

Need a little help?

If you are in need of some help, such as access to food, shelter or mental health advice, have a read through our helpful booklet.

Please feel free to take it away
with you.



Derby Food Banks

Derby City Mission Food Bank

Derby City Mission offer food parcels for people in need. They will support you to explore the underlying causes of your difficulties, including exploring finance and benefits problems you might be having.

When: Every first and third Wednesday (10:00 - 12 noon)

Where: Derby City Mission, 10 Normanton Road, Derby, DE1 2GW

Contact details: advice@derbycitymission.org.uk | 01332 460346

Springwater Charity

New food bank in Chellaston that serves people in need across the city and beyond. They ask those in need of a food parcel to give them a call first to arrange a parcel. Request a collection slot by calling.

When: Tuesdays, Thursdays and Fridays (10:00 - 16:00)

Where: Springwater Charity, Filbert Walk Community Hall, (off Woodlands Lane), Second Avenue, Chellaston, DE73 6UG

Contact details: 07832 653255 | 07311 465841

Padley at YMCA Derbyshire

Providing emergency food parcels to those in need. One voucher can be issued per month to those not in receipt of benefits. Professional referral only. Hot meal vouchers can also be purchased for £1 after referral.

When: Mondays, Wednesdays and Fridays (9:00 - 14:30) - Drinks and Lunch

Tuesdays and Thursdays (9:00 - 12:00) - Drinks and Breakfast

(Also available are showers, laundry and clothes)

Where: Macmillan Building, Parcel Terrace, Derby, DE1 2LY

Contact details: 01332 331280

RCCG Solid Rock

Solid Rock is a Pentecostal Church close to Derby city centre; they have been serving the community by providing a food bank two days a week. No referrals required.

When: Fridays and Sundays (12:30 - 14:00)

Where: 55 Woods Lane, Off Abbey Road, DE22 3UD

Contact details: 07766 054917

Jake's Kitchen

Free hot meals to the vulnerable and people facing poverty.

When: Mondays (18:30 - 20:30)

Where: New Life Christian Centre, Normanton Road, Derby, DE23 6UU

Contact details: 01332 349056

They also provide a warm space every Wednesday 12:00 - 14:00

The Hope Centre

A food bank which provides a three-day food parcel for those who are in need. No need for a referral, just turn up during their opening hours and speak with one of the Signposters.

When: Fridays (10:30 - 14:00)

Where: 18 Hope Centre, Curzon Street, Derby, DE1 1LL

Contact details: 01332 341189

Food Support

We are also aware of the following local food support services.

Sundays:

Quad - Market place: 17:30

Silk Mill - Full Street: 20:00

Mondays:

Kings Kitchen - Church of God Seventh Day, Moore Street: 17:00

Gala Bingo Hall - Traffic Street: 19:30

Tuesdays:

Silk Mill - Full Street: 20:00

Wednesdays:

Gala Bingo Hall - Traffic Street: 19:30

Thursdays:

Manna - Osmaston Road Church: 12:30

Storehouse - Osmaston Road Church: 18:00

Fridays:

St Alkmunds Church - 40 Kedleston Road: 10:30

Saturdays:

Fellowship Lunch - Church of God Seventh Day, Moore Street: 13:45 – 15:00

Help for rough sleepers

The Rehousing Engagement Support Team (REST) provides support to people who are rough sleeping in Derby.

If you need support and somewhere to stay

If you are currently rough sleeping, REST can support you in finding stable accommodation and accessing support services.

You can:

- have a chat with REST early morning, when they are on outreach. The team are out on the streets of Derby, Monday to Friday between, 6:30 and 17:00.
- go into the Council House and tell them that you are homeless and have nowhere to stay tonight.
- call them Monday to Friday between 8:30 and 17:00 on 01332 888777. Outside of these times use the same number to contact the emergency out-of-hours service.
- email them on REST@derbyhomes.org.

Food

You can contact them if you are rough sleeping and need access to food. They may be able to signpost you to services that can help.

Healthcare

If you are rough sleeping and need access to a GP, contact:

Wilson Street Surgery, 11 Wilson Street, Derby, DE1 1PG
Telephone: 01332 332628

Mental Health

If you have a mental illness or impairment you can find out further information by calling REST on 01332 888777.

If you need alcohol or drug treatment

REST work with some Housing Providers who do not exclude those with substance misuse issues. For help with addictions you can seek support from:

- Derby Drug and Alcohol Recovery service - 0300 790 0265
- Derby Alcoholics Anonymous - 01332 492 421
- Narcotics Anonymous - 0300 999 1212

Extra help for rough sleepers during severe cold weather

Derby has a Severe Weather Emergency Provision (SWEP). SWEP is open from December to March offering shelter to rough sleepers. Access to the provision is through our REST outreach services.

Help for refugees

Derbyshire Refugee Solidarity

When: Thursdays and Saturdays (09:30 - 12:30)

Where: St Anne's Church Hall, Leaper Street, Derby, DE1 3NB

Contact Details: Steve Cooks - 07881 615750 Julie James - 07790 900017

British Red Cross

When: By appointment

Where: 7 Liversage Street, Derby, DE1 2LD

Contact Details: 01332 525423

Derby Refugee and Advice Centre (DRAC)

When: Tuesdays and Thursdays

Where: 99 Curzon Street, Derby, DE1 1LN

Contact Details: 01332 347497

Anyone can access the free use of a computer and telephone in the Council House. Just ask one of the members of staff at reception.

Contact regarding clients in Initial Accommodation:

iaadmin@derby@migranthelpuk.org

Contact regarding clients outside Initial Accommodation: Free helpline: 0808 8010 503 or AS@correspondence@migranthelpuk.org

Outreach referrals: outreach@migranthelpuk.org

Positive move-on queries: positivemoveon@migranthelpuk.org

International Family Tracing

For help with tracing your family, contact: IFTNottsandDerby@redcross.org.uk or 07711006034

Social Gatherings

Upbeat Communities: Social and language groups meet throughout the week, including free lunches and a women's group. At Trinity Baptist Church, Green Lane, DE1 1RZ. Call 01332916150 or hello@upbeatcommunities.org or www.upbeatcommunities.org/whats-on

DRAC: Various workshops and activities on Tuesday mornings from 10.30am

Children's Centre: Play sessions on Mondays 10-11.30am for families newly arrived to Derby at Children's Centre, 17/19 Lowerdale Road. Support around health, education, and adult courses is also available. Contact burnice.dinnall@derby.gov.uk or 01332640250.

Derbyshire Refugee Solidarity (DRS): Thursdays 10am-12pm. Saturdays 10.30am-12.30pm. English and music classes, chat and refreshments, seasonal gardening, occasional trips and visits. At St Anne's Church Hall, Whitecross Street, DE1 3NE. Call Steve 07881615750 or Julie 07790900017

Derby Museums: Activities available for adults, young people, families. Sessions held at: Derby Museum and Art Gallery, Museum of Making and Pickford's House. Entry is free. Contact 01332 641901 or info@derbymuseums.org or www.derbymuseums.org/whats-on

Care4calais: Meet every Saturday 1-3pm at the Wilkins Centre on Beckett Street. Teach basic English lessons, games for children and provide tea, coffee and snacks. Also have occasional events

English Language

A separate information sheet is available that summarises the organisations who provide English language support at all levels. Contact gfreeman@redcross.org.uk for a copy.

Sports

Running club: On Thursdays. See DRAC for more details

Football

Free sessions organised by Derby County Football Club every Wednesday at Arboretum Park (4.30pm – 5.30pm). For more information go to www.derbycountycommunitytrust.com/programmes/community-engagement/pl-kicks or contact gavin.lewis@dcct.co.uk or 07912 390941

Every Wednesday at 12.30pm at Stockbrook Park, Stockbrook Street, DE22 3WH. For more information contact Jakub.Szukaj@migranthelpuk.org

Health Advice

- If you have an urgent but non-life-threatening medical concern phone 111. Always call 999 if life is at risk.
- If you have an illness that requires urgent attention go to Derby Urgent Care Centre, Osmaston Road, DE1 2GD (phone 01332 224700)
- Emergency Dental Service: phone 111
- Public Health Nurses for asylum seeking families with children aged 0 to 19 – contact 0300 1234586 option 3. Or visit www.derbyshirehealthcareft.nhs.uk/services/family-health-derby-city/health-visiting-0-5-years
- Healthwatch Derby: for advice, signposting, or to have your say and give feedback on local health and social care services – www.healthwatchderby.co.uk – Info@healthwatchderby.co.uk – 01332 643988.
- Sexual health advice: resources available at www.yoursexualhealthmatters.org.uk. For advice contact Charles Dewa (charles.dewa1@nhs.net or 07879488247) who also visits the DRAC drop-in once a month.

Housing and accommodation

To register on Derby Homefinder (the council's housing register) visit www.derbyhomefinder.org.

If you are homeless or threatened with homelessness call 01332 888777 and ask for the homeless service. Then answer 'no' to all further prompts to get through to an advisor the Housing Options service.

Advice for those with refugee status

Mainstream welfare and benefits: A separate information sheet is available that summarises the organisations who provide mainstream welfare and benefits advice. Contact gfreeman@redcross.org.uk for a copy.

Reed in Partnership: support refugees who have recently received a positive decision from the Home Office. Referrals to Reed are via Migrant Help at 0808 8010 503.

Employment Support: www.derby.gov.uk/jobs-and-careers/derby-employment-hub and www.derby.gov.uk/jobs-and-careers/derbyjobs-weekly

Family Reunion: British Red Cross, DRAC and Upbeat Communities provide advice and support to refugees in Derby to reunite with their families. BRC is responsible for pre-arrival support (legal advice referrals, travel assistance, referrals to Housing Options). DRAC and Upbeat Communities provide post-arrival support: DRAC supports with UC applications, housing, and NINo; and Upbeat supports with community integration (schools, GPs, and social activities)

Further Support and Safeguarding Helplines

Food and Education Enterprise (FEE) -

Asylum seekers/refugees

119 Osmaston Road, Derby, DE1 2GD
01332 298605

Advice for All (multi languages)

St. James' Centre, Malcolm Street, Derby,
DE22 8LU 01332 604080

Derby City Social Care:

Children - 01332 641172

Adults - 01332 642855

Out of Hours - 01332 956606

NSPCC: 0808 800 5000

Childline: 0800 1111

Stop It Now: 0808 1000 900

NAPAC: 0808 801 0331



Children's Clothing Bank

TOGS is a small local charity that collects donated items and distributes to disadvantaged families, so that no children in our city go without something to wear.

We collect mainly clothing from newborn size to 14 years, bedding, baby equipment, toys and books.

If you know of a family that has found themselves in need and are receiving benefits, please do contact us. We have lovely volunteers and we will do what we can to help!

OPEN: TUESDAY 12-3 PM AND FRIDAY 10.30 - 1 PM

**TOGS Clothing Bank,
Derby New Church Hall, Horwood Avenue,
off Burton Road, Derby DE23 6NX**

**anthealpeters@gmail.com
07989117929**

Derby Cathedral Safeguarding

If you are concerned that someone you know is at risk of, or is being abused, or presents a risk to others, please seek advice from a Safeguarding Adviser or if necessary report the matter to the Local Authority Social Care Services or the Police without delay.

If there is an immediate risk of danger please contact the police on 999.

Our Commitments

- Promoting a safer environment and culture
- Safely recruiting and supporting all those with any responsibility related to children and vulnerable adults
- Responding promptly to every safeguarding concern or allegation
- Caring pastorally for victims/survivors of abuse or other affected persons
- Caring pastorally for those who are the subject of concerns/allegations of abuse and other affected persons
- Responding to those that may pose a present risk

Derby Cathedral Safeguarding Contacts

Name: The Revd Canon Romita Shrisunder

Role: Cathedral Safeguarding Lead

Contact details: 01332 341201 | safeguarding@derbycathedral.org

Name: Mr Peter Harrison

Role: Safeguarding Ambassador

Contact details: 01332 341201 | safeguardingambassador@derbycathedral.org

Name: Mrs Lisa Marriott

Role: Head of Safeguarding for Derby Diocese

Contact details: 01332 388678 | lisa.marriott@derby.anglican.org

Warm Spaces around Derby

DERBY FOOD 4 THOUGHT ALLIANCE	Appleby Court, Community Room, Boyer Street, Derby	ABBHEY	Monday - Friday	10:00 - 14:30
St Nicholas Church	2 Lawn Ave, Allestree	ALLESTREE	Tuesdays (term time only)	15:15 - 17:00
Alvaston Parish Church	8 Church Street, Alvaston, Derby	ALVASTON NORTH	Wednesdays	10:00 - 16:00
Commerce Street Community Centre	54 Commerce Street, Alvaston, Derby	ALVASTON NORTH	Fridays	11:00 - 16:00
Derby County Community Trust	14 Pride Point Drive, Pride Park, Derby	ALVASTON NORTH	Monday, Tuesday, Wednesday, Thursday	18:00 - 20:00, 19:00 - 21:00, 11:00 - 15:00, 16:00 - 18:00
Chatterbox Café (Brill Associates)	St Martins Church, Flint Street, Allenton Derby	ALVASTON SOUTH	Fridays	9:30 - 10:30
Derby South Salvation Army (Allenton)	Salvation Army, 24 Chellaston Road, Allenton, Derby	ALVASTON SOUTH	Wednesdays and Saturdays	10:00 - 14:00
St Martin's Church and Community Centre	St Martin's Church and Community Centre Flint Street, Allenton, Derby	ALVASTON SOUTH	Thursdays	9:30 - 13:30
Children First Derby	13, Leopold Street, Derby	ARBORETUM	Tuesdays	11:00 - 13:00
Derby City Mission	10 Normanton Road, Derby	ARBORETUM	Tuesday - Thursday	10:00 - 12:00
Derby Refugee Forum	Bosnia & Herzegovina Centre, 99 Curzon Street, Derby	ARBORETUM	Tuesdays	12:00 - 15:00
Derby Urban Church	Ozzy Road Church, Corner of Charnwood Street and Osmaston Road, Derby	ARBORETUM	Wed	16:00 - 18:30
Derby West Indian Community Association	Cultural Community Centre, Carrington Street, Derby	ARBORETUM	Thursdays	10:00 - 16:00
FEE	119 Osmaston Road, Derby	ARBORETUM	Tuesdays and Fridays	11:00 - 13:00
New Life Church	Normanton Road, Derby	ARBORETUM	Wednesdays	12:00 - 14:00
Padley Group	5 Liversage Street, Derby	ARBORETUM	Mondays - Saturdays	Between 9:00 and 14:00 most days
Safe & Sound	Community Room, Derbion	ARBORETUM	Thursdays	14:00 - 17:00
Sahahra	Arboretum Park Rosehill Lodge, 75 Rosehill Street, Normanton, Derby	ARBORETUM	Mondays and Tuesdays	10:00 - 13:00
St James	St James Centre, Malcolm Street, Derby	ARBORETUM	Tuesdays	17:00 - 19:00
St Peters in the City, Derby	St. Peter's Street, Derby	ARBORETUM	Mondays	9:30 - 12:30
Upbeat Communities	Trinity Baptist Church, Derby	ARBORETUM	Mondays - Fridays	9:00 - 13:00

Newmount Methodist Church	BLAGREAVES LANE, LITTLEOVER, DERBY	BLAGREAVES	Tuesdays	9:00 - 13:00
Age UK Derby & Derbyshire	29A Market Place, Heanor, Derbyshire	CHADDESSEN EAST	Fridays	10:00 - 12:00
St Philip's Parochial Church Council	St Philip's Church, Taddington Rd, Chaddesden Derby	CHADDESSEN NORTH	Wednesdays and Thursdays	10:30 - 13:00
Derwent Stepping Stones	St Marks Road, Derby	CHADDESSEN WEST	Mondays	Nursery times
Nosh & Natter	13 Woodgate Drive, Chellaston, Derby	CHELLASTON & SHELTON LOCK	Saturdays	10:30 - 14:00
Better Together Café	Council House, Corporation Street Derby	DARLEY	Monday - Thursday	10:30 - 13:30
Deda	19 Chapel Street, Derby	DARLEY	Tuesdays	10:00 - 18:00
Derby A2C	Ashbourne Road Church, Ashbourne Road, Derby	DARLEY	Thursdays	10:00 - 15:00
Derby Cathedral Community Café	18-19 Iron Gate, Derby	DARLEY	Tuesdays	10:00 - 12:30
Littleover Baptist Church	Thornhill Road, Littleover, Derby	LITTLEOVER	Wednesdays	10:30 - 13:30
New Zealand Community Association	Lonny Wilsoncroft Community Centre, Stepping Lane, Derby	MACKWORTH & NEW ZEALAND	Thursdays	13:00 - 16:00
Mickleover Community Centre	Uttoxeter Road, Mickleover, Derby	MICKLEOVER	Mondays, Thursdays and Fridays	12:30 - 14:00
The Royal British Legion	Ypres Lodge 30 Poppyfields Drive Mickleover Derby	MICKLEOVER	Wednesday - Friday	12:00 - 14:30
Church of God of Prophecy	165 Village Street, Derby	NORMANTON	Fridays	14:00 - 18:00
Community One	103 Harrington Street, Derby	NORMANTON	Tuesdays (Women only) Wednesdays (Men only)	10:00 - 14:00
Green Thyme CIC	Green Thyme Hub Normanton Park Warwick Avenue	NORMANTON	Every second Wednesday	10:00 - 13:30
Hindu Welfare and Cultural Centre	97-102 Pear Tree Road, Derby	NORMANTON	Mondays	14:00 - 16:00
Influence & Inspire CIC	Sunnyhill Community Centre	NORMANTON	Saturdays	14:00 - 16:00
Open Doors Forum	C/O Anfc Walbrook Road, Derby	NORMANTON	First and last Wednesday of each month	18:00 - 20:00 (1st Wed) 12 - 15:00 (last Wed)
Sporting Communities	Normanton Park Community Centre, Warwick Avenue, Derby	NORMANTON	Friday	13:00 - 14:30
St Giles' Church	St Giles' Church, Village Street Derby	NORMANTON	Wednesday	15:30 - 17:30
Everyone Active (Moorways)	Moorways Sports Village and Water Park, Moor Lane, Allenton, Derby	SINFIN & OSMASTON	Tuesdays and Wednesdays	16:30 - 18:00
Sinfin Moor Church	Arlestone Lane, Sinfin, Derby	SINFIN & OSMASTON	Mondays	10:00 - 14:00
The Enthusiasm Trust	50 Cotton Lane, Osmaston, Derby	SINFIN & OSMASTON	Mondays	16:30 - 18:30
Community Care Hub	Craddock Avenue, Spondon, Derby	SPONDON	Tuesdays	11:30 - 16:00