

Locality 1: Spondon Community Guide

October 2025



Your Community, Your Guide

This community guide provides information on activities, support opportunities and how to contact services. The Neighbourhood / locality model focuses on ways to improve health and well-being for all within communities, whilst supporting community ownership.

Your Neighbourhood team works across Spondon, Oakwood & Chaddesden, working alongside residents, community groups, local councillors and the many other services that work in your neighbourhood, on a daily basis.

We'd really like your feedback as to what you would like to see featured within future community guides, to make it more personal and local to you!

The next guide will be out in April 2026.

Please e-mail: neighbourhoods@derby.gov.uk



SUPPORTING YOU WITH THE COST OF LIVING

Community Care Hub – Providing a foodbank, with fortnightly community meals and a space for a warm drink and support. Based in Craddock Avenue Community Room, Spondon, DE21 7HT. Contact: communitychspondon@hotmail.com

Monday – Thursday –

Community Care Hub, Craddock Avenue Community Room, DE21 7HT, 10am-2pm

Tuesday –

Spondon VIP's Coffee Morning, The Village Club, 13 Chapel Street, DE21 7JP, 10am-12noon

Thursday –

Community Coffee Morning, Spondon Liberal Club, 4 Moor Street, DE21 7EA, 10am-12noon

Friday –

Koinonia Warm Space, Spondon Methodist Church, DE21 7GF, 10am-2pm

Health & Energy Advice

Home Energy Advice Service

The Home Energy Advice Service can also provide energy saving freebies to reduce draughts to make homes feel more comfortable in winter, low-energy LED lightbulbs, radiator panels to keep more heat in and hot water tank jackets. The service can also be contacted via email at home.energy@derby.gov.uk

The service can also refer residents to additional advice and support from a network of trusted partners including:

- [Warmer Derby and Derbyshire](#)
- [National Energy Action](#)
- [Groundwork Five Counties Green Doctor](#)
- [YES Energy solutions](#)
- [National Energy Foundation](#)

These partners can offer services such as home visits, free boiler services and gas appliance checks, pre-payment meter top-up vouchers and damp and mould advice and support.

Health & Wellbeing

Rapid Health has recently been launched in Derby, which is an online facility that allows patients to book appointments or submit admin queries, without needing to phone the practice. Patients (or their carers and authorised representatives) will be presented with a series of questions about their problem. Following this you will be provided with a choice of appointments based on clinical need and urgency. The new platform also allows patients to raise admin requests (such as sick/fit notes, doctors letters, and more) and find trusted self-care information for a wide range of symptoms and health conditions.

For those not able to use online services the practice care navigators will still be available on the phone and in person to assist with your medical or admin query. Rapid Health will be used whether you go online, call or visit your practice, as this will ensure that the right information is captured consistently and an appropriate outcome is offered.



Think Pharmacy First

Pharmacies can help with a wide range of health needs, from offering expert advice and over-the-counter treatments to providing prescription medicines for specific conditions.

Minor illness

Such as coughs, colds, sore throat, bites or stings, athlete's foot, skin rash, blisters, constipation, diarrhoea, scabies, nasal congestion, earache, mouth ulcers, wounds, vaginal itch, headache and allergic reactions.

Oral Contraception

You can get supplies of the contraceptive pill for free from a community pharmacy without needing a prescription. Community Pharmacy Pharmacists will have a consultation with anyone aged 16+ who would like to start on oral contraception, or get a repeat supply.

Blood Pressure Checks

Available in community pharmacies for anyone aged 40+ who have not got a diagnosis of hypertension and have not had a check by a healthcare professional in the last six months.

Seven common conditions

Ear infection	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	12 years and over
Uncomplicated Urinary Tract Infections	Women 16-64 years

See your pharmacist
Help us help you

Do I need a vaccine this winter?



Derby and Derbyshire

A guide to navigating your winter vaccines

You can get a Respiratory Syncytial Virus (RSV) vaccine if:

You are aged 75 and up to your 80th birthday

You are pregnant (from 28 weeks)

You can get the RSV vaccine at any point throughout the year

You can get a Covid vaccine if you are:

You are aged 75 or over

You live in a care home for older adults

You have a weakened immune system and are aged 6 months and over

You can get a flu vaccine if you are:

- pregnant
- a school aged child
- a child aged 2 or 3 years
- a child in a clinical risk group
- aged 65 years and over
- aged 18-65 and at risk
- a carer
- a close contact of someone with a weakened immune system
- a frontline health and social care worker
- an adult in a long-stay care home



Book your vaccine for free on the NHS website or call your local GP



Tackling Isolation

The Silver Line Helpline, run by Age UK, is a telephone service specifically for older people aged 55 and over. It gives you the opportunity to exchange a brief, friendly word or enjoy a long, enriching conversation. The kind of call offered depends very much on what you might want or need when you pick up the phone to talk to them. Some people call to say good morning or good night to someone, or to have a chat about how their day's been. Other people call to get help with accessing support.

Loneliness can strike at any time of day or night – that's why we're here 24 hours a day, 7 days a week. Calls are always completely free.

Tel: 0800 4 70 80 90

Lines are open 24 hours a day, 365 days a year.

[Age UK | The UK's leading charity helping every older person who needs us](#)



Mental Health

Samaritans

To talk about anything that is upsetting you, you can contact Samaritans 24 hours a day, 365 days a year. You can call 116 123 (free from any phone)

Derbyshire Mental health helpline and support services

Struggling to cope? Talk to us anytime. Call 0800 028 0077. You can also reach us by dialling 111 and selecting option 2. The Derbyshire mental health helpline and support service is a freephone service available to everyone living in Derbyshire – young people and adults. It is open 24 hours a day, seven days a week.

Team Talk

Men's Mental Health, The Church on Oakwood, Monday at 6pm-7.30pm .
Contact: Lucas.Carter@dcct.co.uk

Community Events

Local Area Coordination

Children's Halloween Party - Friday 31st October @ 5pm, The Local Area Coordinator for Spondon. I work with local people who want to work out what a good life might look like for them and start to make changes.

Spondon Alight – Saturday 22nd November, 4pm-8pm
• Looking for Support?

Christmas Stories Trail - The Christmas Stories Trail is a map-based trail, which will take you from location to location to

Community Safety

Anti-social behaviour (ASB) where you live can make life miserable. Report it, and we can deal with it. Derby City Council works in partnership with Derbyshire Constabulary, Derby Homes, and other social housing providers to deal with it.

If you don't live in social housing, report ASB to Derby City Council. Telephone 01332 640000.

If you're a Derby Homes tenant, or the noise or ASB is coming from a Derby Homes tenant or property, report it directly to the Derby Homes ASB team. Telephone 01332 888777.

If your landlord is another housing association in Derby, report any issues to them first before contacting the Council or police.

Scan the QR code to find out more about ASB.

You'll also find links to online forms for:

- Reporting ASB to Derby City Council
- Reporting ASB to Derby Homes
- Reporting noise or environmental concerns, to Derby City Council's Environmental Protection Team.



Useful Contacts

Neighbourhood Team –

Lorraine.Dryden@derby.gov.uk

Jamie.Robinson2@derby.gov.uk

Ward Councillors –

Jonathan Smale – Jonathan.Smale@derby.gov.uk

Chris Poulter – Christopher.Poulter@derby.gov.uk

Nicola Roulstone – Nicola.Roulstone@derby.gov.uk

The Handy Van Service can help with small jobs around the home including grab rails, smoke detectors and key safe fitting. Handy Van 01332 640163, home.repairs@derby.gov.uk.

Derbyshire Fire & Rescue Service offer a Safe and Well visit to provide you with actions and advice to protect you and your family from the risks of fire, including a falls assessment and identifying any health and care needs. 01332 777850, SouthAreaAdmin@derbys-fire.gov.uk

Direct Help & Advice (Derby Law Centre)

information and advice around debt, housing issues & homelessness: 01332 287 850