scheme work?

- A quick and simple checklist is completed on your behalf to identify your individual needs
- The checklist is sent, by a partner organisation, to a central point of contact (Call Derbyshire)
- Referrals are then automatically sent on to the relevant agency
- You will be contacted to see what services can be offered by them
- Your details will be held on the Call Derbyshire Database and will not be shared with any third party without your permission

Who can use First Contact?

It is for anyone (over the age of eighteen) who thinks that they could benefit from the service.

Who could benefit from access to services, support or advice?

Some areas we can help with are:

- How to access benefits
- Your ability to cope if you are getting older
- Where to go for support and advice if you have a young family
- Getting out and about if you cannot access public transport
- Finding appropriate housing, which meets your needs
- The security of your home
- Fire safety at home

What kind of services can be accessed?

- Welfare benefits advice and claims forms can be completed on your behalf
- Home safety and security advice – fitting of free smoke detectors and door bars
- Housing advice, repairs and adaptations
- Information on local transport schemes
- Energy Efficiency advice
- Information on local groups and activities
- Falls assessments and advice on falls prevention
- Advice and support for parents coping with young families
- Advice and support about how to live a healthier lifestyle
- Community alarms

For further information on Derbyshire First Contact Signposting Scheme, please contact: Call Derbyshire **08456 058 058**



Please note:

The information in this leaflet may also be available in another format, for example, in large print, Braille, or another language.

Adults Get Hurt Too – If you are worried about an adult you think is being abused or neglected then contact Call Derbyshire on **08456 058 058**, where trained staff can deal with your concerns

