

Brief guide to Community-based responses 24.04.20

County-wide wellbeing support services: 7 day service

Volunteer Centre Dorset.....01305 269214 info@volunteeringdorset.org.uk

- Volunteer Centre Dorset have over 850 registered volunteered accross the Dorset Council area waiting to be dispatched into communities to support anyone in need who requires pharmacy collection, food collection, foodbank support, dog walking. They are working with pharmacies and Public Health Dorset to ensure (non high risk) perscriptions are collected and delivered and are supporting many community groups with information, advice and guidance and volunteers where needed.

Age UK.....01305 269444 enquiries@ageuknswd.org.uk

County-wide support offer

- Age UK (North, South and West Dorset) are coordinating requests for help with issues relating to loneliness and isolation, or support in accessing items such as food, cash or medication. Support is available to all residents within the Dorset Council area. They will also be covering East Dorset for the COVID-19 period.

Citizens Advice.....Dorset Adviceline 0344 411 1444

- Bridport: advice@bridport-cab.org.uk
 - Central (North Dorset, Sherborne, Dorchester & Weymouth & Portland): <http://westdorsetca.org.uk/>
 - East Dorset: wimborne@eastdorset.cabnet.org.uk
 - Purbeck: <http://www.purbeckadvice.org.uk/contact-us.html>
- Benefits entitlement and claims
 - Debt management and budgeting
 - Employment advice including Statutory Sick Pay and rights when laid off work
 - Advice for the self employed

A full telephone and online service is being offered to anyone experiencing hardship. There are no physical appointments happening at the moment

First Point (Part of the IPS/The You Trust)0330 123 2550 fp.enquiries@theyoutrust.org.uk

County-wide support offer (Mon – Fri - usual business hours:)

- Support and advocacy for housing application and benefit forms, including benefit maximisation – up to 6 months support

- reducing isolation through wellbeing checks, linking into community activities, lifelong learning, training etc – up to 6 months support
- Mental Health recovery service – direct referrals from CMHT looking at support groups/peer support/meaningful occupation / wellbeing support– Will take self-referrals

Cinnamon Trust.....01736 757 900

- The Cinnamon Trust are offering support with dog walking for elderly residents

Home from Hospital services:

British Red Cross operating from the following Acutes: Poole 07595 278608 7 days a week 10-6pm

RBH 07595 278634 5 days a week 9-5pm

DCH 01305 214430 5 days a week 9-5pm

First Point Home from HospitalCommunity Hospitals 07818 458 246 5 days a week 9-5pm

- County-wide support arranged via hospital discharge teams
- Home from hospital service for people with no care needs – settling in plus 2/3 days follow up support- onward referral into wellbeing services if further support need

Hardship, fuel and food poverty:

Citizens Advice BureauDorset Adviceline on 0344 411 1444

County-wide service Mon-Fri plus Sat am

Continues to provide free, independent and confidential advice and information whatever your question. They offer a full range of advice including help with:

- Benefits entitlement and claims
- Debt management and budgeting
- Employment advice including Statutory Sick Pay and rights when laid off work
- Advice for the self employed
- Utilities help and support

Emergency Local Assistance.....0330 123 4225

County-wide support offer (Mon to Fri):

The fund is for situations in which individuals or families face an immediate risk to their health and safety and all other avenues of support have been exhausted.:

- Prepaid payment cards for food shopping and utilities
- White good, furniture and bedding when leaving care/fleeing DVA

Food banks – county-wide list of local outlets:

<https://www.dorsetcouncil.gov.uk/care-and-support-for-adults/adult-social-care-pdfs/dorset-food-bank-information-directory-2019.pdf>

Must be referred by a professional listed below (this list is a general guide) before accessing a food bank as they can assess individual circumstances. This may change due to Covid 19.

- CAB (Citizens Advice Bureau)
- Social Worker
- Housing Association
- Health Visitor
- Church Leader
- Dorset Fire & Rescue Community Support Officer

Additional County-wide phone/ online resources/directories

Co-ordinated Community Response Services: regularly updated

DC webpage: <https://www.dorsetcouncil.gov.uk/emergencies-severe-weather/emergencies/coronavirus/co-ordinated-community-response.aspx>

Help and Kindness..... <https://www.helpandkindness.co.uk/>

Find online information about the local support available in your community

Carers Support Dorset.....0800 368 8349 <https://www.carersupportdorset.co.uk/>

County-wide support offer

- Support for carers across Dorset linking into local groups– online resource and advice centre

Rethink Mental Health Carers Support.....01305 262 771

<https://www.rethink.org/help-in-your-area/services/carer-support/dorset-carers-support/>

County-wide support offer: Offers advice, information and peer support for people who look after someone living with mental illness in the local area.