

#### **MARCH 2021**

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

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We would like to thank everyone for there 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.



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## Foodbanks: Erewash

Contact: https://www.trusselltrust.org/

info@longeatonsawley.foodbank.or

0795 054 7671

If you are a DCC employee please contact your Youth & Community Engagement Workers to support with referrals.

Sawley:

165 Wilmot Street

Sawley

Long Eaton

Nottingham NG10 3EL

Saturday 09:00 - 11:00

Long Eaton:

Long Eaton & Sawley

Christ Church Methodist

Church

1 College Street

Long Eaton Nottingham NG104NE

Tuesday 10:00 - 12:00

Friday 10:00 - 12:00

Cotmanhay Community Network Wednesday 11:00—13:00

**Contact:** cotmanhaycommunitynetwork@gmail.com

FREE fruit/veg and low priced foods including pasta, fresh meat, tinned food, bread and lots more for anyone to access.

The community shop is open Wednesdays from 11:00 – 13:00 at 39 Vernon Street (The old bennerly school site).

#### Arena Church Foodbank Ilkeston

Food and essentials for all in need. This food bank requires information about the individual/family to sign them up to the scheme.

People using the service can still go to the foodbank but strict distancing procedures are in place.

**Contact details:** 

Belfield St. Ilkeston DE7 8DU

Telephone - 0115 944 2996 opt 2 Email - admin@arenachurch.co.uk

Opening times: Now open Monday – Friday 9:30 – 3:45 each day.

Manna Food Boxes, located in Long Eaton and Sawley and serves people within these and the surrounding areas. It dedicated to helping people manage the weekly shopping bills and ensure that families can eat well—Sign up to receive a weekly food box for just £6 per a week

Contact us to see how we can support you and your family: mannafoodboxes@gmail.com







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#### **Kirk Hallam Community Hall**

This community shop is open to the public and enforcing the strict guidelines around social distancing. Free food and small donations are welcome. There are many affordable products to buy between 50p - £2.00 including meat, vegetables, drinks, hand soap etc.



Kenilworth Dr, Kirk Hallam, Ilkeston DE7 4EX Telephone - 0115 8371380 Facebook page - https:// www.facebook.com/BigKirkHallamCC/ Wednesday's 13:00 – 16:30

## The haven Church and Community Centre Stapleford Food bank

Currently the FoodBank opens on Mondays, Wednesdays and Fridays 9:30a.m. – 11:30am Church at Montrose Court and on Tuesdays and Fridays 10.00 a.m. – 12.00 at the Haven Church and Community Centre



If you are in need you can contact the Haven Church and Community Centre for FoodBank directly on;

0115 824 0287 option 2

<u>foodbank@havencentre.co</u> or Church at Montrose Court via messenger or by calling 07941367911.

#### **West Hallam Food Bank**

Friday 10am—12:00 noon. 07729 665754 West Hallam Methodist Church High Lane West DE7 6HP(adjacent to the bottle bin)



#### **Petersham Community Hall**

Free Food Mondays: The free food giveaway is back again this Monday morning at the Petersham Hall 10-12. All the food is free no referral needed. Please remember to social social distance wear a mask.

Petersham Community Hall Grasmere Road NG10 4dz





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## Foodbanks:



Cash support for food redistribution during coronavirus outbreak

For mor information visit the website

<u>Cash support for food redistribution during coronavirus outbreak - GOV.UK</u> (www.gov.uk)



#### **Trussell Trust**

Website

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



## Universal Infant Free School Meals (UIFSM)

<u>Free school meals: guidance for schools and local authorities - GOV.UK (www.gov.uk)</u>

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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# Money, Finance and Welfare Benefits: Erewash

Are you worried about your Financial situation duing the current Pandemic?

Are you currently experiencing Financial Difficulty?



If you are struggling to pay your rent, our Financial Inclusion team is here to support you. Simply call us on 0300 123 6000, select option 4, and leave your name and address along with brief details. We will call you back.

Citizens Advice—10am—

**Castledine House** 

2pm

**5 Heanor Road** 

Drop in to receive help from trained advisors using our new video kiosks.

Ilkeston

DE7 8DY

0300 456 8390



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# Money, Finance and Welfare Benefits:

#### **Welfare Benefits**

www.derbyshire.gov.uk/welfarebenefits

Help and advice with welfare benefits and tax credits.

#### Contact us

Email welfarebenefits@derbyshire.gov.uk or phone our benefits helpline, 11am-4.00pm, Monday,

Tuesday, Thursday, Friday, on 01629 531535.

#### **Derbyshire Discretionary Fund**



<u>Derbyshire Discretionary Fund (DDF) - Derbyshire County Council</u>

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**



<u>Coronavirus support for employees, benefit claimants and businesses - GOV.UK (www.gov.uk)</u>

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)

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'

<u>Coronavirus Self-Employed & Small Limited Company Help</u> (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 STOPLOANSHINRKS

STOPLOANSHARKS
Intervention . Support . Education

GOV.UK

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

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 <a href="mailto:report@phishing.gov.uk">report@phishing.gov.uk</a> 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)



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



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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## **Housing: Erewash**

#### **EMH Homes**

Housing Support within the Erewash Area.

Telephone: 0300 123 6000

Email: enquiries@emhhomes.org.uk Website: www.emhhomes.org.uk



**EREWASH** 

## Erewash Borough Council – Housing Support

Preventing homelessness, and providing temporary homes to qualifying households if they do become homeless. We do this by working with tenants, housing associations (such as EMH Homes), private landlords and other organisations to help people stay in their home or find alternative housing.

**Telephone:** 0115 907 2244

Website: www.erewash.gov.uk/index.php/for-

you/housing-menu.html

DHA – Direct Help and Advice Housing Ilkeston

What support do they offer? FREE specialist housing advice.

**Tel:** 0115 930 0199

Website: https://www.dhadvice.org

https://www.facebook.com/DHACommunities/

Forces in the community are a charity based in Beeston. The charity delivers tailored employment guidance, housing advice, mental health support and counselling, and benefit and welfare advice.



DHA

Telephone as soon as possible on 0115 907 2244 ext 3590 or email homelessness@erewash.gov.uk.



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



## Morrisons Foundation – Covid 19 Homeless Support Fund



Covid-19 (morrisonsfoundation.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





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## Mental Health Emotional Wellbeing/ Staying Active:

Derbyshire Community Response Unit

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



Community response unit - Derbyshire County Council

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

Monday to Friday from 9am to 5pm

Mental Health and Wellbeing 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

## NHS Derby and Derbyshire Clinical Commissioning Group

<u>Covid-19 health and wellbeing resources - posters in different languages :: Joined Up Care</u> 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

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

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

<u>Derby & Derbyshire - Emotional Health & Wellbeing</u> (derbyandderbyshireemotionalhealthandwellbeing.uk)



#### **Samaritans**

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

#### **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@healthwatchderbsyhire.co.u

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

<u>Derbyshire Recovery and Peer Support Service (rethink.org)</u>

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

**Telephone:** 01773 734989





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**Men-Talk** 

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

mentalkmeeting@gmail.com

Homepage | Derby County Community Trust



**Derbyshire 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 wellbeing 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.



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

<u>new-a-guide-to-staying-at-home-during-the-coronavirus-outbreak.pdf</u> (activenotts.org.uk)





THE MIX

#### **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

## 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



Home Page - ChatHealth

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

#### **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

Visit: livelifebetterderbyshire.org.uk

To view information please click link below

<u>Flyer</u>

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



Live Life

BETTER

<u>Relate Derby and Southern Derbyshire - Relationship Counselling - Derby, Southern Derbyshire & Burton</u>

Please contact us on

info@relatederby.org.uk.

yes to a healthier you

01332 349177 or

07741193484

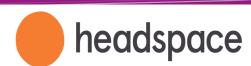
### **Derbyshire Mental Health Support**

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



Derbyshire LGBT+ – Lesbian, Gay, Bisexual & Trans\* Specialist Support and Advocacy Service

Online chat: Available on Facebook <a href="https://www.facebook.com/">www.facebook.com/</a> derbyshirelgbt/



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#### **Access to Work Mental Health Support Service**

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. Call-0300 456 8114

a2wmhss@remploy.co.k

www.remploy.co.uk/ mentalhealth



# Supporting Mental Health During Coronavirus/Covid – 19

DRCS | Your Counselling Service Operating throughout Derbyshire

Time to talk?
We're here to listen

Telephone Treatments



SELF REFER: 0800 047 6861 or www.drcs.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

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



Tel: <u>01706 827 359</u>
Website: <u>https://</u>

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 <u>Derbyshire Mental Health Support Line</u> 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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## Mental Health Emotional Wellbeing/ Staying Active: Erewash

Erewash Voluntary Action are pleased to announce the launch of a brand new Mental Health and Suicide Awareness Project.



This trailblazer project will offer fully funded support and guidance to Derbyshire amateur sports clubs and targeted workplaces throughout the county, including access to mental health awareness and suicide prevention training.

For more information please contact Andrew or Christie at mentalhealth@erewashcvs.org.uk

Counselling and Emotional Support Service for children and families dealing with bereavement



https://www.treetopshospice.org.uk/our-services/ therapeutic-services/counselling-emotionalsupport-service/counselling-emotional-support-for -children-families/

#### **Erewash Walking 4 Health Groups**

A number of Erewash Walking 4 Health groups are starting back.

Mondays: Long Eaton Town Walk 10.00 am meet at Long Eaton Town Hall.

Monday: Strollers 10.15 am meet at Victoria Park Car Park Ilkeston.

Tuesdays: Stanley Health Walk 10.00 am meet near Stanley Post Office.

Anybody that would like to attend **MUST** contact Dan Whetton at Erewash Borough Council, **do not turn up**. Contact Dan by email <u>daniel.whetton@erewash.gov.uk</u> or telephone: 0115

907 22 44 Extension: 3963

Lets Walk and Talk—Lets get out and get active. Let's make talking about mental health normal.



Every Sunday, Inclusive of all ages.—USE #LETSWALKANDTALK #AMILEINMYSHOES on Social Media.

The Living with A Long Term Condition—On Line Programme

Take control of your health by learning new skills one day each week lasting two and a half hours for six weeks.

Having any long-term health condition brings about changes to your life. You can choose what you want to do about those changes. If you choose to take control, you can actively pursue ways to manage your condition and your life better.

Email - lwltc@citizensadvicemidmercia.org.uk

Karen Ziglam 07487 257187 or Leonie O'Connell 07446 226038



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#### Mental Health and Suicide Prevention Programme.

This program will support children, young people in non clinical settings such as amateur football/ rugby clubs, Independent boxing gyms etc..

If your organisation needs mental health support, take advantage of this fully funded package work over £1000.

For more information call 0115 9466740

Mentalhealth@erewashcvs.org.uk

#### **Healthwatch Derbyshire**

Telephone support line for people looking to access health or care services



Www.joinedupcarederbyshire.co.uk/public-info-covid19

01773 880786-10am-3:30pm mon-fri

Email—enquiries@healthwatchderbyshire.co.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

derbyshiredahelpline@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)

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.



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



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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 01773 765899

website

0808 801 0327

#### 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

www.salcare.org.uk

#### The Men's Advice Line

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

Women's Aid

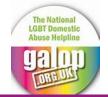
Provides additional advice, extra support is available designed for the current coronavirus outbreak, including a live chat service.

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



#### <u>website</u>

08000 198 668



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## **Domestic Abuse: Erewash**

The Freedom Programme

Raising awareness of Domestic Abuse, for help and support please call 07907 806715



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## **Sexual Abuse:**

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

Listen to the questions from the 999 operator

Respond by coughing or tapping the handset if you can

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.

OPC women's aid NPCC



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



Phone – call them on 101.

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 <u>StopHateUK</u> to provide support, advice and alternative reporting to anyone effect by hate crime



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)



SafeToNet

To view information please click link below

Online





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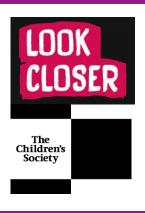
**Online Directories** 

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

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 DerbyshireDon'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.



ONLINE, ON THE PHONE, ANYTIME 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 <a href="https://www.core-derbyshire.com">www.core-derbyshire.com</a>

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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## **Parental Support: Erewash**

Erewash Children's Centre Virtual support.

One-to-One Advice, Guidance and Support

**Baby Buddies** 

Little Learners

Cradles Breastfeeding Group, Ilkeston

To inform, support and empower women to breastfeed their baby as long as they wish, and to provide accurate breastfeeding information to all.

https://www.facebook.com/cradlesilkeston/



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## **Baby Basics**

Baby Basics is a volunteer-led project aiming to support new mothers and families who are struggling to meet the financial and practical burden of looking after a new baby. Baby Basics Long Eaton started in May 2019, and will support families across Long Eaton and the surrounding area, working with a wide range of frontline health and social care professionals and local charities.

Call 07783 016237

Trinity Methodist Church, Cross Street, Long Eaton

http://www.trinitylongeaton.org.uk/baby\_basics

babybasicslongeaton@gmail.com

Home-Start Erewash is a non-statutory service, offering non-judgmental support where other services may not succeed. We therefore welcome referrals from agencies within the Erewash area, who feel that our support would benefit a family in need.

Telephone: 0115 9304640 Email: office@home-starterewash.co.uk www.home-starterewash.co.uk

Umbrella receives funding from Derby City Council to provide fun activities to children aged 5-18 years. Umbrella can offer one to one support in the home/community as well as fun and exciting social groups including weekend day trips and school holiday play schemes



and branches and the

Our aims:

To promote and enhance the care of people with ASC...



- To assist the carers of people with ASC...
- To raise awareness of ASC...
- To raise awareness of the differences...
- To provide support, information and guidance...



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## **Parental Support:**

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 <u>Family Fund website</u>. All families can apply online, by downloading an application pack, or by ordering a pack to be sent to them. <u>Find out more</u>.

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 <u>how Tik Tok works</u>, 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

Text 'Child' to 86555

Email 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

## 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/kidscreative-activities/



Breastfeeding

#### **Website**



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**

<u>Website</u>



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

Parental Support online magazine

<u>Website</u>





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

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

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



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.



Website

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

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

www.facebook.com/derbyshireLibraries



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## **Education:**

#### **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

#### **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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## **Employment/ Training:**

#### **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.



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

#### **Conservation Training Opportunity**

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

Email—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

0161 236 7181,



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# **Employment/ Training: Erewash**

#### WCG

Princes trust teen programme,

FREE 12 week personal development program.

Contact us for more details

Www.wcg.uk 03004560049 info@wcg.ac.uk



**Prince's Trust** 

Erewash Careers Service is a voluntary group set up by local residents, Paul Maginnis and Lisa Blatherwick. We are qualified careers advisers who will help two core groups:

- Year 10/11
- 16-24 year olds

https://www.facebook.com/ErewashCareers



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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 <a href="https://alcoholadvice.eventbrite.com">https://alcoholadvice.eventbrite.com</a>



## **Working Ways**



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.



#### **Towards Work**

Work coaches, personal budget, job brokers etc Www.towardswork.org.uk



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# **Community Support: Erewash**

Facebook page - https://www.facebook.com/groups/sandiacrehelpinghands/about/acre. south about a south acre. South acre.

We are offering assistance to the elderly and the vulnerable and to key workers in a number of ways: - help with shopping and medicines/prescriptions - facilitating welfare calls and neighbor-to-neighbor contact - distribution of perishable food and non-

Main Tel: 07908800077

Andy: 07813724685 Dean: 07985371312

sandiacrehelpinghands@outlook.com

Free Deaf and hard of hearing women.

Telephone 01773 828233

info@deafinitelywomen.org.uk

Www.deafinitelywomen.org.uk



Supporting Our Community

#### **Active Lives Kirk Hallam**

The Active Lives Kirk Hallam Project is a new local initiative to develop opportunities and to support the community.



Follow and Message us on Instagram— Active\_Lives\_Kirk\_Hallam Email jen.rawson@erewash.gov.uk

Helping Hooves Derbyshire CIC -Equine led development centre working with people of all ages who have mental health and wellbeing issues

We will be re opening to 1:1 and bubble groups as of Wednesday

We do still have some fully funded placements for people across Erewash, and we are able to offer a community car pick up for sessions if needs be.

Anyone wanting more information about the service or available sessions please contact us on <a href="https://helpinghooves.co.uk">hello@helpinghooves.co.uk</a>

https://www.facebook.com/helpinghoovesderby

The Autism Information and Advice Service website has been updated with new Autism Alliance events planned for the year, please take a look and share with any friends, family, and colleagues that may be interested - please see <a href="https://www.autisminformationservice.org.uk/autism-alliance-special-events/">https://www.autisminformationservice.org.uk/autism-alliance-special-events/</a>



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#### **Rural Action Derbyshire**

We have trained 'Cyber Buddy' volunteers who can help people across Derbyshire who would benefit from one to one digital support

#### Get in touch

01629 592970 (please leave a message)

J.dugdale@ruralactionderbyshire.org.uk

Www.ruralactionderbyshire.org.uk



#### **Elephant Rooms - Anxiety Course**

The Elephant Rooms in Draycott have an another online anxiety course starting on 3rd March 2021. Every Wednesday through March 10-11am. To book call 07375 46800

The Elephant Rooms are still seeing clients for counselling via telephone, online or face to face when needed.

#### Autism Support Helpline—Daisy Chain Autism

We can offer, strategies, resources, signposting, advice and supportive listening,

0800 031 5445

Lines open mon-thu 9am-8pm

Fri 9am-5pm—

NATIONWIDE SUPPORT

## In Our Thoughts—Art Support Sessions

Artcore, 3 Charnwood Street, Derby, DE1 2GT 10am—2pm

4th & 18th March 2021

1st, 15th & 29th April 2021

13th &27th May 2021

10th & 24th June 2021

8th & 22nd July 2021



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# **Community Support:**

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

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



#### **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



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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 <u>in-fo@derbyshirelgbt.org.uk</u> or message us on our Facebook page.

For links to join youth groups, email <u>sal-lyh@derbyshirelgbt.org.uk</u>

Call 01332 207 704 for more information or check out our website: <a href="https://www.derbyshirelgbt.org.uk">www.derbyshirelgbt.org.uk</a>



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# **Addiction Support:**

## **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

gambling therapy



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



https://www.ygam.org/

**GamCare Midlands partner Aquarius** 



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.



<u>Rehab 4 Addiction</u> 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/



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# **Support for Children and Young People: Erewash**

Sawley Youth Club offers an opportunity for 11-15 year olds within the Sawley community to have fun, engage in their community and learn new skills.

The club runs each Monday 16:00 – 17:30.

Please follow our facebook page - <a href="https://www.facebook.com/">https://www.facebook.com/</a> Sawley-Youth-Club-107406071016229/ and contact paul.maginnis@erewash.gov.uk



Website

# Monkey trouble playgroup - Kirk Hallam

Stay and play sessions for children 0-4 years. The group is to provide support with socialising and preparing for nursery within a community group setting.

The session runs every Friday within the Kirk Hallam community hall.

https:// www.facebook.com/ groups/371986503378256/

£1 per Adult and £1 per child – slots being allocated due to covid-19 restrictions.

#### **Zumbini**—Beeston Rylands Community Centre

**Every Tuesday** 

10am-10:45am.

Call Kirsie 07957 234 474

#### John West Hallam Girls Diamonds

Training Thursdays 17:45— 18:45—Kirk Hallam Academy

To register your child's Interest - Mark 07368648817

westhallamifc@gmail.com



# Boogie Beat Music and Movement - Enriching Communities CIC

New Class, Perfect for babies up to 6 years old.

Music, Movement Classes—10amTuesdays

Emma — 07896 759 024

enrichingcommunitiescic@gmail.com emma@boogiebeat.co.uk



4 Vicarage St. Ilkeston, DE7 8QL



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# **She Will—Female Youth Empowerment**

Our Aim is to create a safe, welcoming, relevant, empowering for young women age 15-19.

Email SheWillFYE@outlook.com

# Are you a Young Carer aged 5-18 living in Kirk Hallam area?

For more information contact 07739 237 147/ 07545 925847

ayckirkhallamreferrals@carersfederation.co.uk www.aycnottingham.co.uk

**Easter Egg Hunt** 

Find all the eggs, find the letters and claim a

prize

Ilkeston Methodist Church

Www.ilkestonmethodistchurch.co.uk

Every week till Easter a new Coloured egg will appear, find, click and reveal the letter, keep as it will reveal a word.

Go now and find the Orange Egg. More next week

If you just started you can still find All eggs

Clues for orange egg on Home and Easter page, other eggs you need to search

Also, take part - design a T shirt, Egg, colouring sheets and videos to explore each week. Also a challenge for older children and adults

# Youth Voice—Have your say

Do you want to be more involved in shaping what goes on in Kirk Hallam for your age group?

Meeting 16th April—2pm—Kirk Hallam Community Centre

Follow and DM: Active Lives Kirk Hallam

Email—jen.rawson@erewash.gov.uk



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# **Support for Children and Young People:**

**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** 

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

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



Website





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## Action for Children - 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.



Website

Daily tips and tricks on how to boost your wellbeing/ Feel Good Booklet

#### Website



#### **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.

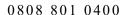
#### ChatHealth

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.



Helpline Open Monday to Friday, 9am to 9pm



#### 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 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





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# **Volunteering: Erewash**

If your Interested in volunteering in Erewash.

Please contact Erewash Youth and Community Engagement Workers:

Name: Joanne McGuire

Contact details Tel: 07810815980

Email: jo.Mcguire@derbyshire.gov.uk

Name: Leanne Parry

Contact details Tel: 07580466668

Email: Leanne.Parry@derbyshire.gov.uk



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# **Volunteering:**

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### **Derbyshire Carers Telephone Befriending**

01773 833833



Telephone Befriending at <u>Derbyshire Carers Association</u> (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





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# **Any other local info: Erewash**

Rydale

Stanley Village Preschool

Stanley Village Hall,

Park Avenue

DE7 6FF

Large space available which offers a wide range of engaging experiences including out doors.

Qualifies, experienced and first aid staff

07927819185

rydalestanleyvillagepreschool@outlook.com



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# **Any other local info:**

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.

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.