

## Directory of Services Tackling Loneliness in Derbyshire



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## Isolation & Loneliness Action Networks Derbyshire

Isolation & Loneliness Action Networks Derbyshire (IsLAND) is a 3 year county-wide project that began in May 2019, funded by the National Lottery Community Fund and managed by South Derbyshire CVS.

It started life in 2012 as the Derbyshire Trusted Befriending Network (DTBN), which was funded by Derbyshire County Council and focused mainly on supporting the work of 1:1 befriending services. Funding from Derbyshire County Council ended in 2018. IsLAND will build on the work of DTBN.

The IsLAND Project aims to:

- Offer membership to groups/projects/services that tackle loneliness and isolation;
- Ensure groups/projects/services are safe and well-run through the IsLAND Quality Mark and provide support to achieve it;
- Reach more people across Derbyshire who are lonely and isolated, and help them to become more socially connected;
- Provide specialist training to members' volunteers and staff, so they are confident supporting people with more complex needs;
- Raise awareness of loneliness and its impact, recruiting more volunteers and encouraging informal social action.

## The IsLAND Quality Mark and this Directory

The IsLAND Quality Mark has been developed so that people using local services can be confident that they are safe and well-run.

Any organisation, group or service that tackles isolation and loneliness in Derbyshire can become a member of IsLAND.

To become a member, they need to be able to prove that they are safe and well run. This can be evidenced by completing the IsLAND Quality Mark, which is free of charge or through an equivalent quality standard they already hold.

The purpose of the IsLAND Quality Mark is to provide robust evidence that services are managed effectively and have procedures in place which ensure the safety and wellbeing of staff, volunteers and clients.

## Contacts

**Telephone:** 01283 219761

**Email:** [befriending@sd cvs.org.uk](mailto:befriending@sd cvs.org.uk)

**Website:** [www.derbyshirebefriending.org.uk](http://www.derbyshirebefriending.org.uk)

**Address:** IsLAND, South Derbyshire CVS, 46-48 Grove Street, Swadlincote, Derbyshire, DE11 9DD

## What information is included in this Directory?

The table on pages 4-5 give an overview of services available in each district of Derbyshire. Services are then listed then in A-Z order by organisation name (pages 6-13).

**'Accredited' service entries are those in the outlined boxes - services not in boxes are 'Active Working Towards Accreditation'.**

As well as a description of the service and contact details, each entry shows:

### **Type of service:**

Indicates what kind of service is offered, i.e.:

- Home visiting (a 1:1 befriender provides support by visiting a person in their own home)
- Buddying (a volunteer supports a person to take part in activities or to access services outside their home)
- Mentoring (a volunteer supports a person to achieve specific goal or outcome)
- Supported friendships (support for someone to make and sustain peer friendships in a supported environment, e.g. by acting as a chaperone, or by helping with practical things like arranging travel or handling money)
- Telephone befriending (support takes place over the telephone)
- Email (support is provided by email)
- Group (support is provided by bringing people together in a group setting).

Organisations may offer one, two or more of these services.

### **Offered to:**

This shows who is eligible to use the service - for example, whether it is offered to any adult who is isolated or lonely, or whether it is limited to people with specific needs or circumstances.

### **Area/s covered:**

Shows the geographical area/s which the service covers - only people living in this area can use the service.

### **Accreditation status:**

This shows whether the service listed is 'Accredited' or 'Actively Working Towards Accreditation'.

An 'Accredited' service has met the IsLAND Quality Mark or an equivalent quality standard (e.g. the NCVO Mentoring and Befriending 'Approved Provider Standard' (APS)).

An 'Actively Working Towards Accreditation' service was in the process of completing the IsLAND Quality Standard at the time of publication of this Directory.

All services listed are able to use the IsLAND Quality Mark.

**All information was correct on the date this directory was published (shown on front cover).**

# Organisations and Area/s Covered

## General/All Adult Services

Services provided to any isolated adult or open to people with a range of needs

	Amber Valley	Bolsover	Chesterfield & NE Derbsyhire	Derbyshire Dales	Erewash	High Peak	South Derbyshire
<b>General/ All Adults</b>	Amber Valley CVS  Crich Careline			Careline  Hathersage Careline	Erewash Voluntary Action	Hope Careline  New Mills & District Volunteer Centre	South Derbyshire CVS Connect and Connect Plus Befriending Service
<b>Older Adults only</b>		BrightLife	BrightLife  The Volunteer Centre Chesterfield & NE Derbyshire - Elderfriends and Making Time	Age UK Derby & Derbyshire - The Befriending Service  Connex Community Support - ReadyCall and ReadyCall Macmillan	Age UK Derby & Derbyshire - Erewash Careline	Age UK Derby & Derbyshire - The Befriending Service  Connex Community Support - Buxton Befriending Service	

## Organisations and Area/s Covered (continued)

### Specialist Services

Services for those with specific needs or where eligibility is limited

Specialism	Amber Valley	Bolsover	Chesterfield & NE Derbyshire	Derbyshire Dales	Erewash	High Peak	South Derbyshire
<b>Bereavement</b>	Derbyshire Asbestos Support Team	Derbyshire Asbestos Support Team	Derbyshire Asbestos Support Team	Derbyshire Asbestos Support Team	Derbyshire Asbestos Support Team	Derbyshire Asbestos Support Team	Derbyshire Asbestos Support Team
<b>BME Communities</b>		Derbyshire Gypsy Liaison Group	Derbyshire Gypsy Liaison Group	Derbyshire Gypsy Liaison Group			Derbyshire Gypsy Liaison Group
<b>Eating disorders</b>	First Steps	First Steps	First Steps	First Steps	First Steps	First Steps	First Steps
<b>Learning difficulties</b>							Enrych Leicestershire and Derbyshire
<b>Parents</b>					Home-Start Erewash		
<b>Physical disability</b>							Enrych Leicestershire and Derbyshire

## Organisations and Services Provided

### Age UK Derby & Derbyshire - The Befriending Service (High Peak & Derbyshire Dales)

**Type of service:** Buddying, Companionship, Home visiting, Visits out and Telephone befriending

**Offered to:** Older people aged 60+

**Area covered:** North Derbyshire Dales and High Peak

**Accreditation status:** NCVO Approved Provider Standard (until June 2021)

**Description:** Social support and companionship to older people living in the community who are isolated, vulnerable or lonely. Also offers befriending+ service which is a tailored service covering shopping, visits out, and respite for carers. There is a charge to cover volunteer mileage expense.

**Telephone:** 01433 620263

**Email:** [befriending@ageukderbyandderbyshire.org.uk](mailto:befriending@ageukderbyandderbyshire.org.uk)

**Website:** [www.ageuk.org.uk/derbyandderbyshire/befriending](http://www.ageuk.org.uk/derbyandderbyshire/befriending)

### Age UK Derby & Derbyshire - Erewash Careline

**Type of service:** Telephone befriending

**Offered to:** Older people (age 60+) who feel socially isolated

**Area covered:** Erewash

**Accreditation status:** Actively Working Towards IsLAND Quality Mark Accreditation

**Description:** Erewash Careline offers regular, short telephone calls, usually once or twice a week. Calls are free to the client. Calls are usually made between 10am and 3pm on weekdays by volunteers who usually make their calls from home. The calls are for general conversation but we also promote health and wellbeing by offering reminders and information eg flu jabs, doorstep crime etc. Clients can self-refer or professionals, carers etc can refer.

**Telephone:** 01773 766922

**Email:** [administration@ageukdd.org.uk](mailto:administration@ageukdd.org.uk)

**Website:** [www.ageuk.org.uk/derbyandderbyshire](http://www.ageuk.org.uk/derbyandderbyshire)

### Amber Valley CVS

**Type of service:** Buddying, Home visiting, Telephone befriending

**Offered to:** Any isolated adult

**Area covered:** Amber Valley

**Accreditation status:** Actively Working Towards IsLAND Quality Mark Accreditation

**Description:** Befriending Service - weekly visits to provide companionship and support, and if appropriate, agreed activities / social outings to support continuing involvement in the community. Phone Buddy scheme makes weekly phone calls.

**Telephone:** 01773 512076

**Email:** [admin@avcvs.org](mailto:admin@avcvs.org)

**Website:** [www.avcvs.org](http://www.avcvs.org)



## BrightLife (working name for Age Concern Chesterfield and District)

**Type of service:** Telephone befriending

**Offered to:** Older people

**Area covered:** Bolsover, Chesterfield and North East Derbyshire

**Accreditation status:** Actively Working Towards IsLAND Quality Mark Accreditation

**Description:** Our Telephone Befriending Service is operated by trained, friendly volunteers who maintain contact with older people (aged 55+) who are isolated, lonely and in need of companionship including anyone who is bereaved. Calls can be made up to 3 times a week to provide friendship and support.

**Telephone:** 01246 273333

**Email:** [tbs@ageconcernchesterfield.co.uk](mailto:tbs@ageconcernchesterfield.co.uk)

**Website:** <https://www.brightlife.charity>

## Careline

**Type of service:** Telephone befriending

**Offered to:** All Adults

**Area covered:** Derbyshire Dales (including Ashbourne and surrounding villages; Brailsford, Hartington, Sudbury, Wirksworth, Matlock and East Staffordshire – Uttoxeter area (Staffordshire) including Burton upon Trent.

**Accreditation status:** IsLAND Quality Mark (until June 2021)

**Description:** A daily or regular phone call to provide general friendship and companionship, check that all is well and provide a friendly contact with the outside world. Will also signpost to other relevant services. Operates 365 days/year. For anyone who feels lonely and isolated or who has difficulty going out, including carers, recently bereaved, recently discharged from hospital.

**Telephone:** 01335 210353

**Email:** [info@carelinecalling.org.uk](mailto:info@carelinecalling.org.uk)

**Website:** [www.carelinecalling.org.uk](http://www.carelinecalling.org.uk)

## Connex Community Support - Buxton Befriending Service

**Type of service:** Buddying, Home visiting

**Offered to:** Older people (aged 65+) who are lonely and isolated

**Area covered:** Buxton and surrounding area (High Peak)

**Accreditation status:** Actively Working Towards IsLAND Quality Mark Accreditation

**Description:** The befriending scheme is aimed at lonely and isolated people aged over 65 who live in Buxton and the surrounding areas - priority is given to people who live on their own and have little social contact. Befrienders act as a 'good neighbour' by visiting someone in their home and offering support and companionship. The role can involve visiting for a chat, escorting or taking someone out on a walk. They also provide helpful information about other services and act as a crucial link with the community.

**Telephone:** 01298 23970

**Email:** [rachael@connex.org.uk](mailto:rachael@connex.org.uk) or [lynnS@connex.org.uk](mailto:lynnS@connex.org.uk)

**Website:** <https://connex.org.uk>

## Connex Community Support - Readycall and Readycall Macmillan

**Type of service:** Buddying, Home visiting

**Offered to:** Anyone living with cancer or anyone aged 60+ (and their carers) living in the Derbyshire Dales with a long-term health condition.

**Area covered:** The Derbyshire Dales - Ashbourne, Wirksworth, Matlock, Bakewell, Hathersage and surrounding villages.

**Accreditation status:** Actively Working Towards IsLAND Quality Mark Accreditation

**Description:** Trained Readycall volunteers provide befriending and practical support to people aged 60+ living in the Derbyshire Dales with long-term health conditions and their carers.

Readycall Macmillan volunteers provide befriending and practical support to anyone living with cancer.

**Telephone:** Ashbourne 01335 348600 or Bakewell 01629 693693

**Email:** South Derbyshire Dales - [juliet@connex.org.uk](mailto:juliet@connex.org.uk) / [sarah@connex.org.uk](mailto:sarah@connex.org.uk)  
North Derbyshire Dales - [sam@connex.org.uk](mailto:sam@connex.org.uk)

**Website:** <https://connex.org.uk>

## Crich Careline

**Type of service:** Telephone befriending

**Offered to:** Older people, People with physical disabilities

**Area covered:** Crich, Whatstandwell, Holloway, South Wingfield, Fritchley and Bull Bridge (Amber Valley)

**Accreditation status:** Actively Working Towards IsLAND Quality Mark Accreditation

**Description:** Regular phone calls to provide general support and companionship.

**Telephone:** 01773 856228

## Derbyshire Asbestos Support Team

**Type of service:** Home visiting, Support groups, Telephone befriending

**Offered to:** Any adult who has been bereaved through an asbestos related disease

**Area covered:** Derbyshire and East Midlands

**Accreditation status:** Actively Working Towards IsLAND Quality Mark Accreditation

**Description:** Individual and group support to anyone who has been bereaved through an asbestos related disease. As well as one to one telephone and face to face support we provide a range of opportunities for mutual support and information through networking events such as coffee mornings, conferences, family and friends forums. We have a thriving Bereavement Support Group that meets monthly in Derby City Centre. We hold regular events throughout the region to help reduce the feelings of isolation. We offer practical advice and information, advice on financial entitlements. Help in claiming benefits, home visits, emotional support, signposting and direct referral through to local services where appropriate.

**Telephone:** 01246 380415

**Email:** [joanna.reeve@asbestossupport.co.uk](mailto:joanna.reeve@asbestossupport.co.uk)

**Website:** [www.asbestossupport.net](http://www.asbestossupport.net)

## Derbyshire Carers

**Type of service:** Telephone befriending

**Offered to:** Carers who are lonely and isolated with little or no contact from family and friends

**Area covered:** Derbyshire (not Derby City)

**Accreditation status:** Actively Working Towards IsLAND Quality Mark Accreditation

**Description:** Our trained volunteers offer a friendly phone-call once a week to provide companionship, a listening ear and support to isolated carers (over the age of 18)

**Telephone:** 01773 833833

**Email:** [rachel.cashmore@derbyshirecarers.co.uk](mailto:rachel.cashmore@derbyshirecarers.co.uk)

**Website:** [www.derbyshirecarers.co.uk](http://www.derbyshirecarers.co.uk)

## Derbyshire Gypsy Liaison Group

**Type of service:** Telephone befriending and outreach

**Offered to:** Gypsy and Traveller people

**Area covered:** Bolsover, Derbyshire Dales, North East Derbyshire and South Derbyshire

**Accreditation status:** Actively Working Towards IsLAND Quality Mark Accreditation

**Description:** Offers support to Romany Gypsies, Irish Travellers and Show People who may not have had children or survive their children and do not live on a site or close to their community.

**Telephone:** 01629 732744

**Email:** [info@dglg.org](mailto:info@dglg.org)

**Website:** [www.dglg.org](http://www.dglg.org)

## Enrych Leicestershire and Derbyshire

**Type of service:** Home visits and buddying

**Offered to:** Any adult with a disability; physical, learning or mental health needs

**Area covered:** South Derbyshire

**Accreditation status:** Actively Working Towards IsLAND Quality Mark Accreditation

**Description:** 1 to 1 befriending service. Volunteers are matched with a client with whom they can share similar interests. Focus on helping to develop greater independence. Also, Enrych Connect which is a volunteer based IT service. IT training is provided free of charge in a client's home or in group settings (residential care for instance). Free equipment is loaned out to enable clients to get started. We also have two accessible allotments in Ashby which are available for anyone to have a small plot.

**Telephone:** 01530 832926

**Email:** [Sonia.lear@enrych.org.uk](mailto:Sonia.lear@enrych.org.uk)

**Website:** [www.enrych.org.uk](http://www.enrych.org.uk)

## First Steps ED

**Type of service:** Email, Skype or Phone call

**Offered to:** Anyone with an eating difficulty or disorder or loved ones supporting the sufferer

**Area covered:** Midlands

**Accreditation status:** IsLAND Quality Mark (until June 2021)

**Description:** Virtual befriending for anyone who has any eating difficulty or disorder. They must have attended an Initial Assessment at First Steps ED but do not have to have a diagnosis or GP referral. Trained volunteers will email or call on a regular basis over a period of 6-9 months. Befriending provides support via regular contact with a volunteer with either personal or professional experience of eating disorders. The befriended can talk about their eating difficulties, however they can also talk about day to day things too. The aims include limiting isolation, giving an individual a safe place to talk and working on the individuals recovery.

**Telephone:** 01332 367571

**Email:** [rose@firststepsed.co.uk](mailto:rose@firststepsed.co.uk)

**Website:** [www.firststepsed.co.uk](http://www.firststepsed.co.uk)

## Hathersage Careline

**Type of service:** Telephone befriending

**Offered to:** Older people who live alone or vulnerable individuals

**Area covered:** Hathersage (Derbyshire Dales)

**Accreditation status:** IsLAND Quality Mark (until June 2021)

**Description:** We offer a telephone call every morning or on days suitable to service users. Our volunteers provide a friendly ear and time to enquire that all is well. Our service is aimed at elderly people who live alone, vulnerable individuals who may be referred by social services or relatives, and on a short term basis when people have been recently discharged from hospital or while relatives may be away from home. We are not able to support people who have severe dementia but would be happy to be of help to their carers if requested.

**Telephone:** 07535 928682

**Email:** [hathersagecareline@outlook.com](mailto:hathersagecareline@outlook.com)

## Home-Start Erewash

**Type of service:** Buddying, Home visiting, Group Support, Mentoring

**Offered to:** Families with at least one child aged under 5

**Area covered:** Erewash

**Accreditation status:** IsLAND Quality Mark (until June 2021)

**Description:** Recruits and trains parent volunteers who are matched to families to offer support, where parents are experiencing difficulties. These could include post-natal illness, disability, mental health issues, domestic abuse, parenting skills, bereavement, new parents, addiction, multiple births, loneliness and isolation and much more. Aims for every parent to have the support they need to give their children the best possible start in life and to enable parents to achieve fulfilment in their own lives. Volunteers provide confidential emotional and practical support by visiting families in their own homes on a one to one basis, for up to a year.

**Telephone:** 0115 930 4640 (office) or to 07791 690049 (mobile)

**Email:** [office@home-starterewash.co.uk](mailto:office@home-starterewash.co.uk)

**Website:** [www.home-starterewash.co.uk](http://www.home-starterewash.co.uk)

## Hope Careline

**Type of service:** Telephone befriending

**Offered to:** All adults – those who are lonely or isolated and unable to get out much.

**Area covered:** Hope, Brough, Bradwell and Castleton areas (High Peak)

**Accreditation status:** IsLAND Quality Mark (until June 2021)

**Description:** A daily or regular phone contact to anyone who feels lonely or isolated, to check all is well and to provide a friendly contact with the outside world.

**Telephone:** 01433 620507

**Email:** [lesleyabentley@gmail.com](mailto:lesleyabentley@gmail.com)

## New Mills & District Volunteer Centre

**Type of service:** Home visiting, Telephone befriending

**Offered to:** Socially isolated adults including older people and people with disabilities.

**Area covered:** New Mills and the surrounding area (High Peak)

**Accreditation status:** Actively Working Towards IsLAND Quality Mark Accreditation

**Description:** Aims to help socially isolated people feel less lonely. This could be due to age, bereavement, learning difficulty, caring responsibilities or because they don't see anyone from one day to another. Volunteers are recruited to provide home visits and/or telephone befriending to provide companionship and support or to support someone to go out and do things such as shopping. This social support and companionship is for people living in the New Mills and district community (High Peak save for Buxton or Glossop area) who are isolated, lonely or housebound.

**Telephone:** 01663 744196

**Email:** [fiona@nmvc.org](mailto:fiona@nmvc.org)

**Website:** [www.nmvc.org](http://www.nmvc.org)

## South Derbyshire CVS - Connect and Connect Plus Befriending Service

**Type of service:** Buddying, Home visiting, Telephone befriending, Befriending groups

**Offered to:** Any vulnerable adult 18+ who is experiencing loneliness and/or social isolation.

**Area covered:** South Derbyshire

**Accreditation status:** NCVO Approved Provider Standard (until February 2022)

**Description:** Connect Befriending Service is for any vulnerable adult who is socially isolated living within South Derbyshire. This could be due to age, learning or physical disability, mental ill health, sensory impairment, dementia or caring responsibilities. Volunteer befrienders offer 1:1 support and companionship through home visits, telephone befriending or by supporting someone to go out and do things such as shopping, attending a club or meeting friends. Connect Plus offers Befriending support through a group setting with refreshments, company, activities, conversation and the all-important laughter.

**Telephone:** 01283 550163

**Email:** [connect@sdcv.org.uk](mailto:connect@sdcv.org.uk)

**Website:** [www.sdcvs.org.uk/services/connect-befriending](http://www.sdcvs.org.uk/services/connect-befriending)

## The Volunteer Centre Chesterfield & NE Derbyshire - Elderfriends and Making Time

**Type of service:** Buddying, Home visiting, Telephone befriending

**Area covered:** Chesterfield & North East Derbyshire

**Offered to:** The service is currently only accepting new referrals for people aged 50+

**Accreditation status:** Actively Working Towards Actively Working Towards ISLAND Quality Mark Accreditation

**Description:** A befriending project based at the Volunteer Centre in Chesterfield and aimed at lonely and socially isolated adults in Chesterfield and North East Derbyshire. The project is specifically designed to help people to be less isolated and more independent. It alleviates isolation and contributes to the social inclusion of older people, whilst at the same time taking pressure off informal carers. Service users benefit from having a friend they can rely on and confide in. Due to increasing demand the service is currently limited to people aged 50+.

**Telephone:** 01246 276777

**Email:** [janet@chesterfieldvc.org.uk](mailto:janet@chesterfieldvc.org.uk) or [dave@chesterfieldvc.org.uk](mailto:dave@chesterfieldvc.org.uk)

**Website:** [www.chesterfieldvc.org.uk](http://www.chesterfieldvc.org.uk)





Isolation & Loneliness  
Action Networks Derbyshire