



 **Chesterfield College  
Group**

## **Safety, Health & Wellbeing for our ESOL and EAL Students 2025/2026**

Where to go for support and advice

**01246 500688  
ccsafe@chesterfield.ac.uk**

# Support in College

If you are worried, or if you are struggling, please talk to a member of staff, so that we can help support you.

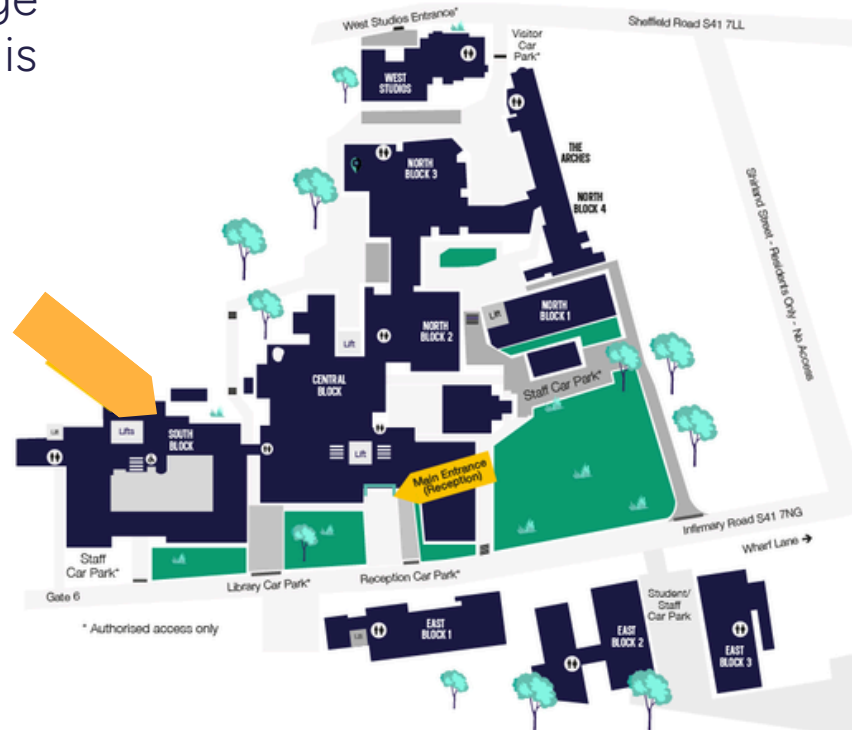
Your tutor is your main contact for help and support in college. You can also talk to Anna Taylor, who can help with problems outside lessons, especially relating to mental health and wellbeing.

- Please remember to wear your college ID badge and lanyard at all times. If you lose this, you will need to get a new one from Enrolment, on the ground floor of South Block, near the lifts.
- If you would like to talk to Anna, please contact her on [taylorak@chesterfield.ac.uk](mailto:taylorak@chesterfield.ac.uk), or message her on Teams, at Anna Taylor. Her office is in West Block, W139.

If you need a quiet, safe space to sit and be calm, you can go to the Wellbeing Hub during college open times. The Wellbeing Hub is by the lifts in South Block. You will find the Safeguarding Team here as well. If you have any concerns about your safety or the safety of others, you can come **HERE** and talk to us.

Contact us on:

- **01246 500688**
- **[ccsafe@chesterfield.ac.uk](mailto:ccsafe@chesterfield.ac.uk)**



## General Support

**Asylum Aid** work directly with survivors and with other organisations to offer legal representation and welfare advice. They work with the most vulnerable people seeking asylum including children.

- Email on: [advice@asylumaid.org.uk](mailto:advice@asylumaid.org.uk)
- Call on: 020 7 354 9631
- Visit their website: [www.asylumaid.org.uk](http://www.asylumaid.org.uk)

If you are a refugee, **The Red Cross** may be able to support you with a variety of things, including legal advice, emotional support, financial support, and more.

- Visit their website: [www.redcross.org.uk](http://www.redcross.org.uk)

**Refugee Employability Programme** is a UK Government programme to support refugees in finding work and building their lives in England. They offer support for Employment, English Language and Integration. For the East Midlands this is provided by Twin Employment.

- Call them on: 0800 410 1053
- Visit their website: [www.twinemployment.com](http://www.twinemployment.com)
- Visit the Government website for more information: [www.gov.uk](http://www.gov.uk)

**Derbyshire Unemployed Workers' Centre** has a drop-in service offering free help and support with money, benefits, help applying for financial support. They have offices in many local areas around Chesterfield and North East Derbyshire.

- Call their helpline on: 01246 231441 (8am-4pm)
- Visit their website: [www.duwc.org.uk](http://www.duwc.org.uk)

**Derbyshire Law Centre** can help with free legal advice for a variety of things including work, housing, and immigration services. They have an office in Chesterfield and are open Mon-Fri, 9.30am-4pm.

- Call for FREE on: 0800 707 6990
- Visit their website: [derbyshirelawcentre.org.uk](http://derbyshirelawcentre.org.uk)

## Local Associations/Community Groups

There are also a number of local societies and support groups in the area:

**NE Derbyshire Refugee Association** support refugees and asylum seekers living in North Derbyshire, offering guidance and activities to help integrate in the local communities.

- Call Barbara Sansome on 07490440433 or Jeannie Robinson on 07919486101

**Derbyshire Refugee Solidarity** are based in Derby and are open Thursdays and Saturdays, 9.30am-12.30pm.

- Visit their website: [derbyshirerefugeesolidarity.org](http://derbyshirerefugeesolidarity.org)

The **African & Caribbean Community Association** is a community group who provide help, advice, social groups and activities.

- Email them on: [accacheesterfield@gmail.com](mailto:accacheesterfield@gmail.com)
- Call on: 01246 208052

The **Asian Association Chesterfield and North Derbyshire** a community group based in Chesterfield. Group members are from India, Bangladesh and Nepal communities.

- Email on: [asianassociation@obtmail.com](mailto:asianassociation@obtmail.com)

The **Chesterfield & North East Derbyshire Muslim Women's Group** provide a range of activities for Muslim Women to learn new skills and improve wellbeing. They meet every Thursday at 9.30am.

- Call Zuhor Hamza on: 07835 746043
- Email: [zuhor.hamza@yahoo.co.uk](mailto:zuhor.hamza@yahoo.co.uk)

**Chinese Big Society** promote social inclusion and harmony.

- Email: on [cbsuk12@yahoo.co.uk](mailto:cbsuk12@yahoo.co.uk)
- Call on: 01246 207968

**Indian Community Association Long Eaton** aims to increase social inclusion and reduce loneliness and build confidence.

- Email on: [india@pcha1969.org.uk](mailto:india@pcha1969.org.uk)

**VERBA - Ukranian Social Group** aims to improve the social integration of Ukrainians and improve their quality of life.

- Email on: [verba2023@gmail.com](mailto:verba2023@gmail.com)
- Call on: 07469 465593

## Abuse

Abuse may be of a sexual, physical or emotional nature. It may also be caused by the neglect of a person's basic physical or psychological needs.

**If you are, or suspect someone else may be, at immediate risk please call 999.**

**Derbyshire Victim Services** is the local free and confidential support service for all forms of abuse, and other crimes.

- Call them on: 0800 612 6505
- Text 'DVS' to: 82228
- Visit their website: [derbyshirevictimservices.co.uk](http://derbyshirevictimservices.co.uk)

**HAVOCA** is run by survivors, for adult survivors of any type of childhood abuse.

- Visit their website: [www.havoca.org](http://www.havoca.org)

**Galop** has decades of experience in supporting LGBT+ people who are victims of any form of abuse.

- Call their helpline on: 0800 999 5428
- Email: [help@galop.org.uk](mailto:help@galop.org.uk)
- Visit their website: [galop.org.uk](http://galop.org.uk)

## Bereavement

Most people experience grief when they lose someone important to them. If these feelings are affecting your life, there are services that can help you.

**The Compassionate Friends** supports bereaved parents.

- Call the helpline on: 0345 123 2304
- Visit their website: [www.tcf.org.uk](http://www.tcf.org.uk)

**Cruse Bereavement** offer support for anyone dealing with grief. They have leaflets available to download in many languages, and a translation service on their phone line - just tell them the language you speak.

- Call the helpline on: 0808 808 1677 (weekdays 9.30am-3pm)
- Visit their website: [www.cruse.org.uk](http://www.cruse.org.uk)

**The Tomorrow Project** is a dedicated service for those facing bereavement through suicide.

- Call them on: 07594 008 356 or 0115 880 0280
- Visit the website: [www.tomorrowproject.org.uk](http://www.tomorrowproject.org.uk)

## Bullying and Harrassment

**Bullying is** defined as unwanted, aggressive behavior that involves a real or perceived power imbalance and includes threats, spreading rumours, physical attacks, or excluding someone from a group on purpose. This behaviour is, or has the potential to be, repeated over time.

**Harassment is** unwanted conduct related to a relevant protected characteristic that has the purpose or effect of violating an individual's dignity, or creating an intimidating, hostile, degrading, humiliating, or offensive environment. As defined by the Equality Act 2010, this includes harassment based on association (being connected to someone with a protected characteristic) or perception (being perceived to have a protected characteristic, whether or not this is accurate).

**The Suzy Lamplugh Trust** created the National Stalking Helpline to provide support and advice for victims of stalking, as well as signposting to support services.

- Call the helpline on: 0808 802 0300 (weekdays 9.30am-4pm, Weds 9.30am-8pm)
- Visiting their website: [www.suzylamplugh.org](http://www.suzylamplugh.org)

**Crossroads Derbyshire** offer specialist stalking advocacy support for high-risk stalking cases. Referrals are made to them by the police and Remedi (Victim Support).

- For more information go to: [www.crossroadsderbyshire.org](http://www.crossroadsderbyshire.org)

If you are being bullied or harassed, speak to someone you trust, if you can, about how you are feeling.

## Counselling

In some cases of severe or ongoing mental health issues, you may be able to get a referral to a counselling service from your GP, or you can go online and complete a self-referral.

- Search for your local service on the **NHS website**: [www.nhs.uk](http://www.nhs.uk)

**Black Minds Matter UK** is a registered charity connecting Black individuals and families with free 1-2-1 talking therapy delivered by qualified and accredited Black therapists.

- Visit the website for more information: [www.blackmindsmatteruk.com](http://www.blackmindsmatteruk.com)

**The Muslim Community Network** offers confidential, non-judgemental listening and emotional support for UK members of the community\*.

- Call the helpline on: 0208 904 8193 / 0208 908 6715 (Mon to Thurs 10am - 1pm. Fri 10am-4 pm)
- Email: [ess4m@btinternet.com](mailto:ess4m@btinternet.com)

\*Languages spoken: Mon 10am-12pm - Arabic / Mon-Thur - Asian languages (Urdu, Punjabi, Gujrati) & English / Fri - English.

## Crime Prevention

If you have an issue, you can speak to your local police by dialling **101**, or in an emergency **999**.

If you would prefer, you can contact the independent charity **Crimestoppers** and report a crime anonymously

- By phone: 0800 555 111
- Via the website: [crimestoppers-uk.org](https://www.crimestoppers-uk.org)

**True Vision** is a national scheme supported by all police forces in England, Wales, and Northern Ireland providing information to the public about what hate crime is and the ways you can report it.

- Find out more about how to report a hate crime: [www.report-it.org.uk](https://www.report-it.org.uk)

**Stop Hate UK** is there to support, listen and tackle hate in all forms. Their helplines and reporting apps help people to access independent support and information, 24/7. Please note not all areas are covered by this service, but Derbyshire is.

- Visit their website: [www.stophateuk.org](https://www.stophateuk.org)

## Domestic Abuse

**Refuge** offer confidential support, at any time, to women and children experiencing domestic abuse - to help you to understand your options and support you to make any decisions about the future.

- Call their National Domestic Violence Helpline on: 0808 2000 247
- Visit their website: [www.nationaldahelpline.org.uk](https://www.nationaldahelpline.org.uk)

**The Elm Foundation** is a charity in Derbyshire, which helps those affected by domestic abuse.

- Visit their website: [www.theelmfoundation.org.uk](https://www.theelmfoundation.org.uk)

Contact the **Derbyshire Domestic Abuse Helpline**

- Call any time on: 0800 0198 668
- Text: 07534 617252
- For online chat go to: [www.derbyshiredomesticabusehelpline.co.uk](https://www.derbyshiredomesticabusehelpline.co.uk)

**Respect** supports male victims of domestic abuse. You can speak to their friendly and professional advisors on the phone, by email or on webchat.

- Call for free on: 0808 801 0327
- Email: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)
- Visit their website: [mensadviceline.org.uk](https://mensadviceline.org.uk)

## Drugs and Alcohol

If you are concerned about your own or someone else's alcohol or drug use, but aren't sure what steps to take you can speak to your Personal Tutor or the Safeguarding Team, in college.

**DAAS** (Derbyshire Addiction Advisory Service) gives support to anyone over the age of 18 who lives in Derbyshire (excludes Derby City).

- Call on: 01246 206514 (weekdays 9am-5pm)
- Visit their website: [daas.uk.com](http://daas.uk.com)

**Drinkaware** is the UK's leading alcohol charity. They operate Drinkline, a free and confidential helpline.

- Call on: 0300 123 1110 (weekdays 9am–8pm and weekends 11am–4pm)
- Visit their website: [www.drinkaware.co.uk](http://www.drinkaware.co.uk)

**Change Grow Live (CGL)** offer free and confidential online chat with professionals on a range of subjects including Alcohol and Drugs.

- Visit their website: [www.changegrowlive.org](http://www.changegrowlive.org)

## FGM

Female Genital Mutilation (FGM) is illegal in the UK and is child abuse. It's an offence to perform FGM (including taking a child abroad for FGM). If someone is in immediate danger, or if you have been subject to FGM, please contact the police on **999**.

If you are concerned that someone may be at risk, contact the **NSPCC Helpline**.

- Call on: 0800 028 3550
- Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

If you're under pressure to have FGM performed on your daughter, ask a GP, your health visitor, or another healthcare professional for help or contact the **NSPCC**.

If you have had FGM, you can get help from a specialist NHS gynaecologist or FGM service - ask a GP, or other healthcare professional about services in your area.

**The National FGM Centre** provides information on FGM and other harmful practices, including Breast Flattening.

- Visit their website: [nationalfgmcentre.org.uk](http://nationalfgmcentre.org.uk)

## Forced Marriage

A forced marriage is where one or both people do not consent to the marriage, and pressure or threats from friends and family members is used. It is illegal in the UK, is recognised as a form of domestic abuse and is a serious abuse of human rights.

**The Forced Marriage Unit** can provide advice and support.

- Call the helpline on: 0207 008 0151 (weekdays 9am-5pm)
- At all other times call: 0207 008 5000
- Visit the website: [www.gov.uk](http://www.gov.uk)

**The Halo Project** provide specialist support to victims of honour-based violence.

- Call for free on: 01642 683045
- Go to their website: [www.haloproject.org.uk](http://www.haloproject.org.uk)

## Homelessness

You can ask your local council for help if you're homeless now, or could be homeless in the next 2 months.

- Call the **Chesterfield Homeless Prevention Team** on: 01246 345825

For services outside of Chesterfield go to: [www.gov.uk](http://www.gov.uk)

**Pathways of Chesterfield** offer a drop-in service for those who are or are at risk of becoming homeless, in Chesterfield, North East Derbyshire and Bolsover.

- Call them on: 01246 498204
- Outside normal working hours call: 0808 169 2333
- Visit their website: [www.pathwaysofchesterfield.co.uk](http://www.pathwaysofchesterfield.co.uk)

Contact **Shelter** if you are homeless or have nowhere to stay tonight.

- Call the helpline for free on: 0808 800 4444 (weekdays 8am-6pm)
- For information and for their webchat go to: [England.shelter.org.uk](http://England.shelter.org.uk)

For dates, locations, and opening times for **food banks** in Chesterfield go to: [www.chesterfield.foodbank.org.uk](http://www.chesterfield.foodbank.org.uk)

To get a food bank voucher call **Help Through Hardship** on: 0808 2082138 (weekdays 9am-5pm)

## Honour-based Abuse

Honour-based abuse is a crime or incident committed to protect or defend the 'honour' of a family or community.

**Karma Nirvana** offer free, safe and confidential help through their national Honour Based Abuse Helpline.

- Call on: 0800 5999 247 (Monday-Friday, 9am-5pm)
- Visit their website: [karmanirvana.org.uk](http://karmanirvana.org.uk)

**The Halo Project** provide specialist support to victims of honour-based violence.

- Call for free on: 01642 683045
- Go to their website: [www.haloproject.org.uk](http://www.haloproject.org.uk)

**Victim Support** can help you find a local support service.

- Call their freephone helpline any time on: 08 08 16 89 111
- Visit their website for info and 24hr Live Chat: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

## LGBT+

Chesterfield College is currently working with Derbyshire LGBT+ towards Rainbow Accreditation, to ensure our college is a safe space for everyone.

**Derbyshire LGBT+** host events and offer local groups, in Chesterfield and Derby, and online. If you are over 18, they offer an in person drop-in service every Thursday 11am-3pm. They also have a group for LGBT+ asylum seekers and refugees on Thursdays 1-3pm, which includes a free hot meal and a drink.

- Visit their website: [www.derbyshirelgbt.org.uk](http://www.derbyshirelgbt.org.uk)

**Mermaids** support trans, non-binary and gender-diverse young people and their families.

- Call their helpline on: 0808 801 0400 (weekdays 9am-9pm)
- Visit their website: [mermaidsuk.org.uk](http://mermaidsuk.org.uk)

**Galop** has decades of experience in supporting LGBT+ people who are victims of all forms of abuse.

- Call their helpline on: 0800 999 5428
- Email: [help@galop.org.uk](mailto:help@galop.org.uk)
- Visit their website: [galop.org.uk](http://galop.org.uk)



If you feel you need support for your mental health you should speak to your Personal Tutor or Anna Taylor.

**If you are in crisis you can call the NHS on 111 and then press 2 to speak to a local support service.**

**The Refugee Council** offer Mental health support for refugees and people seeking asylum, including families and unaccompanied children who arrive in the UK alone.

- Visit their website: [www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

**Barnardos Asylum Seeker Mental Health and Wellbeing Project** - The Boloh Helpline will offer advice, signposting, emotional support and 8 free sessions of therapy by qualified Barnardo's therapists. The Helpline will offer phone, webchat and email. This project is funded by the Home Office until 31st January 2025.

- Call on: 0800 151 2605
- Email them on: [boloh.helpline@barnardos.org.uk](mailto:boloh.helpline@barnardos.org.uk)
- Visit their website: [barnardos.org.uk](http://barnardos.org.uk)

**Derbyshire Mental Health Helpline** is staffed by experienced mental health practitioners.

- Call for free, any time on: 0800 028 0077

**SHOUT** is a free, text-based, mental health support service.

- Contact them anytime by texting: 85258.

**BAYO** which means 'Joy has found us' in Yoruba is a space to find groups, support and services from across the UK, for the Black community, to support mental health and wellbeing.

- Visit their website: [www.bayo.uk](http://www.bayo.uk)

**Qwell** is an app offering free, online, mental wellbeing support for adults across the UK.

- Go to [www.qwell.io](http://www.qwell.io)

Modern slavery is defined as the recruitment, movement, harbouring or receiving of children, women or men through the use of force, coercion, abuse of vulnerability, deception or other means for the purpose of exploitation.

**Unseen** are a charity who work alongside survivors of modern slavery to identify their needs and help them with everything from physical and mental health, social skills and education to financial and legal assistance, and immigration. If you have been affected, or have concerns about another person affected, by modern slavery their helpline can provide information, advice and guidance.

- Call for free anytime on: 08000 121 700
- Report a concern: [www.modernslaveryhelpline.org](http://www.modernslaveryhelpline.org)

## Online Safety

**Get Safe Online** has easy-to-follow advice and information.

- Visit their website: [www.getsafeonline.org](http://www.getsafeonline.org)

**Safer Derbyshire** provides guidance on protecting yourself against fraud and scams. There are links to other useful sites including Derbyshire Police Cyber Crime.

- Go to the website: [www.saferderbyshire.gov.uk](http://www.saferderbyshire.gov.uk)

**Safe, Secure, Online** is a site with lots of resources including links to podcasts and tools for reporting harmful content.

- Visit the website: [swgfl.org.uk](http://swgfl.org.uk)

CEOP Education at the **National Crime Agency** have simple, relevant advice on talking to your children about topics including: sexting, sexual abuse and grooming.

- Visit their website: [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

**Barclays Digital Eagles and Money Mentors** offer a range of free online events around online safety, fraud and money skills.

- Go to Eventbrite to book: [www.eventbrite.co.uk](http://www.eventbrite.co.uk)

**GamCare** is the leading UK provider of free information, advice and support for anyone harmed by any kind of gambling (including online).

- Call their 24hr helpline on: 0800 8020 133
- Visit their website: [www.gamcare.org.uk](http://www.gamcare.org.uk)

As a college we are committed to protecting our students and apprentices from being radicalised. To support individuals at risk of being drawn into violent extremism Chesterfield College works in collaboration with local authorities, the police, and the local community.

If you are worried about radicalisation or extremism, either for yourself or others, you can talk to someone on: 020 7340 7264

Parents can also speak to the **ACT Early Support Line**, in confidence, for advice.

- Call on: 0800 011 3764
- Visit the website: [actearly.uk](https://actearly.uk)

## Sexual Health

**Your Sexual Health Matters** provide free contraception, Sexually Transmitted Infections (STIs) testing by post, advice and information.

- Call their information and booking line: 0800 328 3383
- Visit their website: [yoursexualhealthmatters.org.uk](https://yoursexualhealthmatters.org.uk)

To find a local sexual health service by postcode go to: [www.nhs.uk](https://www.nhs.uk)

If you identify as LGBT+, **Derbyshire LGBT+** offer free safer sex packs.

- Call on: 01332 207 704
- Visit their website: [www.derbyshirelgbt.org.uk](https://www.derbyshirelgbt.org.uk)

**Sexual misconduct refers to** any unwelcome behaviour of a sexual nature that violates personal boundaries, dignity, or consent. It is a broad term that encompasses a range of actions, including sexual harassment, assault, and rape. It may also involve other unwanted behaviours such as inappropriate touching, indecent exposure, stalking, and intimidation. In essence, it includes any conduct of a sexual nature that is non-consensual, harmful, and disrespectful of individual autonomy, including distributing private and personal explicit images or video footage of an individual without their consent. Examples of sexual misconduct include:

<b>Sexual Harassment</b>	<b>Unwelcome sexual advances, requests for sexual favours, and other verbal or physical harassment of a sexual nature.</b>
<b>Sexual Assault</b>	<b>Any sexual act committed without consent, including rape, forced touching, or other sexual acts.</b>
<b>Rape</b>	<b>Sexual intercourse without consent.</b>
<b>Unwanted Touching</b>	<b>Touching someone sexually without their consent, including pinching, embracing, or groping.</b>
<b>Stalking</b>	<b>Repeatedly following, harassing, or threatening someone, often with sexual intent.</b>
<b>Exposure</b>	<b>Inappropriately exposing one's genitals or other private parts to others.</b>
<b>Intimidation</b>	<b>Using force or coercion to pressure someone into unwanted sexual activity.</b>

**SV2** is for anyone who has experienced sexual abuse, supporting all genders and ages. They also provide a range of therapy services.

- Call on: 01773 746 115
- Visit their website: [www.sv2.org.uk](http://www.sv2.org.uk)

**Rape Crisis** is for anyone aged 16+ who has been affected by sexual abuse or harassment at any point in their life.

- Call their free helpline anytime on: 0808 500 2222

**SurvivorsUK** will support men, boys or non-binary persons affected by abuse, as well as families and loved ones of survivors.

- For SMS chat, text: 020 3322 1860
- For information and online chat: [www.survivorsuk.org](http://www.survivorsuk.org)

## Suicide

If you can, speak to a friend, family member, the college Safeguarding Team, or someone else you trust about how you are feeling.

However, if you are thinking about suicide and feel unsafe, or have seriously harmed yourself, call **999** for an ambulance, or go straight to A&E.

You can call **Samaritans** helpline anytime for free, if you are feeling suicidal or are supporting someone who is.

- Call to speak to someone on: 116 123
- Email: [jo@samaritans.org](mailto:jo@samaritans.org)

**SHOUT** is a free, text-based, mental health support service.

- Contact them anytime by texting: 85258.

The **Stay Alive app** is a suicide prevention resource packed full of useful information and tools to help you stay safe in crisis. Go to your usual app store to download

- Or visit: [www.stayalive.app](http://www.stayalive.app)

**PAPYRUS** is the UK charity for the prevention of young suicide.

- Call their Hopeline247 service on: 0800 068 4141\*
- Text: 07860 039967

\*Their Language Line is a professional translation and interpretation service to support to all callers who cannot, or prefer not to, speak English. This is accessible from the same number, and covers over 240 different languages. You must be under 35 and calling from within the UK.

**Mind** provides resources for supporting someone who feels suicidal, giving practical suggestions for what you can do and where you can go for support.

- Visit their website: [www.mind.org.uk](http://www.mind.org.uk)

**The Tomorrow Project** is a dedicated service for those facing bereavement through suicide.

- Call them on: 07594 008 356 or 0115 880 0280
- Visit the website: [www.tomorrowproject.org.uk](http://www.tomorrowproject.org.uk)

# Support Outside College Opening Hours

**If someone is in immediate danger, please contact the Police on 999.**

The College Safeguarding Team are available:

- Monday - Thursday, 8.30am-5pm
- Fridays, 8.30am-4.30pm

Additionally, during term time, the Duty Safeguarding Officer can be reached on Monday and Thursday evenings, 5-9pm, by calling **07584 384838**.

For more information and resources to support your own wellbeing, please visit the Resilience and Wellbeing Hub Online on the college VLE by using this QR code.



**Safeguarding  
& Wellbeing Team**

**Inspiring futures**  
*changing lives*