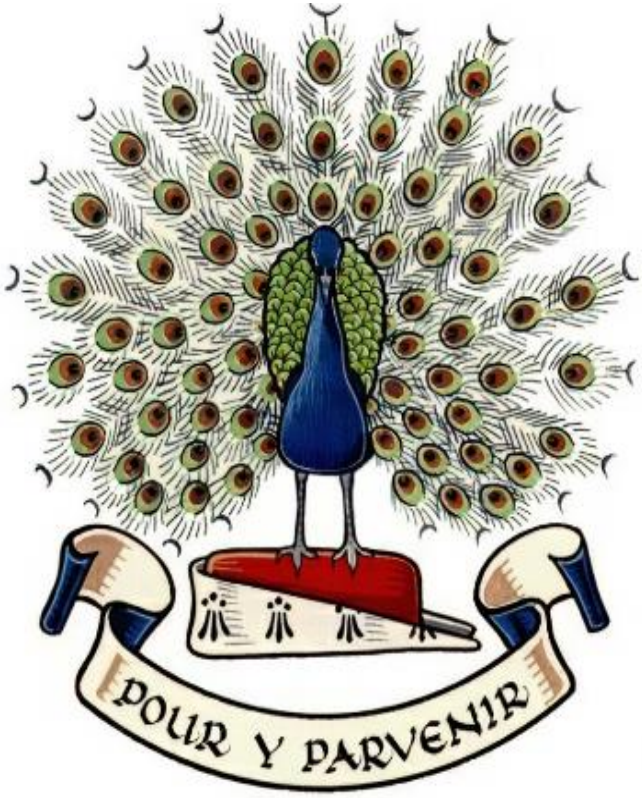


Lady Manners School

Signposting

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ADVICE

DERBY & DERBYSHIRE SAFEGUARDING CHILDREN

PARTNERSHIP (Derby & Derbyshire)
Email:ddscp@derby.gov.uk
Derby : 01332 641172 (01332 956606 after 5pm and at weekends)
Derbyshire: 01629 533190
Website: www.ddscp.org.uk

DERBYSHIRE SOCIAL CARE EMERGENCY OUT-OF-HOURS(Derbyshire)

This service is available for the public and agencies to access a range of social care staff for adults or children in need of social care.
Telephone 01629 532600

NATIONAL CITIZEN SERVICE (National)

Opportunities for 15- 17 year olds to meet new people, take part in challenges and include a residential stay
Telephone: 0800 197 8010
Website: https://wearencs.com/

YMCA DERBYSHIRE (Derbyshire)

YMCA Derbyshire Housing – YMCA Derbyshire provides short term (up to 2 years) single room accommodation people experiencing homelessness, mainly between the ages of 16 and 30. In addition to accommodation support packages their offer a sustainable life skills programme, accredited learning programmes at YMCA Key College and employment and money education with Building Better Opportunities.
Telephone:01332 579550
Website: https://ymcaderbyshire.org.uk/

YOUTH ACCESS (National)

Signposts to a national network of Youth information, Advice & Counselling services. Does not provide direct support/counselling, but helps you find the most appropriate agency.
Email: admin@youthaccess.org
Telephone: 020 8772 9900
Website: www.youthaccess.org.uk

YOUTH ENGAGEMENT SCHEME

Youth Engagement Scheme (YES!)

If you want to find out more about these schemes or if any are running in your area, please contact a member of the Youth Team at our Prevention & Inclusion Department. YES! compact courses are targeted at young people aged 13-16 years who may have low self-esteem, be at risk of exclusion, disengaged with education, or may be young carers.
Email: youth@Derbys-Fire.Gov.UK
Telephone: 01298 608 720
Website: Youth Engagement Scheme (YES!) :: Derbyshire Fire and Rescue Service

YOUTH2YOUTH (National)

A help line run by young people for young people. All of the helpline staff at Y2Y are between 16 and 21 years old. They are both male and female, from a diverse range of backgrounds, religions and cultures. Some go to school or university, others are unemployed or work – they are normal, everyday young people. All of the helpline staff are volunteers who give up their spare time because they really believe that Youth2Youth can make a difference.
Email**:** https://youthtoyouth.co.uk/anonymous-request-form/
Telephone: 020 8896 3675
Website: https://www.youth2youth.co.uk/

BEREAVEMENT

ANNA FREUD NCF (National)

World-Leading Mental Health Charity for children and families developed and delivered pioneering mental health care for over 70 years
In Crisis Text AFC to 85258
Email: info@annafreud.org
Telephone: +44 (0)20 7794 2313
Website: https://www.annafreud.org/

CHAT HEALTH (Derbyshire)

The text messaging service is powered by the ChatHealth system, used by several NHS trusts across the country. Texts are usually replied to within one working day. The team, which is made up of qualified school nurses and health visitors, is able to advise and support young people on issues
Text (Young person): 07507327104
Text (Parent/carer): 07507327754
Email: dmh-tr.ChildFamily-Derby@nhs.net
Website:https://www.derbyshirehealthcareft.nhs.uk/services/family-health-derby-city

CHILD BEREAVEMENT UK (National)

We help children, young people, parents and their families to rebuild their lives when a child grieves or when a child dies.
Email:helpline@childbereavementuk.org
Telephone: 0800 02 888 40
Website: https://www.childbereavementuk.org/

THE COMPASSIONATE FRIENDS (National)

The Compassionate Friends
Supporting bereaved parents and their families

Support for bereaved family members who have suffered the loss of a child
Email: helpline@tcf.org.uk
Telephone 0345 123 2304 (Open 10 am - 4 pm, 7 - 10 pm every day of the year)
Website: www.tcf.org.uk

CRUSE BEREAVEMENT SUPPORT

Cruse Bereavement Support

We help people through one of the most painful times in life – with bereavement support, information and campaigning.
Telephone: 0808 808 1677
Website: https://www.cruse.org.uk/
Referral: https://www.cruse.org.uk/contact-your-branch/?pcode=DE72%203SW&brch=Derby&eml=Derby@cruse.org.uk

GRIEF ENCOUNTER (National)

grief encounter

Helping children through bereavement
Email: grieftalk@griefencounter.org.uk
Telephone: 0808 802 0111
Website: www.griefencounter.org.uk

HOPE AGAIN (National)

Children and Young People Self-referral online to:
hopeagain@cruse.org.uk
Telephone: 01246 550080
Website: www.hopeagain.org.uk

SANDS (Derby City & Derbyshire)

We are dedicated to providing emotional support and information right from the early hours after a baby's death, through to the weeks, months and years ahead. Sands supports anyone affected by the death of a baby.
Email: helpline@sands.org.uk
Telephone: 0808 164 3332
Website: https://www.sands.org.uk/

SUE RYDER (National)

If you are a young person struggling with grief after the loss of someone close, we have a range of bereavement advice and information to support you through this difficult time. Counselling for 18+
Website: https://www.sueryder.org/how-we-can-help/bereavement-information/support-for-young-people

WINSTON'S WISH (National)

WINSTON'S WISH

Giving hope to grieving children

We support grieving children and young people after the death of someone important.
Email: ask@winstonswish.org
Telephone Helpline: 08088 020 021 (Monday – Friday, 8am – 8pm)
Website: https://winstonswish.org/

BLUE CROSS (National)

Pet bereavement
https://www.bluecross.org.uk/pet-bereavement-and-pet-loss

RUTH STRAUSS FOUNDATION (National)

RUTH STRAUSS FOUNDATION

Supporting families facing the death of a parent to cancer
https://ruthstraussfoundation.com/

BULLYING

CHILDLINE (National)

Offering a free, private and confidential service information and advice to children and young people. Online chat and phone line to offer support. Can support child to fill in referral forms over the phone
Email: help@nspcc.org.uk
Telephone: 0800 1111 or 0800 400 222
Website: www.childline.org.uk or www.nspcc.org.uk

KIDSCAPE (National)

We provide practical support, training, and advice to challenge bullying and protect young lives.
Email: info@kidscape.org.uk
Parent's Advice Line: 020 7823 5430
Website: www.kidscape.org.uk

MIND (National)

Even though 1 in 4 people have mental health problems, most of us don't get the help we need. This has to change. We're Mind. We're here to fight for mental health. For support, for respect, for you.
Email: info@mind.org.uk
Infoline: 0300 123 3393

Website: https://www.mind.org.uk/information-support/tips-for-everyday-living/money-and-mental-health/

YOUNG MINDS (National)

UK leading charity championing the wellbeing and mental health of young people. Website offering advice and information for young people with mental health issues. Free helpline for the parents of young people to discuss worries about their child.
1-2-1 chat online
Crisis messenger service text YM to 85258.
Telephone: 0808 802 5544
Website: www.youngminds.org.uk

DOMESTIC ABUSE

REFUGE (National)

Support for any form of domestic violence.
National Domestic Abuse Helpline: 0808 2000 24/7
Website: https://www.nationaldahelpline.org.uk/en/Contact-us

CROSSROADS

Crossroads Derbyshire is dedicated to helping people break free from domestic abuse and build a safer future for themselves and their families. We offer a range of confidential support and advisory services to adults, young people and children.
Text: 07534 617 252
Email: admin@crossroadsderbyshire.org
Telephone: 08000 198 668

ASK FOR ANI (ACTION NEEDED IMMEDIATELY)

Domestic abuse codeword scheme to help victims access emergency support from the safety of their local pharmacy. Organisations providing Safe Spaces include; Boots, Morrisons Pharmacies, Superdrug Pharmacies, Well Pharmacies, independent Pharmacies, HSBC, TSB, The Co-operative Bank, and selected Metro Banks. You can use a Safe Space in whichever way works for you. They provide a safe and discreet way to reach out to friends and family and to contact specialist support services.
For further information: Safe Spaces Locations - UK SAYS NO MORE

DERBYSHIRE DOMESTIC ABUSE PARTNERSHIP

Derbyshire Domestic Abuse Helpline.
Services provided by The Elm Foundation.

The Derbyshire Domestic Abuse Helpline facilitated by The Elm Foundation a safe, welcoming, supportive place for any man, woman or child affected by domestic abuse. A friendly, informal, peaceful haven in which you can talk freely and make sense of your thoughts.
Telephone: 08000 198 668
Text: 07534 617 252. The helpline is open from 8am to 10pm, Monday to Friday.
For support outside of these times, ring the National Domestic Abuse Helpline on 0808 2000 247 or
Email: derbyshiredahelpline@theelmfoundation.org.uk
Website https://www.derbyshiredomesticabusehelpline.co.uk/

DERBYSHIRE POLICE DOMESTIC ABUSE CENTRAL UNIT

Derbyshire Constabulary

In an Emergency ring 999 Non-Emergency ring 101
Website: https://www.derbyshire.police.uk/ro/report/domestic-abuse/a1/report-domestic-abuse/

FOOD BANKS

JIGSAW FOOD BANK - Matlock

church in the peak

We offer support to people in the local area who for a variety of reasons find that they are struggling to feed themselves and their families.
Telephone: 01629 584 783
Email: hello@churchinthepeak.org
For further information: https://www.churchinthepeak.org/

ZINK

Email: paul@zink.org.uk
Telephone: 01298 214 926
For further information: https://zink.org.uk/food-and-supplies/

MONEY AND FINANCE

CITIZENS ADVICE

We are a local charity that provides life-changing advice at the heart of our communities across Amber Valley, Derbyshire Dales, Erewash and High Peak. Our advice is free, confidential, independent and impartial.
0808 278 7954
Lines open 9am – 4pm Monday-Friday
https://www.citizensadvicederbyshiredistricts.org.uk/

DERBYSHIRE DALES FINANCIAL SUPPORT

Residents financial support.
Telephone: 01629 761 100
For further information:
https://www.derbyshiredales.gov.uk/benefits/cost-of-living-support

HOMELESSNESS PREVENTION & SUPPORT

P3 CHARITY

P3 Charity is a charity and social enterprise who run a variety of different services including accommodation and housing related support.
Email - Info@p3charity.org
Telephone- 0115 8508190
Email - Info@p3charity.org
Website: https://www.p3charity.org/get-help/service-results?location=derbyshire

MENTAL HEALTH

SANELINE

SANE is a leading UK charity providing emotional support and information to anyone affected by mental illness.
SANEline is open between 4pm to 10pm, 365 days a year.
Telephone: 0300 304 7000
Email- info@sane.org.uk
Website: https://www.sane.org.uk/

SHOUT

If you would prefer not to talk but want some mental health support. Offering confidential 24/7 text service providing support if you are in crisis and need immediate help.
Text: SHOUT to 85258
Website: https://www.giveusashout.org

CHILDLINE (National)

Offering a free, private and confidential service information and advice to children and young people. Online chat and phone line to offer support. Can support child to fill in referral forms over the phone.

Email: help@nspcc.org.uk
Telephone: 0800 1111 or 0800 400 222
Website: www.childline.org.uk or www.nspcc.org.uk

PAPYRUS HOPELINKUK

If you're under 35 and struggling with suicidal feelings or know someone that is. We provide confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person through our helpline, HOPELINEUK.
Text: 07860 039967
Email: pat@papyrus-uk.org
Telephone: 0800 0684141
Website: https://papyrus-uk.org/

CAMPAIGN AGAINST LIVING MISERABLY (CALM)

Opening times: 5pm – midnight every day
Telephone: 0800 58 58 58
For further information: Get Help & Support With... | Campaign Against Living Miserably (CALM)
Homepage | Campaign Against Living Miserably (CALM)

THE MIX

If you're under 25 and struggling with your mental health.
Opening times: 3pm-midnight every day

Telephone: 0808 808 4994
Crisis text message service: Crisis Messenger - The Mix

SWITCHBOARD LGBTQIA+

If you identify as gay, lesbian, bisexual or transgender, call Switchboard.
Telephone: 0300 330 0630
Website: www.switchboard.lgbt

DERBYSHIRE MENTAL HEALTH SUPPORT

If you or your loved one are experiencing distress or anxiety, or feeling that you cannot cope, call us for support over the phone.
Opening times: 24 hours a day
Telephone: 0800 028 0077
For further information: www.derbyshirehealthcareft.nhs.uk

SAMARITANS



Charity dedicated to reducing feelings of isolation and disconnection that can lead to suicide.
Samaritans self-help app
116 123 free from any phone
0330 094 5717 local call charges apply
For further information: Chesterfield Samaritans

COMPASS CHANGING LIVES-DERBYSHIRE DALES

We provide a free and confidential emotional health and wellbeing support for children and young people with mild to moderate emotional health and wellbeing needs. For children and young people aged 5-18.
Telephone: 01332 315 569
Email: changinglives@compass-uk.org

Access Counselling – Online Counselling

Fully funded counselling service available, self-referral - must live in Derbyshire and be aged 14 and over.
For further information visit: www.accesscounselling.org.uk

FIRST STEPS ED, EATING DISORDER CHARITY

First Steps ED is a multi-award winning, quality assured eating disorder charity. First Steps ED offer a variety of services around understanding eating disorders, poor body image and how to help. They offer direct therapy and support to children, young people and adults suffering with eating disorders, as well as a whole range of interventions for schools. Please see website for more details. There are peer recovery groups available and much more.
Telephone: 0300 102 1685
Email: info@firststepsed.co.uk

SAIL

We offer free, specialist counselling for adults aged 18 and over in Derbyshire who have experienced childhood sexual abuse, incest, or sexual violence. Counselling is delivered in locations across the County. All Counsellors are qualified or on placement from universities and Colleges and have a deep understanding of the recovery journey.
For further information: Our Services | SAIL SAIL Derbyshire | Free, specialist services for adults aged 18 and over who have experienced childhood sexual abuse

LEISURE CENTRES-DERBYSHIRE DALES

The four leisure centres are managed by Freedom Leisure. Follow the links below to find out more: Improving Lives Through Leisure | Freedom Leisure

- Arc leisure Matlock
- Ashbourne Leisure Centre
- Bakewell Swimming Pool & Gym
- Wirksworth Leisure Centre

STARTING POINT

A list showing how universal, early help & specialist services in Derbyshire are provided and how support is made available at each level of need.
Starting Point contact and referral service - Derbyshire County Council

DERBYSHIRE LGBT+SUPPORT

Individual support online, they also run face to face groups for individuals, families and support for parents of LGBT+ children.
Telephone: 01332 207 704
Email: info@derbyshirelgbt.org.uk
For further information: www.derbyshirelgbt.org.uk

YOUTH CLUB RUNS- MATLOCK CYCLING CLUB

Each month we organise a youth ride. Parents are encouraged to ride with the youth (or at least have another parent designated to watch over them. Exact details of time and locations / routes will be published each month on social media.
Email: karma846@yahoo.co.uk

SAFEGUARDING

CHILD PROTECTION SERVICE

If you believe that any child is in danger ring Call Derbyshire, choosing the option for urgent child protection calls at any time.
Telephone: 01629 533 190
Or contact the police by ringing their call centre number 101 (24 hours per day)

NHS ENGLAND SAFEGUARDING

NHS England is dedicated in ensuring that the principles and duties of safeguarding children, young people, and adults at risk are holistically, consistently and conscientiously applied with the wellbeing of all, at the heart of what we do.

NSPCC SAFEGUARDING CHILDREN AND CHILD PROTECTION

Resources and guidance for voluntary and community organisations, faith groups, private sector providers, as well as schools, hospitals and sports clubs
020 7825 2505
NSPCC | The UK children's charity | NSPCC

DERBYSHIRE CONSTABULARY

Advice for parents, guardians, and professionals. Finding out that your child, or a child in your care, has witnessed or been the victim of child abuse can be incredibly difficult. The priority is to make sure that the child and any others affected are safe. The second is to ensure that the threat or danger to them is removed. We aim to do both.

ACTION FOR CHILDREN

Safeguarding is at the heart of everything we do. It's how we protect children, young people, and vulnerable adults from harm.
Action For Children | Children's charity | For safe and happy childhoods
Telephone: 0300 123 2112

GOV.UK WORKING TOGETHER TO SAFEGUARD CHILDREN

Statutory guidance on inter-agency working to safeguard and promote the welfare of children.
For further information: Working together to safeguard children - GOV.UK (www.gov.uk)

THE CHILDREN'S SOCIETY CHILD PROTECTION AND SAFEGUARDING

Child protection and safeguarding means protecting children from abuse and identifying and stopping abuse that might already be happening.
Child Protection & Safeguarding | The Children's Society

GALOP

Offering confidential advice, support, and advocacy to all members of the LGBT+ communities who have been victims of hate crime, domestic abuse, sexual violence and other forms of abuse.
Telephone: 0800 999 5248
Email: advice@galop.org.uk
For further information: www.galop.org.uk

SEXUAL HEALTH

YOUR SEXUAL HEALTH MATTERS

For further information: www.yoursexualhealthmatters.org

DRUGS AND ALCOHOL SUPPORT

CGL – CHANGE GROW LIVE

Derbyshire CGL Young People's Service offers free and confidential support for under 18's across Derbyshire (excluding Derby City) around

drugs and alcohol. We offer brief 1:1 harm reduction intervention, ongoing 1:1 specialist intervention, group work sessions, drop ins, information stalls, outreach, and professional training. Referrals can be made by anyone via our website, but the young person must consent prior to this. Any enquiries are welcome, and you can contact us via email or telephone.
Telephone: 01773 303 646
Email: derbyshire@cgl.org.uk
For further information: https://www.changegrowlive.org/young-peoples-servicederbyshire

VICTIM SUPPORT

DERBYSHIRE VICTIM SERVICES

Derbyshire Victim Services

Support for those who have been the victims of any crime, including Hate Crime.
Text: DVS to 82228
Telephone: 0800 612 6505
Email: support@dvssupport.org
For further information: www.derbyshirevictimservices.co.uk