

# AMBER VALLEY

## COMMUNITY UPDATE

MARCH 2021

For further information or to add any additional information to the document please contact your Youth and Community Engagement Workers:

**Name: Mikey Heald— Youth and Community Engagement Worker**

**Contact details Tel: 07929851143**

**Email: [Mikey.Heald@Derbyshire.gov.uk](mailto:Mikey.Heald@Derbyshire.gov.uk)**

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**We would like to thank everyone for their support regarding the community updates, and we have amended the document with some of the feedback which we have received. This includes a toolbar on each page which will take you directly to the category that you are looking for.**

## Foodbanks: Amber Valley

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#### **OSCARI**

Oscari Food Bank – Ridding’s and Iron village

Our food bank operates on an appointment only basis, we are open for food bank on a Monday and Wednesday and appointments start at midday until 3pm.

[www.facebook.com/oscarisocial](http://www.facebook.com/oscarisocial) [tracyanngibson1982@gmail.com](mailto:tracyanngibson1982@gmail.com) 07570307195

[mcghee.s@sky.com](mailto:mcghee.s@sky.com) 07842906461 [chrisibbs78@googlemail.com](mailto:chrisibbs78@googlemail.com) 07738221330



OSCARI  
Church of Christ,  
Colledge street  
Riddings  
Derbyshire  
De55 4ez

#### **Eastwood Volunteer Bureau at the rear of Eastwood Library**

Friday 10am -1pm

St Andrews Church, Station Road  
Langley Mill.

Friday 1.30pm to 4pm

Jean Bailey 07407634683

You must call on Fridays between 10:00 – 13:00 to request support please do not just turn up.



#### **Alfreton Support Network Foodbank**

Independent foodbank at Alfreton House Tearooms.

They can help with food parcels, shopping and collecting prescriptions.

Call 07476 819855 or 07790 309871

[alfretonhousetearooms@mail.com](mailto:alfretonhousetearooms@mail.com)



#### **South Normanton Food Bank**

01773 811273 or 07999 551691

<http://southnormantonarea.foodbank.org.uk/>

[info@southnormantonarea.foodbank.org.uk](mailto:info@southnormantonarea.foodbank.org.uk)

Opening Times—Tue 13:30—14:30

Fri 13:30—14:30



Church Street  
South Normanton  
Alfreton  
Derbyshire  
DE55 2BT

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**Foodbanks:**



**GOV.UK**

**Cash support for food redistribution during coronavirus outbreak**

For more information visit the website

[Cash support for food redistribution during coronavirus outbreak - GOV.UK \(www.gov.uk\)](https://www.gov.uk/cash-support-for-food-redistribution-during-coronavirus-outbreak)



**Trussell Trust**

Website

[enquiries@trusselltrust.org](mailto:enquiries@trusselltrust.org)



**Rural Action Derbyshire**

Website

Phone: 01629 592970

They have an alphabetical list of all food banks.

If you would be interested in getting involved, please contact Jo Peck at [j.peck@ruralactionderbyshire.org.uk](mailto:j.peck@ruralactionderbyshire.org.uk)



**Universal Infant Free School Meals (UIFSM)**

[Free school meals: guidance for schools and local authorities - GOV.UK \(www.gov.uk\)](https://www.gov.uk/free-school-meals-guidance-for-schools-and-local-authorities)

Guidance about free school meals and transitional protection arrangements for them under Universal Credit.

To get your free meal please ask at your child's school.

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### Welfare Benefits

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

Help and advice with welfare benefits and tax credits.

### Contact us

Email [welfarebenefits@derbyshire.gov.uk](mailto:welfarebenefits@derbyshire.gov.uk) or phone our benefits helpline, 11am-4.00pm, Monday, Tuesday, Thursday, Friday, on 01629 531535.

### Derbyshire Discretionary Fund



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

Phone number : 01629533 399

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.

### Benefits during the Coronavirus



[Coronavirus support for employees, benefit claimants and businesses - GOV.UK \(www.gov.uk\)](#)

This link has the most up to date information for benefits, Universal Credits etc.

The Information is updated daily

### Department for Work & Pensions

[Coronavirus support for employees, benefit claimants and businesses - GOV.UK \(www.gov.uk\)](#)



Department for Work & Pensions

This website gives the most up to date government information for benefits, Universal Credit etc.

### Covid-19 Cyber and Fraud Information Sheet



[Website](#)

This advice has been collated by EMSOU and is intended for wider distribution within the East Midlands Region to raise awareness among businesses and the public.

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**Winter Pressure Single Contact point**

Signposting, referral and advice service.

professional referrals only.

ASCH.CommunityResponseUnit@derbyshire.gov.uk

Call 01332 640000

Visit the website for more information.

[Winter Pressures - pathway for professionals - Derbyshire County Council](#)

**CAP debt help**

Free debt counselling.

Call free on—0800 328 0006

[Free debt counselling | Christians Against Poverty \(capuk.org\)](#)

christians  
against  
poverty

**Citizens Advice**

Money Advice, Appointments can be booked through the advice line.

Call Monday to Friday 9am-4pm —0300 456 8390

[Citizens Advice Derbyshire Districts \(ddcab.org.uk\)](#)



**Family Fund**

Helping Disabled Children.

Grants available for families raising disabled or seriously ill young people aged 17 and under, contact through website to check if you qualify for a grant, for holidays, equipment, PC's etc..

[Family Fund](#)

**Money Advice Service**

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

Online chat, whats app, call 0800138 7777

[Free and impartial money advice, set up by government - Money Advice Service](#)



**Money Saving Expert**

'Cutting your costs Fighting your corner'

[Coronavirus Self-Employed & Small Limited Company Help \(moneysavingexpert.com\)](#)



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**Step change**

Call—0800 138 1111

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



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.

**Warmer Derby & Derbyshire helpline is open**

The Warmer Derby & Derbyshire number is still available:

**0800 677 1332**



**Charis Grants Ltd—Warm Home Discount Scheme**

Telephone: 0330 555 9424

Monday to Friday, 9am to 5:30pm (closed on bank holidays)



[Warm Home Discount Scheme - GOV.UK \(www.gov.uk\)](#)

For more information about the scheme visit the website or Contact Charis Grants for more information about the scheme.

**The Stop Loan Sharks Helpline Service** **STOPLOANSHARKS**  
Intervention . Support . Education

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.

Call—0300 555 2222, Text a report 07860022116

[shark@stoploansharks.uk](mailto:shark@stoploansharks.uk)

[Home - Stop Loan Sharks](#)

**Suspicious Email Reporting Service (SERS)**

[Phishing: how to report to the NCSC - NCSC.GOV.UK](#)



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

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## Digital MOT

[Welcome to your Digital MOT](#)  
[\(saferderbyshire.gov.uk\)](http://saferderbyshire.gov.uk)



By answering a few simple questions, you can find out the most important steps you can take to protect your devices and avoid being a victim of cybercrime.

## Money Sorted in D2N2

Visit the website for financial help in your area.



Main office 0115 9085134

Email [info@moneysortedinn2d2.org](mailto:info@moneysortedinn2d2.org)

[Help where you live – Money Sorted in D2N2](#)

## Action Fraud

Visit the website to see some simple steps you can take to protect yourself from fraud including Coronavirus-related scams.

Call—0300 123 2040

[Action Fraud](#)



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### Access to Social Housing

Amber Valley Borough Council is accepting applications to join the Housing Register and applications can be made on-line through <https://www.home-options.org/choice/>. Just under 200 applications were made in June. Housing associations are working hard to make properties available for letting. If you have enquiries please contact Home Options (housing register) - [home.options@ambervalley.gov.uk](mailto:home.options@ambervalley.gov.uk)

### Disabled Adaptations

Amber Valley Borough Council are working with Derbyshire County Council to make sure that aids and adaptations are provided for clients that need access to their home or to access services within the home. The service can be accessed through Call Derbyshire.

### Homelessness and homeless prevention



**Amber Valley**  
Borough Council

You can take a look at more information on this webpage about your own circumstances. If you need any more help you can contact us at [housing.solutions@ambervalley.gov.uk](mailto:housing.solutions@ambervalley.gov.uk) or call 01773 84140

### Ex Armed Forces

Contact the housing solutions team on 01773 841400 or [housing.solutions@ambervalley.gov.uk](mailto:housing.solutions@ambervalley.gov.uk)

In addition to the help mentioned above there is a range of services for ex-services people who find themselves homeless and on the streets, for example:

- The Royal British Legion might be able to help with a rent deposit contact [www.support.britishlegion.org.uk](http://www.support.britishlegion.org.uk) or call 0808 802 8080.
- SSAFA provide housing advice to people currently serving in the forces and ex services personnel and their families. SSAFA can be contacted through [www.ssafa.org.uk](http://www.ssafa.org.uk) or on 0800 731 4880.

### Risk of Eviction

Derbyshire Law Centre are available to take calls:

Monday to Friday from 9.30am to 4.30pm on:

Telephone: 01246 550674

Freephone: 0800 707 6990

SMS/Text: 07781482826

Text Box: 018001 01246 550674

Alternatively you can email: [dlc@derbyshirelawcentre.org.uk](mailto:dlc@derbyshirelawcentre.org.uk)

Amber Valley BC part fund CallB4UServe to support landlords with queries [helen.scott@derby.gov.uk](mailto:helen.scott@derby.gov.uk) 01332 641408

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## Housing:

Please contact your housing provider or mortgage lender (these details will be on any correspondence that you have received from your provider)



### Morrison's Foundation – Covid 19 Homeless Support Fund



[Covid-19 \(morrisonfoundation.com\)](https://www.morrisonfoundation.com)

- Outreach and support to rough sleepers
- Delivery of services in hostels and shelters
- Information and advice

If you're struggling with finances and finding it difficult to pay your rent, it's important that you act as soon as possible to avoid becoming homeless.

[Preventing homelessness - Derbyshire County Council](#)

Step Up provides accommodation and support for 16-24 year olds in Derbyshire.

Contact framework on 0115 9986635  
or 01298 73798 or  
email [stepup@frameworkha.org](mailto:stepup@frameworkha.org)



## Mental Health Emotional Wellbeing/ Staying Active:

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Derbyshire Community  
Response Unit



[Community response unit - Derbyshire County Council](#)

If you need help and have no friends or family you can call on, you can register to get help online:

Phone us on: 01629 535091. Our phone line opening hours are:

Monday to Friday from 9am to 5pm

Mental Health and Well-being Support for Children, Young People, Parents and Carers during Covid-19



If you have any questions or concerns then please do not hesitate to contact us:

[ddccg.enquiries@nhs.net](mailto:ddccg.enquiries@nhs.net)

### NHS Derby and Derbyshire Clinical Commissioning Group

[Covid-19 health and wellbeing resources - posters in different languages :: Joined Up Care Derbyshire](#)

There are many resources available on the Joined up Care Derbyshire website: <https://joinedupcarederbyshire.co.uk/> which brings together information from Health across Derby and Derbyshire.

### Every Mind Matters

a good resource site and section on 'Looking after children and young people during the coronavirus outbreak'



[Anxiety | Every Mind Matters | One You \(www.nhs.uk\)](#)

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**Qwell**

Qwell is a free online Mental Health and Wellbeing resource for parents and carers of young people under the age of 18



**website**

Available 365 days of the year via mobile, tablet and desktop devices from 12 noon to 10pm Monday-Friday and 6pm-10pm at weekends

**Derby and Derbyshire: Emotional Health and Wellbeing.**

Online toolkit .Sections for professional, parent carer and child /young person

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



**Samaritans**

Offering mental health support. can be contacted by telephone, letter, e-mail 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.



[Samaritans of Derby](http://Samaritans of Derby)

**Healthwatch Derbyshire**

In response to Covid-19 there is now a telephone support line for people looking to access health or care services.



Telephone—01773 880786

10am-3:30pm Mon– Fri

[enquiries@healthwatchderbyshire.co.uk](mailto:enquiries@healthwatchderbyshire.co.uk)

the Home Office has joined forces with charities including the NSPCC, Barnardo's and The Children's Society to launch a new campaign to protect victims of child abuse.

<https://www.childline.org.uk/somethings-not-right>



**Derbyshire Recovery and Peer Support Service**

[Derbyshire Recovery and Peer Support Service \(rethink.org\)](http://Derbyshire Recovery and Peer Support Service (rethink.org))

The Derbyshire Recovery and Peer Support Service provides person-centred mental health support across Derbyshire

Telephone: 01773 734989



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**Men-Talk**

[mentalkmeeting@gmail.com](mailto:mentalkmeeting@gmail.com)

Men-Talk is all around the subject of improving men's mental health, raising awareness, removing the stigma and ultimately reducing male suicide.



**Derbyshire County Community Trust**

[Homepage](#) | [Derby County Community Trust](#)

Virtual FREE online sessions for all the family to stay active, involved in their wider community and online interactive challenges



**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.



[Home - Kooth](#)

Online chat: Available

**Action for Children**

Daily tips and tricks on how to boost your well-being/ Feeling Good. Offering support around fostering, adoption and through resources.



[Action For Children](#) | [Children's charity](#) | [For safe and happy childhoods](#)

**Child line**

Information and advice on managing anxiety, bullying, internet safety, staying safe and a place you can speak to trained councillors.

**childline**

ONLINE, ON THE PHONE, ANYTIME  
[childline.org.uk](http://childline.org.uk) | 0800 1111

Telephone: 08001111

Online Chat: Available on their website

**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. Supporting grieving children and parents.



[Winston's Wish - giving hope to grieving children](#)

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**The Mix**

Essential support for under 25's, including mental health, housing and relationships

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



[new-a-guide-to-staying-at-home-during-the-coronavirus-outbreak.pdf \(activenotts.org.uk\)](#)



**Active Derbyshire/Notts Guide to Staying at Home**

Our staying active at home page includes this guide showing physical activity you can do at home, if you're shielding or can't get out, there's some illustrated activities to help you stay active

As part of the Improving Access to Psychological Therapies (IAPT), we provide therapy in Derbyshire and Nottinghamshire. You can access the service if you are registered with a GP in one of these areas.

[Self Referral | Trent PTS](#)



Telephone: 01332 265659 Derbyshire

0115 896 3160 Nottingham

To discuss integrated referral routes

[jhopkins@trentpts.co.uk](mailto:jhopkins@trentpts.co.uk)

**Dr Radha's five mental health tips for lockdown**

Dr Radha Modgil from BBC Radio 1's Life Hacks shares her top five tips on how to stay mentally and emotionally well during the coronavirus lockdown

[Coronavirus: Dr Radha's five mental health tips for lockdown - BBC News](#)



**Chat Health**

If you are a parent or carer for a child aged between 0-19 and want advice or have any concerns you can text 07507327754

If you are aged 11-19 and want advice or have any worries text the young peoples service 07507327104



[Home Page - ChatHealth](#)

**Vita Minds**

For referrals

Call 0333 0153 496 or by visiting the website and using the self-referral form

The service is now live and offers a range of talking therapies for depression, generalised anxiety disorder, mixed depression and anxiety and a range of other conditions - the full list is on their general information leaflet



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## Derbyshire Dementia Support Service

To view information please click link below

[Flyer](#)

yes to a healthier you

Visit: [lifelibetterderbyshire.org.uk](http://lifelibetterderbyshire.org.uk)

Live Life  
BETTER  
DERBYSHIRE

Relate Derbyshire offers a range of relationship services that will be delivered by specially trained counsellors.

relate  
the relationship people

[Relate Derby and Southern Derbyshire - Relationship Counselling - Derby, Southern Derbyshire & Burton](#)

Please contact us on [info@relatederby.org.uk](mailto:info@relatederby.org.uk).

01332 349177 or

07741193484

## Derbyshire Mental Health Support

If you want to talk to someone about your emotional wellbeing the Derbyshire Mental Health support line is on 0800 028 0077 (24 hours a day, 7 days a week). It's staffed by mental health professionals and is for all ages.

## Samaritans

If you are having thoughts of self-harm or suicide The Samaritans can be contacted 24 hours a day, 7 days a week on telephone 116 123 or contact Samaritans online <https://www.samaritans.org/>

<https://www.headspace.com/covid-19>



we're offering some meditations you can listen to anytime.

These are part of a larger collection in the Headspace app — free for every-

## Derbyshire LGBT+

Specialist LGBT+ support for young people and their families across Derbyshire. Currently offering online support via youth groups, one

Telephone: 01332 207704

Email:

[INFO@DERBYSHIRELGBT.ORG.UK](mailto:INFO@DERBYSHIRELGBT.ORG.UK)

Online chat: Available on Facebook [www.facebook.com/derbyshirelgbt/](http://www.facebook.com/derbyshirelgbt/)



[Derbyshire LGBT+ – Lesbian, Gay, Bisexual & Trans\\* Specialist Support and Advocacy Service](#)

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**Access to Work Mental Health Support Service**

Call—0300 456 8114

This confidential service delivered by Remploy is funded by the Department for Work and Pensions and is available at no charge to any employees with depression, anxiety, stress or other mental health issues affecting their work.

[a2wmhss@remploy.co.uk](mailto:a2wmhss@remploy.co.uk)

[www.remplo.co.uk/mentalhealth](http://www.remplo.co.uk/mentalhealth)



**DRCS** | Your Counselling Service  
Operating throughout Derbyshire

Time to talk?  
We're here to listen

Telephone  
Treatments



SELF REFER: 0800 047 6861 or [www.dracs.org.uk](http://www.dracs.org.uk)

Offer support on:

- what you can do to help a child or young person who is grieving
- how to understand the concept of loss in children and young people of different ages
- how to recognize potential complicated grief.



<https://www.cruse.org.uk/get-help/for-parents>

Derby: 01332 332098  
[Derby@cruse.org.uk](mailto:Derby@cruse.org.uk)

Suicide Bereavement UK specialise in the following:

Suicide bereavement research;

Providing consultancy on postvention (care of those bereaved by suicide); and

Developing and delivering evidence-based sui-

[sharon.mcdonnell@suicidebereavementuk.com](mailto:sharon.mcdonnell@suicidebereavementuk.com)



suicidebereavement\*

Tel: [01706 827 359](tel:01706827359)

Website: <https://suicidebereavementuk.com>

If you are male, aged 18 or over and need a safe and confidential space to talk, free from advice and judgement,



Please remember that if you're worried about your mental health, you should make an appointment to see a doctor or call the free [Derbyshire Mental Health Support Line](tel:08000280077) on 0800 028 0077. The support line is open 24 hours a day, 7 days a week.

<https://www.mentell.org.uk/learn/online-circles#Continue-Anchor>

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### **Sexual Health Matters**

Use our online services via the Your Sexual Health Matters website  
[www.yoursexualhealthmatters.org.uk](http://www.yoursexualhealthmatters.org.uk)

Only urgent booked appointments will take place in our main clinics at Wheatbridge, Chesterfield and London Road Community Hospital, Derby, Monday to Friday. Patients will be triaged via our information and booking line 0800 328 3383.

Contact

**Lauren Atack**

**Sexual Health Promotion Practitioner (South Derbyshire, Erewash and Amber Valley)**

Address: Long Eaton Health Centre, Midland Street, Long Eaton, NG10 1RY

Phone: 07768036923

Email: [laurenatack@nhs.net](mailto:laurenatack@nhs.net)

The walking groups are a great way to meet new friends and to discover the natural beauty of the areas we live in.

Nikki Ottowell

Temp Scheme Co-ordinator

07971 126303

[nikki.ottowell@ambervalley.gov.uk](mailto:nikki.ottowell@ambervalley.gov.uk)

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## Domestic Abuse:

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

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

For more advice and guidance on domestic abuse, please see <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

### Derbyshire Domestic Abuse Support Line

Children, young people and families who are affected by domestic abuse or violence can get support, including refuge accommodation.

Mon – Fri 8.00am – 7.00pm

Overnight, weekends and bank holidays contact the helpline and the call will be taken by Call Derbyshire, who will re-

[Haven | Derbyshire Domestic Abuse Helpline](#)



Call 08000 198 668

Text 07534 617252

derbyshiredahelp-  
line@theelmfoundation.org.  
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.

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

0808 2000 247

24 hours a day

Free Calls

### Derbyshire County Council

If you are concerned that a child is suffering or is at risk of significant harm please contact Call Derbyshire/Starting Point.

**STARTING POINT**  
A new way of working in Derbyshire.

[website](#)

### The Hideout

Women's Aid have created this space to help children and young people to understand domestic abuse, and how to take positive action if it's happening to you.



[Website](#)

### Cease

Course to give information to on indications of an abusive relationship, have an understanding of options available. [www.remediuk.org](http://www.remediuk.org)

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**Salcare**

Domestic abuse support for all genders from all communities

We are continuing provide our services and will be supporting by telephone, text and e mail during our normal working times of 9.30 – 5pm Monday to Friday



**website**

[enquiries@salcare.org.uk](mailto:enquiries@salcare.org.uk)

01773 765899

**Salcare— Escape Domestic Abuse Service**

Contact to find out more, Mckenzie Friend offers support, guidance and help with documents and provide moral support.

Phone—01773 765899

[mckenziefriend@salcare.org.uk](mailto:mckenziefriend@salcare.org.uk)

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

**The Men's Advice Line**

**website**

A confidential helpline for male victims of domestic abuse and those supporting them.

0808 801 0327

**Women's Aid**

Provides additional advice, extra support is available designed for the current coronavirus outbreak, including a live chat service.



women's aid

**website**

**Galop**

Domestic Violence support for members of the LGBT+ community



**Respect**

Support if you are worried about hurting someone

If you are worried about hurting the ones you love while staying at home.

**website**

0808 8024040

**Safer Derbyshire**

Derbyshire 24/7 helpline



**website**

08000 198 668

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Salcare

Freedom Programme Group

For women who want to learn more about the reality of domestic abuse.

Phone—01773765899

Community Room, 59 Ray Street Heanor DE75 7GF

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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.



[Website](#)

Helpline 0800 028 2678

### **Advice Line**

The Advice Line is available between 8am and 5pm every day of the week to provide you with accurate information and relevant advice for your personal situation - 01773 746115



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## Safeguarding:

# Make Yourself Heard

In danger, need the police, but can't speak?

- 1 Dial 999
- 2 Listen to the questions from the 999 operator
- 3 Respond by coughing or tapping the handset if you can
- 4 If prompted, press **55**  
This lets the 999 call operator know it's a genuine emergency and you'll be put through to the police.

Led by  IOPC Supported by  women's aid  NPCC



For concerns that are not immediate you can contact Derbyshire police using any of the below methods:



**DERBYSHIRE**  
CONSTABULARY

Phone – call them on 101.

[www.derbyshire.police.uk/Contact-Us](http://www.derbyshire.police.uk/Contact-Us).

Twitter – direct message their contact centre on @DerPolContact

Facebook – send them a private message to /Derbyshire Constabulary

### Hollie Guard - Personal Safety

free to download on any **Android** phone or **iPhone**

In danger? With a simple shake or tap it activates Hollie Guard, immediately notifying your chosen contacts, pinpointing your location and sending audio and video evidence directly to their mobile phones.



We would encourage all hate incidents to be reported to the police. Derbyshire County Council jointly funds [StopHateUK](#) to provide support, advice and alternative reporting to anyone affected by hate crime

**STOP HATE CRIME**  
**0800 138 1625**  
**24 HOUR HELP LINE**

If you're worried about anti-social behaviour find more information or find out how to report different types of anti-social behaviour.

[Anti-social behaviour \(saferderbyshire.gov.uk\)](http://saferderbyshire.gov.uk)



SafeToNet

To view information please click link below

[Online](#)



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If you are concerned about a child and think it's an emergency, dial 999 or 101 if it's not an emergency.

On a train text British Transport Police on 61016.

Otherwise contact Crimestoppers on 0800 555 111.

**Don't wait. Report it.**



**Modern slavery**

Modern slavery is where a person is brought to, or moved around the country by others who threaten, frighten or hurt them, and force them into work or other things they don't want to do.

For advice - Modern Slavery Human Trafficking Unit on 0300 122 8057 or email [MSHTU@derbyshire.pnn.police.uk](mailto:MSHTU@derbyshire.pnn.police.uk)

Police on 999, if the person is at immediate risk or 101, if a non-emergency - quote Modern Slavery Human Trafficking Unit



Safe and Sound support vulnerable young people at risk of exploitation across Derby and Derbyshire. Don't forget we're running live chat sessions on Facebook EVERY WEEKDAY between 10-11am and 3-4pm.

If you want to chat, have any questions or need some support just drop us a message. These are open to parents and professionals as well as young people.

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



**Child Line**

If you're worried about a child, even if you're unsure, contact our professional counsellors for help, advice and support.

**childline**

ONLINE, ON THE PHONE, ANYTIME  
[childline.org.uk](http://childline.org.uk) | 0800 1111

[website](#)

**NSPCC**

Support for Children and parents in regard to mental health, safety, bullying etc.



[website](#)

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The CORE website has been created to support victims of crime, giving people access to the different types of help they may need from just one place. The aim is to ensure that every victim of crime or anti-social behaviour has access to the best possible support service.



On these pages you will find useful information and contact details which have been brought together with help from victim services, the police, local authorities, the fire and rescue services, health services, voluntary organisations and specialist support groups.

For detail of victim services in Derbyshire visit the Core website [www.core-derbyshire.com](http://www.core-derbyshire.com)

<https://www.childnet.com/parents-and-carers>

Keeping under 5's safe online....

<https://www.childnet.com/parents-and-carers/hot-topics/keeping-young-children-safe-online>

<https://www.childnet.com/parents-and-carers/hot-topics>

Disney+ parents' guide: what is it and is it safe for kids?

<https://parentzone.org.uk/article/disney-parents%E2%80%99-guide-what-it-and-it-safe-kids>



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The Active Partners Trust have some resources which they are happy to put together as packs which would be suitable for individuals of varying ages.

If you feel you would like to access this ( includes resistance bands, bean bags, balls – for full information best to ask ) then please contact Jon Sparkes , active partners trust . His email is [jon.sparkes@activepartnerstrust.org.uk](mailto:jon.sparkes@activepartnerstrust.org.uk) and further contact information can be found on their website.



[Junction Arts | Junction Arts - Discover Arts Award Online now!](#)

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We offer information and support in understanding the digital world, to help raise resilient children. Our services include Parent Info, and the Parent Lounge, which gives access to our Parenting in the Digital Age training course



[Website](#)

### Grants for families raising disabled children are available now from Family Fund

Family Fund is a UK-wide charity that provides grants for essential items to families on low incomes raising disabled or seriously ill children.

This funding is still available, and families can apply for a grant right now by visiting the [Family Fund website](#). All families can apply online, by downloading an application pack, or by ordering a pack to be sent to them. [Find out more.](#)

please find below a link to the Increasing Data Allowance information on the DirectGov website.

<https://get-help-with-tech.education.gov.uk/about-increasing-mobile-data>

### 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.

### Free Childcare for 2 year old's.

To find out about free childcare and apply for 2 year old funding

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

Text 'Child' to 86555

Email [freshchildcare@derbyshire.gov.uk](mailto:freshchildcare@derbyshire.gov.uk)

Call 01629 539116 or 01629 539793

### Cry-sis Helpline

CRY-SIS HELPLINE 08451 228 669  
Lines open 7 days a week 9am-10pm  
2p per minute plus the standard network charge

### Getting help with a crying baby

You can talk to a friend, your health visitor or GP, or contact the Cry-sis helpline on 08451 228 669, open 9am to 10pm, 7 days a week. You'll be charged for your call.

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We are now delivering HENRY Healthy Families Right From The Start courses virtually over 8 weeks.

You can also register your interest in future courses once we are delivering face to face: HENRY starting solids, Healthy eating and active workshop and HENRY a healthy start in childcare. All details can be found on the website.



[Website](#)

**Healthy eating and lifestyles for families**

This interactive e-learning course is designed for anyone interested in improving their eating habits and lifestyle. It also supports people to think about the importance of being active with hints and tips to do so. We hope you enjoy the experience and its first step to making positive changes. The e-learning takes around 45 minutes to complete.

<https://www.derbyshire.gov.uk/social-health/health-and-wellbeing/your-health/children-and-young-peoples-health/henry/health-exercise-and-nutrition-for-the-really-young-henry.aspx>

<https://www.pacey.org.uk/parents/>



<https://letsgowiththechildren.co.uk/kids-creative-activities/>



**Website**



**The Breastfeeding Network**

We've had to make some changes to our service to fit with venue closures, infection control measures and sensible distancing precautions, but there's still lots of support we can offer you.

We will update this document as things develop but here's what you can expect from us over the coming weeks

**Mother Hub**

[Website](#)

Our aim is to show Derbyshire women the choices they have in their maternity care and provide reliable information for pregnancy, birth and the early days with baby.



**Cooking on a budget**

Jack Monroe's recipes provide families who are struggling on a tight budget might benefit from having some very inexpensive and easy recipes to use.

[website](#)

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Communication Unlimited



Communication Unlimited provide sign language interpreting in a range of situations, they are still open during COVID-19 and can help if you have a health appointment, if you need to get a repeat prescription or need to call the doctor etc. They cover the whole of Derbyshire.

- Tel: 01332 369920
- SMS: 07812300280
- Fax: 01332 369459
- Email: [bookings@cu-bsl.co.uk](mailto:bookings@cu-bsl.co.uk)

Parental Support online magazine

[Website](#)



Our Early Years in Mind team have put together these resources to help early years workers to start planning now for how they may be able to help oil the wheels of this important transition, and make it as stress free for young children as possible.

<https://www.annafreud.org/coronavirus-support/support-for-early-years/>

School and colleges are having to work in new ways and develop new relationships in the lockdown. We have published a series of resources to help support staff and to provide them with information about how to work with children and young people, include those with SEN, and materials

<https://www.annafreud.org/coronavirus-support/support-for-schools-and-colleges/>



The national OCD charity, run by and for people with lived experience of OCD

offering parent training and webinar for parents across the midlands/nationally

[www.ocduk.org](http://www.ocduk.org)

The See, Hear, Respond Partnership will quickly identify and support children, young people and families who are struggling to cope with the impacts of coronavirus.

<https://www.barnardos.org.uk/see-hear-respond>

Or call us on our freephone number:

**0800 157 7015**

To join a virtual group please visit the groups individual Facebook pages

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### **Ante natal and Post-natal apps**

Parents can use these to find out local information of what's available to support them in pregnancy and post birth

### **Healthzone App**

Each hospital uploads their own information,. See link to the app below:

[https://play.google.com/store/apps/details?id=uk.co.piota.healthcentral&hl=en\\_GB](https://play.google.com/store/apps/details?id=uk.co.piota.healthcentral&hl=en_GB)

There is a useful overview of the Healthzone app from Maternity Voices on their Facebook page:

<https://ne-np.facebook.com/DerbyshireMaternityVoices/videos/healthzone-uk/250344186094056/>

[Website](#)



British Society of  
Paediatric Dentistry

BSPD has lined up a great team to help make toothbrushing fun for families. Meet Dr Ranj, Hey Duggee, CBeebies and Brush DJ. Choose a video and be inspired to look after your teeth!

Tiny Happy People is here to help you develop your child's communication skills. Explore our simple activities and play ideas and find out about their amazing early development.

**TINY Happy PEOPLE**  
*Your words build their world*

[Website](#)

### **Derbyshire Libraries—Online events**

Visit the Facebook site for online events and online child activities.

[www.facebook.com/derbyshireLibraries](http://www.facebook.com/derbyshireLibraries)

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### National Careers

National Careers service give free and impartial information, advice and guidance about career opportunities, learning and employment to any Derbyshire residents aged 19 years and over and to those aged 18 who are not currently in education, employment or training.



Please see the ne National careers video below showing what services Nation Careers caches are offering.

[You tube link](#)

### Spring Term 2021 **Learning for Leisure**

Online brochure to access details go to :

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

### NLT Step into Employment

FREE 6 week employability programme for people in Derbyshire who are not in employment, education or training.

Call—07947 550571

Janice.parker@nlt-training.co.uk

Www,nlt-training.co.uk

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### TED Ed

TED Ed is a related site, which offers free short learning sessions. Take a few minutes out of your day to explore a topic of interest to you.



[Lessons Worth Sharing | TED-Ed](#)

### MOOC! There are loads of free on line learning courses available.

'Massive Open Online Course'

This link takes you to the Open Universities wide selection of on line courses that are free to access

[The Open University Free Online Courses and MOOCs | MOOC List \(mooc-list.com\)](#)

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.

[New free online learning platform to boost workplace skills - GOV.UK \(www.gov.uk\)](#)



Anyone with an enquiry can contact our **Derbyshire Library Information Service.**

As well as providing details about our library services, this is a general information service and we can also arrange to deliver digital skills support over the phone:

**Tel: 01629 533444**

**Email: [ask.library@derbyshire.gov.uk](mailto:ask.library@derbyshire.gov.uk)**

### Conservation Training Opportunity

Full time, funded traineeship based at Derbyshire Wildlife Trust—Interested?

Email—[enquiries@derbyshirewt.co.uk](mailto:enquiries@derbyshirewt.co.uk)

Call—01773 881188

### Free online massage, Health and Wellbeing Course

ITEC Level 2 Diploma in Complimentary therapies

Duration—10 weeks, day, 15 weeks evening

[Manchester@whiterosebeautycollege.co.uk](mailto:Manchester@whiterosebeautycollege.co.uk)

0161 236 7181,

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These course are all FREE to health, social and community staff and volunteers working with adults in Derbyshire and can be booked at <https://alcoholadvice.eventbrite.com>

**Derbyshire Recovery Partnership**



**Working Ways**

**Working Ways**   
Intensive Personalised Employment Support

Effective employment support for people with a disability.

For full details visit the website below or call on 08000155332

**Website**

NCS this summer will be a FREE 2 week programme delivered across August in your community, where 15-17 year olds will work in teams guided by NCS staff to Keep Doing Good.



Website

**Towards Work**

Work coaches, personal budget , job brokers etc

[Www.towardswork.org.uk](http://www.towardswork.org.uk)

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### Amber Community First Responders

Tel: 07542404800.



**Local organisations offering safe and well checks and other support as needed:**

Alison Knighton – Community Safety Officer for Derbyshire Fire and Rescue Service

Email: [aknighton@derbys-fire.gov.uk](mailto:aknighton@derbys-fire.gov.uk)

Tel: 01773 523 863 / 07825 099233

Andrea Smith – Community Safety Liaison Officer  
(Amber Valley SNT and Community Safety Partnership)

Email: [andrea.smith.2359@derbyshire.pnn.police.uk](mailto:andrea.smith.2359@derbyshire.pnn.police.uk)

Tel: 07860 825271

Alison Dare PCSO – email: [Alison.Dare.4422@derbyshire.pnn.police.uk](mailto:Alison.Dare.4422@derbyshire.pnn.police.uk)

Amber Valley Borough Council Community team: Telephone 01773 841 493:

[Bob.molloy@ambervalley.gov.uk](mailto:Bob.molloy@ambervalley.gov.uk)

[Sally.prince@ambervalley.gov.uk](mailto:Sally.prince@ambervalley.gov.uk)

### **Ripley Community Covid Support Group**

We are a group of people in Ripley (Derbyshire) who want to organise support for those in our town who are having to self isolate at the moment because of Covid-19.

The number to contact the Admins of the group for support is 07561 611 541

[Ripley Community Covid Support Group | Facebook](#)

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**Community Champions Network**

If you would like to join an informal conversation to share what's happening in your community and connect with others across Amber Valley regarding Covid and recovery, there is a network meeting hosted online on Wednesday 10th March, 7-8pm. For more information contact Andrea Kemp or Andrea@shift-together.co.uk



Here is the facebook page link:

<https://www.facebook.com/Amber-Valley-Community-Champions-352810255886897>

**The Tomorrow Project**

The Tomorrow Project suicide bereavement service.

Emotional support or help secure practical and financial help

Bereavement.derbys@tomorrowproject.org.uk

01246 541935

[Www.tomorrowproject.org.uk](http://www.tomorrowproject.org.uk)



## Community Support:

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### Living Well with Dementia Online Programme



Here is a link to an online version of the Living Well with Dementia Programme: <https://surveys.derbyshcft.nhs.uk/s/LivingWellWithDementia/>

### Neighbourhood Watch Network

The Neighbourhood Watch Network supports individuals and groups to create safer, stronger and active communities. To find your local neighbourhood watch please go the OurWatch website on the link below and enter your postcode.

### Website

Deaf-initely Women Community Support Group

Every Thursday 2-3pm – they will be around on Facebook group but most will be using Zoom – more private and able to see each other with subtitle.



Definitely Women have created a new group for women who are deaf, deafblind, hard of hearing and any hearing loss.

<https://www.deafinitelywomen.org.uk/> to find out more.

### Arts Derbyshire - A Necklace of Stars

Following on from the success of the first phase of *A Necklace of Stars*, we are looking for older adults who are housebound (aged 65+) from across Derbyshire to please contact Sally Roberts on 07395 904386 or email [sallyartsderbyshire@gmail.com](mailto:sallyartsderbyshire@gmail.com)



### Derbyshire Autism Alliance

Support for parents/ carers/ friends of someone living with Autism,

Virtual Zoom meetings,

For more information or if you are interested in joining

Call 01332 228 790

Or email [autismservice@citizenadvicemercia.org.uk](mailto:autismservice@citizenadvicemercia.org.uk)

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DAY	GROUP/EVENT
MONDAY	Men's Group/Women's Group on alternate weeks
TUESDAY	Virtual drop-in
WEDNESDAY	Trans support group/ late night telephone support
THURSDAY	Virtual drop-in
FRIDAY	Early evening telephone support
SATURDAY	Youth group
SUNDAY	Young people's group

For links to join the groups/drop-ins, email [in-fo@derbyshirelgbt.org.uk](mailto:info@derbyshirelgbt.org.uk) or message us on our Facebook page.

For links to join youth groups, email [sally@derbyshirelgbt.org.uk](mailto:sally@derbyshirelgbt.org.uk)

Call 01332 207 704 for more information or check out our website: [www.derbyshirelgbt.org.uk](http://www.derbyshirelgbt.org.uk)

## Addiction Support:

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### 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.



[website](#)

Supporting children who are seriously affected by someone else's substance misuse.



[Website](#)

### Derbyshire Recovery and Peer Support Service

The Derbyshire Recovery and Peer Support Service has set up a helpline.

Monday to Friday - 09.00 - 17.00

(Will be reviewed regularly and times/days could be expanded).

**Telephone:**

01773 303646

**Email:** derbyshire@cgl.org.uk.

### National Gambling Helpline

24/7 service, ran by Gamcare, core element of the National Gambling Treatment Service

For both harmful gamblers and affected others.

Work through some immediate strategies to try and reduce the gambling in the short-term.

Can also place referral for the person to access specialist partner service in their local area.

**0808 8020 133**

<https://www.gamblingtherapy.org/en/gambling-therapy-presents-gt-app>

online help for problem gamblers

**gambling  
therapy**

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Providing the tools and information to build digital resilience, educate and safeguard young people against problematic gambling and gaming.



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

GamCare Midlands partner Aquarius



**[gambling@aquarius.org.uk](mailto:gambling@aquarius.org.uk)**

**0300 456 4293**

CBT and various psycho-social intervention techniques, group-based gambling recovery courses.

We would refer a severely harmful gambler to Aquarius, our local Gamcare partner service, for specialist support. As many sessions as a client wishes, can be conducted via telephone or in person.



Rehab 4 Addiction is a free addiction helpline run by people who've beaten addiction in their own lives. Rehab 4 Addiction was founded to assist those affected by substance misuse and their loved ones. We offer a range of services and help signpost you to the most effective treatments.

0800 140 4690/ <https://www.rehab4addiction.co.uk/>

## Support for Children and Young People:

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Blend Youth Project have gone digital. Check out their Facebook page for the weekly schedule.

[Website](#)

### **Children's Saturday Club—Ripley**

Supporting Children and young people between 8 and 14 who have been diagnosed with Autism,

10-12 spaces are available for each session.

10 am—4pm every other Saturday

01773 741221—[enquiries@derbyshireautismservices.org](mailto:enquiries@derbyshireautismservices.org)

Unit 3a, Unicorn Business Park, Ripley, DE5 3EH

**Childrens Centres Support for 0-19 yrs** Please ring before visiting.

Alfreton 01629 533066

Langley Mill 01629 533677

Heanor 01629 532616

Follow them on Facebook for activity ideas and other useful information:

Amber Valley Children's Centres



facebook

## Support for Children and Young People:

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**CAMHS - Supporting bereaved children during the outbreak of**

**Covid-19**

Many children and young people will have questions and worries about the virus, but those who have experienced the death of someone important or who have an ill family member might be particularly worried.

This has been created to provide information to help professionals feel more informed about how best to support children, young people and their families with bereavement.

**To view full information please click link below**

[CAMHS - Supporting bereaved children during the outbreak of Covid-19](#)

**Childrens guide to Coronavirus**  
[Website](#)

**Covid-19 Packs for Children**  
[Website](#)

**UNICEF for Every Child**  
[Website](#)



**ONLINE**

**Postal**

**Condoms**

[Website](#)

**What support do they offer?** Information and advice on managing anxiety, bullying, internet safety, staying safe and a place you can speak to trained councillors.

**Telephone:** 0800111 1

**Online Chat:** Available on their website

**ChildLine – [Website](#)**

**childline**

ONLINE, ON THE PHONE, ANYTIME  
[childline.org.uk](http://childline.org.uk) | 0800 1111

[Derbyshire Carers Association](#) (DCA) run support services for Young Carers in Derbyshire



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**Action for Children - [www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)**

**What support do they offer?** 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



**Website**

[Website](#)



**PAPYRUS**  
PREVENTION OF YOUNG SUICIDE

**Papyrus**

Papyrus provides confidential support and advice to young people under the age of 35 who are experiencing thoughts of suicide, and anyone worried about a young person at risk of suicide.

**ChatHealth**

Health and support for 11-19 year olds.  
Text for confidential advice  
07507 330025



**Mermaids**

Mermaids has been supporting trans and gender-diverse children, young people, and their families since 1995.

0808 801 0400

Helpline Open Monday to Friday, 9am to 9pm



[Website](#)

**New online access for Sexual Health Services**

The following new services are FREE,

Condoms by post – this includes C-Card for 13-24 year olds and 24 years+

Oral contraception – virtual assessment and prescriptions posted out

Postal emergency contraception (over 16s only). Under 16s can still contact the service to request emergency contraception via our information and booking line

STI & HIV testing – including treatment for chlamydia by post

Virtual sexual health promotion advice

Photo diagnosis for lumps, bumps and warts (18 years old and over)

website: [www.yoursexualhealthmatters.org.uk](http://www.yoursexualhealthmatters.org.uk) or Information and Booking line: 0800 328 3383.



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Derbyshire LGBT Youth Group

11-13 year old's who live within Derbyshire

sallyh@derbyshirelgbt.org.uk



## Volunteering:

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**Amber Valley CVS**

<https://avcvs.org/>



If you are interested in volunteering with children, young people or families for Derbyshire County Council Children's Services,

please contact: Mikey Heald

[Mikey.Heald@Derbyshire.gov.uk](mailto:Mikey.Heald@Derbyshire.gov.uk)



Amber Valley Volunteer Centre

We have a dedicated Volunteer Centre at our office in Ripley, Derbyshire that is at the disposal of people who live in Amber Valley. If you would like more information about volunteering and the opportunities available in the area,

<https://avcvs.org/cvs-news>

<https://avcvs.org/volunteering/volunteering-opportunities>

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### Derbyshire Carers Telephone Befriending

01773 833833



Telephone Befriending at [Derbyshire Carers Association](#) (DCA) is a regular friendly call from a fully trained volunteer to help alleviate isolation and provide some company and light conversation to adult Carers (over 18) within Derbyshire (not Derby City). DCA phone volunteers give support, reassurance, a listening ear.

### British Red Cross online training course for coronavirus volunteers

[Website](#)



## Any other local info:

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#### Groups Currently Running in Amber Valley

Man Cave, Ripley – Contact Amber Valley CVS for more details – 01773 512076

Stepping Stones, Heanor - Social work activities without accommodation for the elderly and disabled – 01773 710939

Walking for Health -  [www.walkingforhealth.org.uk/walkfinder/amber-valley-local-health-walks](http://www.walkingforhealth.org.uk/walkfinder/amber-valley-local-health-walks)

Fleet Arts, Belper – running activities at the centre and activities online for all ages <http://fleet-arts.org/>

Shipleigh Eco Garden – open to all ages - <https://seag.uk/>

**Ripley** – Facebook group: [https://www.facebook.com/groups/895556850895631/?ref=nf\\_target&fref=nf](https://www.facebook.com/groups/895556850895631/?ref=nf_target&fref=nf) and telephone 07561 611541

**Alfreton** – Facebook group: <https://www.facebook.com/groups/3837521986288001/>

**Belper** – Facebook group: <https://www.facebook.com/groups/494819231214162> and telephone 01629 888111

**Crich and South Wingfield** – telephone helpline: 01773 447533 Web-site: <https://www.crichstandard.org/covid19/index.php>

**Heage and surrounding villages** – Facebook group: [www.facebook.com/groups/523016025021195/?ref=share](https://www.facebook.com/groups/523016025021195/?ref=share) and telephone 07835 561442

**Duffield** – Facebook group: <https://www.facebook.com/groups/671513926953777/>

**Little Eaton** – Facebook group: <https://www.facebook.com/Little-Eaton-Community-Cares-102139581424243/>

**Smalley** Community Group – telephone: 07805797022 Facebook: <https://bit.ly/3bpTVGq>

**Kilburn and Denby:** Neighbourhood Watch – telephone: 07756 762192 Facebook page: <https://bit.ly/2QF6sxq>

**Heanor, Codnor, Marlpool** – Facebook group to support elderly and vulnerable in isolation: <https://www.facebook.com/groups/892153951213639/about/>

**Amber Valley** – Covid-19 support group on Facebook: <https://www.facebook.com/Amber-Valley-Coronavirus-Volunteer-Group-101017288210989/> and telephone: 07593 071504

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Derbyshire Carers Association (DCA) run support services for Young Carers in Derbyshire



Young people's experience of loneliness in spring/ summer 2020 lockdown and beyond

<https://www.carersinderbyshire.org.uk/young-carers>

EU Citizens living in the UK

Protect your rights by applying to the EU settlement scheme.

01827 909101

## census 2021

For more information, visit [census.gov.uk](https://census.gov.uk).

Households across Derbyshire will soon be asked to take part in Census 2021.

The census is a once-in-a-decade survey that gives us the most accurate estimate of all the people and households in England and Wales. It has been carried out every decade since 1801, with the exception of 1941.

It will be the first run predominantly online, with households receiving a letter with a unique access code, allowing them to complete the questionnaire on their computers, phones or tablets.