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Purbeck – Organisations and Contacts – 2018

ORGANISATION	Email and Website	Opening Times	INFORMATION
Advice and Information			
Access Dorset Littledown Centre Chaseside Bournemouth BH7 7DX 01202 771336	Email: enquiries@accessdorset.org.uk Website: www.accessdorset.org.uk	Telephone Advice: 10.00 – 4.00 Monday – Friday Advice Surgeries (Booking required): Tuesday 13:00 – 16:00 Friday 13:00 – 16:00	A user led organisation and registered charity, run by disabled people, older people and carers. Working to remove the physical and communication barriers that exist and are faced daily.
Ansbury 3 Kingland Road Poole BH15 1SH 01202 677557 0800 358 3888	Website: www.ansbury.co.uk	Monday - Thursday 09.00 – 17.00 Friday 09.00 – 16.00	Ansbury work with young people, parents and adults to help them achieve their career goals through quality guidance and advice.
Body Positive Dorset Diana, Princess of Wales House 24 Lorne Park Road Bournemouth Dorset BH1 1JL 01202 297386	Website: http://www.bodypositivedorset.org/	Monday 13:00 -17:00 Tuesday 13:00 -19:00 Wednesday 13:00 - 17:00 Thursday 13:00 -19:00 Friday 10:30-17:00	Body Positive Dorset is an organization set up to offer advice, practical support, counselling and information helping those people whose lives are affected by HIV.
The Children's Society 0300 303 7000	Website: https://www.childrenssociety.org.uk/	Monday – Friday 09:00 – 17.00	A national charity that runs local projects, helping children and young people when they are at

	Email: help@nspcc.org.uk		their most vulnerable, and have nowhere left to turn.
Citizens Advice Bureau Mill Lane Wareham BH20 4RA 03442 451 291 Dorset Adviceline 0344 245 1291 (Mon-Fri 10.00 am to 4.00pm)	Email: asm@purbeck.cabnet.org.uk Website: http://www.purbeckadvice.org.uk/	Monday – Friday 10:00 – 16.00	Fully trained volunteers and staff give advice and information on a wide range of issues including benefits, debt, housing, employment, energy saving, and consumer issues. Alongside face-to-face advice at a number of different locations in Purbeck, also offering telephone and email advice, and self help advice through their website.
Credit Union Wyvern Savings & Loans 40 High East Street Dorchester Dorset DT1 1HN 01305 268444	Email: admin@wyvernsl.co.uk Website: http://www.wyvernsl.co.uk/	Monday – Friday 09:00 – 17.00	A co-operative savings and loans organisation for Dorset and Somerset. Providing members with a safe and ethical place to save, up to £15,000, and with affordable loans. We can offer loans from £100 to £7,500 depending on your circumstances. Our repayment schedules are negotiable and we will agree payment details with you – even if you don't have a bank account or can't get credit with high street

			banks.
Christians against Poverty (CAP) Job Club Weymouth and Portland 0800 328 0006	Website: https://capuk.org/	Monday – Friday 09:00 – 17.00	The CAP Job Club gives practical help to seek employment. It's a relaxed environment with the chance to meet other jobseekers, get support and gain the skills to find work.
Help & Care The Pokesdown Centre 896 Christchurch Road Bournemouth BH7 6DL 0300 111 3303	Email: contact@helpandcare.org.uk Website: http://www.helpandcare.org.uk/	Mon - Thu: 09:00 – 17:00 (10:00 - 16.30 Fri)	Offers signposting, information and advice on a wide range of issues and subjects, particularly for those in later life, unpaid carers, and people living with a health condition.
The Mix 0808 808 4994	Website: http://www.themix.org.uk/	Monday – Friday 09:30 – 17:30	Taking on the embarrassing problems, weird questions, and please-don't-make-me-say-it-out-loud thoughts that people under 25 have in order to give them the best support through digital and phone services.
Money Advice Service Holborn Centre 120 Holborn London EC1N 2TD 0800 1387777	Email: enquiries@moneyadviceservice.org.uk Website: https://www.moneyadviceservice.org.uk	Monday to Friday, 08:00 to 20:00 Saturday, 09:00 to 13:00 Sunday and Bank Holidays, closed.	The Money Advice Service helps people manage their money. They do this directly through a free and impartial advice service and they also work in partnership with other

	rg.uk/en		organisations to help people make the most of their money. They are an independent service, set up by government.
Early Help / POPP Partnership for Older People's Programme Dorset County Council County Hall Dorchester Dorset DT1 1XJ Tel:01305 224841	Email: j.hutchings@dorsetcc.gov.uk Website: https://www.dorsetforyou.gov.uk/popp Website: https://www.dorsetforyou.gov.uk/article/377023/Community-Commissioning-Fund	Monday – Friday 09:00 – 17.00	The vision of Early Help & POPP is 'to build supportive communities to enable people 18+ to remain living in their own homes for as long as they wish' by developing responsive, appropriate services and activities at a localised level. Community Commissioning Fund We may be able to seed-fund locally identified opportunities, activities, and services providing you fit our criteria up to £2,000
Private Sector Housing Complaints Public Health and Housing Services Purbeck District Council Westport House Worgret Road Wareham Dorset	Email: envservices@purbeck-dc.gov.uk Website: https://www.dorsetforyou.gov.uk/article/424767/Advice-for-Tenants	Switch board opening hours Monday – Thursday 09:00 – 17.00 Friday 09:00 – 16:30	If the condition of your rented housing is affecting your health or safety, Purbeck Council's public health and housing services could help.

BH20 4PP 01929 556561			
Purbeck District Council Revenues and Benefits Purbeck District Council Westport House Worgret Road Wareham Dorset BH20 4PP 01929 556561	Website: https://www.dorsetforyou.com/benefits/apply-online	Switch board opening hours Monday – Thursday 09:00 – 17.00 Friday 09:00 – 16:30	Housing Benefit and Local Council Tax Support. Discretionary Housing Benefit and Overpaid Housing Benefit
Turn2Us Contact via website	Website: http://www.turn2us.org.uk/about_us.aspx	Monday – Friday 09:30 – 17:00	A national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services.
The You Trust South Wing, Admiral House 43 High Street Fareham Hampshire PO16 7BQ 01329 825 930	Email: enquiries@theyoutrust.org.uk Web: http://theyoutrust.org.uk/	Monday – Friday 09:30 – 17:00	The YOU Trust is a charity that has been supporting vulnerable people across the UK since 1985. Working across a wide range of specialist areas from Learning Disabilities to Mental Health and Domestic Violence and Abuse Services and everything they do is about ensuring the people they support can have the life they want.

Advocacy and Support

Adult and Community Services Purbeck Local Office 19 Bonnets Lane Wareham Dorset BH20 4HB Tel: 01929 553456	Email: purbecksocialcare@dorsetcc.gov.uk Website: https://www.dorsetforyou.gov.uk/3084	Mon – Thurs 09:00 – 12.00 and 14:00 – 17:00 Fri 09:00 – 12:00 and 14:00 – 16:00	Adult and Community Services providing Care Act Assessments and professional support for older people, adults with a physical disability including learning disability and mental health problems.
Autism Wessex Advocacy Services Suite 4, Stowey House Bridport Rd Poundbury Dorchester DT1 3SB 01305 213130	Email: advice@autismwessex.org.uk Website: www.autismwessex.org.uk	Mon: 10:00-16:00 Tue: 10:00-16:00 Wed: 10:00-16:00 Thu: 10:00-16:00 Fri: 10:00-16:00	Offers free information and unbiased advice to anyone affected by autism.
BCHA St Swithuns House 21 Christchurch Road Bournemouth BH1 3NS 01202 410500	Email: enquiries@bcha.org.uk Website: https://www.bcha.org.uk/	Mon – Fri 09:00 – 17:00	Support for victims of trafficking, support in the community for victims of domestic abuse and provides safe houses and refuges.
British Red Cross Refugee Services UK Office 44 Moorfields London EC2Y 9AL	Website: http://www.redcross.org.uk/What-we-do/Refugee-support	Mon – Fri 09:00 – 17:00	Provides practical and emotional support to vulnerable refugees and asylum seekers in the UK.

Cruse Bereavement Care Dorchester Dorset DT2 01305 260 216	Email: dorset@cruse.org.uk Website: http://www.cruse.org.uk/dorset-area-map	Mon – Fri 09:00 – 17:00	Offer support, advice and information to people when someone dies and work to enhance society's care of bereaved people.
Dorset Advocacy Unit 13-15 Jubilee Court Paceycombe Way Poundbury Near Dorchester Dorset, DT1 3AE 01305 251033	Email: enquiries@dorsetadvocacy.co.uk Website: http://www.dorsetadvocacy.co.uk/	Mon: 10:00-17:00. Tue: 10:00-17:00. Wed: 10:00-17:00. Thu: 10:00-17:00. Fri: 10:00-17:00 Sat: 09:00-13:00	Dorset Advocacy's independent advocates help to ensure that rights are upheld and that peoples' views, wishes and needs are heard, respected and acted upon.
Dorset Mental Health Forum 29-29A Durngate Street Dorchester Dorset DT1 1JP 01305 257172	Email: admin@dorsetmentalhealthforum.org.uk Website: http://www.dorsetmentalhealthforum.org.uk/	Mon – Fri 09:00 – 17:00	The Dorset Mental Health Forum provide a general mental health advocacy service provided for anyone over 18 years of age experiencing mental health problems and an independent mental health act advocacy providing a free and confidential service for any adult or young person who is subject to the Mental Health Act 1983.
EDP Drug and Alcohol Service 25 Commercial Road, Swanage Dorset	Website: http://www.edp.org.uk/what-we-do/our-community-work/dorset-community-open-access-services/	Open 09:00 – 16:30. Monday and Wednesday	EDP delivers Dorset community open access services offering information, advice and support

BH19 1DF 01929 422777			
First Point 56 St Mary's Street Weymouth Dorset DT4 8PP 0330 123 2550	Email: enquiries@theyoutrust.org.uk Website: http://theyoutrust.org.uk/service/homelessness/	Mon – Fri 10:00 – 16:00	Provides housing related support and guidance to people over 16 years of age facing eviction, rent arrears, court action and budgeting issues. Help with accessing and appealing benefit claims, budgeting or household debts, rent arrears and other housing related issues, finding more suitable accommodation, acting as an advocate or linking in with landlords, benefit agencies or local councils.
Footprints Project Parkstone URC Commercial Road Poole Dorset BH14 0JW 07789 937637	Email: info@footprintsproject.co.uk Website: http://www.footprintsproject.co.uk/	Mon – Fri 09:00 – 17:00	Footprints reduces the risk of reoffending by those leaving custody and returning to Dorset, by offering a through the gate mentoring service. They also work with those serving a sentence in the community. Our Life works programme run in partnership with Parkstone United Reform Church in Poole offers voluntary opportunities for clients to do painting and

			decorating in community buildings, gaining skills and raising their levels of confidence and self esteem.
Help and Care Advocacy Service The Pokesdown Centre 896 Christchurch Road Bournemouth BH7 6DL 0300 111 3303	Email: contact@helpandcare.org.uk Website: http://www.helpandcare.org.uk/	Mon - Thu: 09:00 – 17:00 (10:00 - 16.30 Friday)	Provides differing levels of support ranging from giving information and signposting, to visiting you in your home, helping with correspondence and telephone calls, supporting you to voice your opinion in meetings and appointments, and talking to other people or groups on your behalf.
MANageABLE Ashgrove Cottage Smeatharpe Honiton Devon EX14 9RF 01823 601310	Email: C.Hillman@exeter.ac.uk Website http://www.manageable.org.uk (currently being rebuilt)	Mon – Fri 09:00 – 17:00	Assist those who have been inside prison who have gone through the care system and require guidance and advocacy. We also help families and young people who have Foetal Alcohol Spectrum Disorder. Two very small charities have joined forces to assist each other and to help those who are particularly vulnerable
Mediation Dorset c/o The Citizens Advice Bureau 1 Acland St Dorchester	Email: info@mediationdorset.co.uk Website: http://www.mediationdorset.co.uk/pu	Mon – Fri 09:00 – 17:00	Mediation Dorset provides a Conflict and Dispute Resolution Service for the people of Dorset and surrounding counties.

DT1 1JW 01305 257717	blic/contact.php		
Relate Dorset & South Wiltshire Relate Centre 2 Poundbury Business Centre Poundbury Dorchester DT1 3WA	Email: enquiries@relatedorset.org.uk Website: www.relatedorset.org.uk	Mon - Thurs 8:00am – 22:00, Fri 8am to 18:00 and Sat 09:00 – 17:00 (excluding bank holidays)	Offers relationship counselling, sex therapy, family counselling, children and young people's counselling and training & education.
The Royal British Legion 104 Above Bar Street Southampton SO14 7DT 0808 802 8080	Website: http://www.britishlegion.org.uk/	Monday - Sunday 08:00 – 20:00	The Legion provides information, advice and guidance to help the Armed Forces community find and access the support they need. We help members of the Royal Navy, British Army, Royal Air Force, Reservists, veterans and their families all year round.
SSAFA Dorset Main Phone: 01202 742934 0333 400 8222	Email: ssafadorset@gmail.com Website: https://www.ssafa.org.uk/	Mon – Fri 09:00 – 17:00	SSAFA provides lifelong support to anyone who is currently serving or has ever served in the Royal Navy, British Army or Royal Air Force.
StreetLink	Website: https://www.streetlink.org.uk/	24 hour phone line 0300 500 0914	StreetLink exists to help end rough sleeping by enabling members of the public to

			connect people sleeping rough with the local services that can support them.
Wareham and Purbeck Multiple Sclerosis Society 01202 622146 01929 553926	Email: mspurbeckuk@yahoo.co.uk Website: http://www.mspurbeck.co.uk	Mon – Fri 10:00 – 16:00	Help and support for people with MS and their carers.
Carers			
Dorset Carers Hub	Website: https://www.mylifemycare.com/Dorset-carers	Open 24 hours	Being a carer can have a huge impact on your own life. The Dorset Carers Hub provides advice on how to look after yourself and get the support that you need.
Dorset HealthCare University Foundation Sentinel House Nuffield Industrial Estate Nuffield Road Poole BH17 0RB 01202 277000	Website: http://www.dorsethealthcare.nhs.uk/	Mon – Fri 09:00 – 17:00	Many of our services have user forums or carer support groups. Where these exist, we have added the information to the individual service page. If nothing is listed, please contact the service direct to see whether there are other networks for support or if indeed, you could help us start one.

Harlequin Care 07547 136041	Website: http://www.harlequincare.com/	Mon – Fri 09:00 – 17:00	Harlequin Care runs regular Carer's days throughout Dorset to support Carers who are looking after a relative, friend or neighbour with a life limiting or restrictive illness
Lytchett Carers Support Group 01202 207300	Website: https://www.pramacare.org.uk/	Mon – Fri 09:00 – 17:00	A support group for carers in the Lytchett area. Please contact for details of the venue
My Life My Care Adult Access Team County Hall Colliton Park Dorchester Dorset DT1 1XJ 01305 221016	Website: https://www.mylifemycare.com/	Mon – Fri 09:00 – 17:00	Provides information on the range of services and support available for Dorset carers including how to register as a carer and training opportunities.
Purbeck Carers Support Group 0300 1113303	Website: http://www.helpandcare.org.uk/factsheets/support-groups-for-carers/support-for-carers-in-purbeck-factsheet/	Mon - Thu: 09:00 – 17:00 (10:00 – 16:30 Friday)	A support group for carers in the Purbeck area. Please contact for details of the venue
Purbeck Rethink Carers Support Group Becki Briggs and Pam Pillow: 07918 626258 (Becki) or 07866 251265 (Pam)		Mon – Fri 10:00 – 16:00	Support group for carers of people with a mental illness

Swanage Carers Support Group 01929 423371 or 01929 421251		Mon – Fri 10:00 – 16:00	A support group for carers in the Swanage area. Please contact for details of the venue, as it changes frequently.
Wareham Carers Support Group 01929 553826		Mon – Fri 10:00 – 16:00	A support group for carers in the Wareham area. Please contact for details of the venue.
Children and Young People and Parents			
Ansbury – Face Forward 3 Kingland Road Poole BH15 1SH 01202 677557 0800 358 3888	Website: www.ansbury.co.uk/Face_Forward	Mon - Thurs 09:00 – 17:00 Fri 09:00 – 16:00	Face Forward is a new project in Dorset funded by the Big Lottery Fund and the European Social Fund. The project aims to support young adults aged 15 to 24 to overcome personal or circumstantial barriers and move forward towards employment and development activities.
The Children's Society Edward Rudolf House Margery Street London WC1X 0JL	Website: http://www.childrenssociety.org.uk/ Email: help@nspcc.org.uk .	Mon – Fri 10:00 – 16:00	A national charity that runs local projects, helping children and young people when they are at their most vulnerable, and have nowhere left to turn.

0808 800 5000			
Children's Centres Bovington: 5 King George V Road, Bovington, Wareham, Dorset BH20 6JQ Tel: 01929 463220 Swanage: Chapel Lane, Swanage, Dorset BH19 2PW Tel: 01929 423589 Upton: Outreach Wareham: Wareham Lady St Mary C of E First School, Streche Road, Wareham, Dorset BH20 4PG Tel: 01929 552864 Wool: Outreach Tel: 01929 463220	Email: woolandbovingtoncc@dorsetcc.gov.uk Email: SwanageAndWarehamChildrensCentre@dorsetcc.gov.uk Contact details as per Wareham Email: SwanageAndWarehamChildrensCentre@dorsetcc.gov.uk Email: woolandbovingtoncc@dorsetcc.gov.uk	Mon – Fri 09:00 – 17:00 Mon – Fri 09:00 – 17:00 Mon – Fri 09:00 – 17:00 Mon – Fri 09:00 – 17:00	Family Support and Parenting Advice. Bringing up children and supporting your teenager into adulthood can be very rewarding. There can also be some challenging times when you and your child or young person need extra advice and support.
Dorset Family Information Service Children's Services Dorset County Council, West Wing, County Hall Colliton Park,	Email: familyinfo@dorsetcc.gov.uk Website: http://www.dorsetforyou.com/fis Dorset Family Information Directory:	Mon – Fri 09:00 – 17:00	Dorset Family Information Service provides free and impartial information including childcare, schools, activities and family support services for children, young people and

Dorchester, DT1 1XJ Tel: 01305 221066	http://www.dorsetforyou.gov.uk/fis/search		families.
Dorset Rainbow Parents	Email: dorsetrainbowparents@hotmail.co.uk Website: https://www.intercomtrust.org.uk/test-survey/directory/dorset/dorset-rainbow-parents	Mon – Fri 09:00 – 17:00	Parenting group based in rural Dorset but welcoming LGBT parents from all over. Activities and meeting other lesbian and gay families.
Purbeck Parenting Support	Website: https://www.dorsetforyou.gov.uk/parentsupport	Mon – Fri 09:00 – 17:00	Support for parents can be accessed through children's centres where local services are brought together and a programme of activities are available.
Pre Loved Pushchairs and Buggies	Website: https://www.facebook.com/groups/184610818310723/?ref=br_rs	24 hour website	A Facebook page for people selling or looking for pushchairs or buggies.
Criminal Justice			
Blast Foundation PO Box 4254 Chalfont St Peter Gerrard's Cross Buckinghamshire	Email: ralph.findlay@blastfoundation.org.uk Website:	Mon – Fri 09:00 – 17:00	BLAST Foundation is a Christian "Through The Gate" Resettlement organisation, working with prisoners and ex-offenders and their families of

SL9 1DB 01753 891829	http://www.blastfoundation.org.uk		all faiths and no faiths. BLAST aim to be provider of choice, for prisons and probation trusts wishing to reduce recidivism and improve resettlement for prison inmates who want to transform their lives and break their cycle of re-offending.
Dorset, Devon and Cornwall Community Rehabilitation Company (DDC CRC) 63 Commercial Road Poole BH14 0JB 01202 307200	Website: http://www.ddccrc.co.uk/	Mon – Fri 09:00 – 17:00	The Dorset, Devon and Cornwall Community Rehabilitation Company (DDC CRC) provides rehabilitation and offender management services to help reduce reoffending and protect the public.
The No Way Trust The Deep Business Centre Tower Street Hull East Yorkshire HU1 4BG 01482224382	Email: stephen.robinson27@btopenworld.com Website: https://www.pmnw.co.uk/	Mon – Fri 09:00 – 17:00	Principally working with young people to educate and inform them about the dangers of criminal behavior and stage multi-agency crime and safety awareness days in secondary schools. We also take offenders, released on licence to these days and have employed offenders and ex-offenders to deliver workshops in schools which has given them a purpose in life and

			assisted with their rehabilitation.
RECOOP BCHA St Swithun's House 21 Christchurch Road Bournemouth BH1 3NS 0300 123 1992	Email: info@recoop.org.uk Website: www.recoop.org.uk	Mon – Fri 09:00 – 17:00	Promotes the care, resettlement and rehabilitation of older prisoners, offenders and ex-offenders, especially those over the age of 50, in particular but not exclusively through the provision of support services, advocacy, financial advice, mentoring on issues such as employment and training, and advice on housing and health, enabling them to take control of their lives and remain free from offending, and preventing them from becoming socially excluded.
Storybook Dads and Mums <u>HMP Channings Wood</u> Denbury Newton Abbot Devon TQ12 6DW 01803 814702	Email: admin@storybookdads.org.uk Website: http://www.storybookdads.org.uk/	Mon – Fri 09:00 – 17:00	Helping to maintain the vital emotional bond between parent and child by enabling parents in prison to make bedtime story CDs, DVDs and other educational gifts for their children.
Weston College 01934 411422	Email: enquiries@weston.ac.uk Website: www.weston.ac.uk	Mon – Fri 09:00 – 17:00	Delivers educational services to offenders in prisons across the South West of England. The focus of delivery is on transformational learning and

			raising aspirations to 'Create Brighter Futures'. Developing skills for learners and deliver courses in nine prisons and one Immigration Removal Centre in the South West Region.
Domestic Abuse/Violence			
Dorset Action on Abuse Seaforth House 176 Bournemouth Road Parkstone BH14 9HY 01202 732424	Email: bozena@daaservice.uk Website: http://www.dorsetactiononabuse.org.uk/	Mon: 09:00-20:00 Tue: 09:00-17:30 Wed: 09:00-18:30 Thu: 09:00-17:00	Dorset Action on Abuse's mission is to relieve the suffering and distress of men and women over the age of 16 who are survivors of child abuse (sexual, physical, emotional and neglect) in Dorset, including Bournemouth and Poole.
Dorset Rape Crisis Support Centre PO Box 7697 Poole Dorset BH15 9GN General Enquiries: 01202 308840 TELEPHONE HELPLINE 01202 308855	Website: http://www.dorsetrapecrisis.org/about-drcsc/	Mon: 13:00 – 15:00 Tue: 10:00 -12:00 Wed: 19:30 – 21:30 Thu: 19:30 – 21:30 Fri: 19:30 – 21:30 Sat:16:00 – 18:00	Dorset Rape Crisis Support Centre is a pan Dorset charity at present based in Poole near the town centre, offering emotional and practical services county-wide for men, women, children and young people. These include the Helpline, face to face counselling and emotional support and practical

			support and advocacy.
Dorset SARC (Sexual Assault Referral Centre) (01202) 552056	Email: info@the-shores.org.uk Website: http://www.the-shores.org.uk/	24 hours, 7 days a week	The dedicated Sexual Assault Referral Centre (SARC) for Dorset, providing a comprehensive service to men, women and children who have been raped or sexually assaulted. They offer a safe and non-judgemental environment which focuses on the needs of the individual. All clients are treated with dignity and respect. They are contactable 24 hours a day, seven days a week, 365 days a year.
Karma Nirvana 0800 5999 247	Email: info@karmanirvana.org.uk Website: https://www.karmanirvana.org.uk/	Mon – Fri 09:00 – 17:00	Karma Nirvana is National helpline supporting men and women being forced into marriage against their will, in fear of bringing shame or dishonour on their family, emotionally or physically abused, confused about what they say the scripture demands

			<p>of you or the worry about being disowned.</p> <p>If you are concerned about any of the above, please call us in confidence via our info email or on the helpline. We are open Monday to Friday 9am to 5pm providing emotional, practical and advocacy support.</p> <p>Culture, Religion and Tradition are not an excuse; forced marriage is illegal in the UK.</p>
Khulisa Wells House, Unit 7 5-7 Wells Terrace London N4 3JU United Kingdom	Website: http://www.khulisa.co.uk	Mon – Fri 09:00 – 17:00	Khulisa delivers unique and powerful behaviour-change intervention programmes addressing violence and the crime cycle. Khulisa also runs Milestones, an innovative through-the-gate mentoring programme for young men leaving custody.
National DV Helpline 0808 2000 247	Website: http://www.nationaldomesticviolencehelpline.org.uk/	24 hours	The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for

			women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.
YOU South Wing, Admiral House 43 High Street Fareham Hampshire PO16 7BQ 01329 825 930	Email: enquiries@theyoutrust.org.uk Web: http://theyoutrust.org.uk/		YOU is a charity that has been supporting vulnerable people across the UK since 1985. Working across a wide range of specialist areas, YOU's mission is to provide people with the help they need to realise their dreams of independence, security, stability, happiness and freedom. We help people in our communities who need care, support and advice due to poverty, homelessness, disability, age, ill health or abuse, to have the life they want.
Foodbanks			
Swanage Foodbank 07759230313 54 High Street Swanage BH19 2NX		As required	A food bank is a place where donated food is distributed to those in need or an emergency. Many people in Dorset have been hit by the economic downturn, local people are experiencing a crisis that is not their fault such as changes in

			benefit, debt problems, divorce, sickness, bereavement, redundancy, rising food and fuel prices, low wages all leading to a rise in people turning to a food bank. You need to be referred by a professional in order to be able to access vouchers for foods.
Wareham Foodbank 07840 408475 Purbeck Gateway Church Ropers Lane, Wareham BH20 1YZ	Website: http://www.purbeckgatewaychurch.co.uk	As required	A food bank is a place where donated food is distributed to those in need or an emergency. Many people in Dorset have been hit by the economic downturn, local people are experiencing a crisis that is not their fault such as changes in benefit, debt problems, divorce, sickness, bereavement, redundancy, rising food and fuel prices, low wages all leading to a rise in people turning to a food bank. You need to be referred by a professional in order to be able to access vouchers for foods.
Poole Foodbank 01202 669566 Longfleet United Reformed Church		Tues, Weds & Thurs 9:30am - 12:30pm, Fri 09:30am – 12 noon	This facility is for people in crisis and seeks to provide food for their emergency. The outreach

Longfleet Road, Poole BH15 2HP			worker will then help them to obtain advice for their particular circumstances and aid them in obtaining benefits they are due. Vouchers are issued by Social Services workers, Doctors, Ministers and others in positions of care. The idea is that those in crisis will receive food combined with knowledge and advice so that they may move on with their lives.
Grants & Funding			
Dorset Accessible Homes Grant 0333 003 0010	Email: dorsetHIAcontactus@millbrookhealthcare.co.uk Website: http://www.millbrook-healthcare.co.uk/contact-us/service-centre-locations/home-improvement-agency-services/dorset-hia/	Mon – Fri 09:00 – 17:00	If your home needs a major or complex adaptation, a Dorset Accessible Homes Grant - previously known as a Disabled Facilities Grant can be used to pay for a range of adaptations to ensure that you have access to facilities within your home.
Emergency Local Assistance Grants Applications are only accepted via telephone 01305 221044	Website: https://www.dorsetforyou.gov.uk/grants/emergency-local-assistance	Mon – Fri 09:00 – 17:00	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.

			<p>Only those facing specific circumstances will be eligible:</p> <ul style="list-style-type: none"> • fleeing a situation of domestic violence • recently left institutionalised care • exceptional pressure (for example, victim of a non preventable disaster - house fire, flood)
Empty Property Loans Public Health and Housing Services Purbeck District Council Westport House Worgret Road Wareham Dorset BH20 4PP 01929 556561	<p>Email: envservices@purbeck-dc.gov.uk</p> <p>Website: https://www.dorsetforyou.gov.uk/article/412344/Empty-property-loans-in-Purbeck</p>	<p>Switch board opening hours</p> <p>Monday – Thursday 09:00 – 17.00</p> <p>Friday 09:00 – 16:30</p>	<p>A scheme to help bring long term empty properties back into use has been launched by Purbeck District Council. The scheme, will enable the council to offer a loan of up to £25,000 to the owners of long term empty properties in Purbeck.</p>
Energy Grants	<p>Website: http://www.which.co.uk/reviews/home-grants/article/home-grants/free-loft-insulation-from-energy-suppliers</p>		<p>Some energy suppliers offer free insulation to eligible households. Find out if you qualify for free insulation or boiler replacement.</p>

Healthy Homes Dorset 0300 003 7023	Website: https://www.healthyhomesdorset.org.uk/		Healthy Homes Dorset helps Dorset residents keep warmer by installing loft and cavity wall insulation.
Insulation and Heating Grants Centre for Sustainable Energy 3 St Peter's Court, Bedminster Parade, Bristol BS3 4AQ 0117 934 1400	Website: https://www.cse.org.uk/advice/funding/grants		You may be able to get a grant towards the cost of a new boiler, heating system, or insulation. The Home Energy Team can give you advice on this and may be able to refer you to a local company that can access the grant for you and do the work.
Safe & Secure Grants Available through the Dorset Accessible Home Service 0333 003 0010	Website: http://www.millbrook-healthcare.co.uk/contact-us/service-centre-locations/home-improvement-agency-services/dorset-hia/		For residents over the age of 50 and in receipt of a means tested benefit to carry out essential works to promote safe and independent living
Health & Wellbeing			
Body Positive Dorset Diana, Princess of Wales House 24 Lorne Park Road Bournemouth Dorset BH1 1JL 01202 297386	Website: http://www.bodypositivedorset.org/	Mon 13:00 -17:00 Tues 13:00 -19:00 Wed 13:00 -17:00 Thurs 13:00 -19:00 Fri 10:30-17:00	Body Positive Dorset aims to support and empower people living with and affected by HIV in Dorset and surrounding areas, to evaluate and develop services that meet the changing needs of the diverse community.

Dorset Mental Health Forum 29-29A Durngate Street Dorchester Dorset DT1 1JP 01305 257172	Email: admin@dorsetmentalhealthforum.org.uk Website: http://www.dorsetmentalhealthforum.org.uk/		The Dorset Mental Health Forum is a local peer led charity. They exist to improve the lives of everyone affected by mental illness by promoting wellbeing and recovery and employ people with lived experience of mental health problems whenever possible.
Dorset MIND 3 Stratfield Saye 20-22 Wellington Road Bournemouth BH8 8JN 01202 551660	Email: contact@dorsetmind.uk Website: http://www.dorsetmind.uk	Mon - Thurs 09:30 - 16:30	Dorset Mind aims to help people to cope with their mental health problems and to rebuild their lives.
Healthwatch Dorset 0300 111 0102	Website: http://www.healthwatchdorset.co.uk/	Mon – Thurs 09:00 – 17:00 Fri 09:00 – 16:30	Healthwatch gives people a powerful voice locally and nationally. At a local level, local Healthwatch works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Local Healthwatch is all about local voices being able to influence

			the delivery and design of local services. Not just people who use them, but anyone who might need to in future.
Recovery Education Centre 01202 584478 or 07787 836708	Email: dhc.recovery.educationcentre@nhs.net Website: http://www.dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/mental-health/recovery-education		The Recovery Education Centre provides education and training, focusing on self-management, self-determination, choice and responsibility. The courses offered are available to people with personal experience of mental distress, those who access mental health services, their carers/supporters, friends and family, and also for staff members who work alongside people suffering periods of ill health.
Richmond Fellowship Office 11A The Shaftesbury Centre Percy Street Swindon Wiltshire SN2 2AZ 03300 083570	Website: http://www.dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/mental-health/recovery-education		The Richmond Fellowship have been championing recovery and social inclusion and are now one of the largest voluntary sector providers of mental health support across England.
Home			
Besom	Email - Davina Freedman		Besom operates a free furniture

Swanage 07519977732	purbeckbesom@gmail.com		re-use project offering electrical and household goods donated from local people & businesses to households on low incomes.
Dorset Freecycle	Website: https://www.freecycle.org/		Freecycle is a grassroots and entirely nonprofit movement of people who are giving (and getting) stuff for free in their own towns and neighborhoods.
Dorset Re Claim 3 Didcot Road Nuffield Industrial Estate Poole Dorset BH17 0GD 01202 679080 Unit 5, Poundbury Road Poundbury West Industrial Estate Dorchester Dorset DT1 2PG 01305 267711 85 Stanley Road Springbourne Bournemouth Dorset BH1 4SD	Website: http://dorsetreclaim.org.uk/	Monday – Thursday: 9.00am – 4.30pm Friday: 9.00am – 4pm Closed on Bank Holidays	Dorset Reclaim is a registered charity with depots based in Bournemouth, Poole and Dorchester, operating a furniture re-use project offering electrical and household goods donated from local people & businesses to households on low incomes.

01202 773384			
The Dorset Scrap Store 14 Alder Hills Poole Dorset BH12 4AS 07565 577094	Website: http://dorsetscrapstore.org.uk/	Tues 11:00 – 17:00 Weds 11 – 19:00 Thurs 11 – 19:00 Fri 11 – 17:00 Sat 11 – 17:00	Dorset Scrap store is a charity that believes in a world where manufacturing waste doesn't go to landfill – it becomes a low cost community resource for crafting and creativity.
Wessex Water 01225 524242 01225 526249 Bills & Accounts: 0345 600 3600 Water Supply & Sewage: 0345 6004 600	Bills & Accounts Email: customer.services@wessexwater.co.uk Water Supply & Sewage Email: operational.enquiries@wessexwater.co.uk Website: https://www.wessexwater.co.uk/	Mon – Fri 08:00 – 18:00	A range of schemes and low rate tariffs to help clients reduce their ongoing water bills or repay water debt.
Housing and Supported Housing			
The Abbeyfield Society, St Peter's House, 2 Bricket Road, St Albans,	Email: enquiries@abbeyfield.com Website: https://www.abbeyfield.com/		Provider of older people's accommodation. Abbeyfield's mission is to provide the best service of care and housing for

Herts, AL1 3JW 01727 857536			all residents, and to be a champion for older people. Contact direct for vacancies in Swanage.
Anchor	Website: http://www.anchor.org.uk/	Mon – Fri 10:00 – 18:00 Sat 10:00 – 16:00	Anchor offer retirement properties and specialist care homes at over 1,000 locations across the country, making them England's largest not-for-profit provider of housing and care for the over-55s.
Aster Group Link House West Street Poole Dorset BH15 1LD 0333 400 8222	Website: https://www.aster.co.uk/	Mon – Fri 08:30 – 17:00	Aster provide affordable homes for rent or purchase, specialist care and support for older and vulnerable people, and property repairs and maintenance services
BCHA St Swithuns House 21 Christchurch Road Bournemouth BH1 3NS 01202 410500	Website: http://www.bcha.org.uk/	Mon – Fri 09:00 – 17:00	Bournemouth Churches Housing Association provide affordable homes for rent.
Dorset Home Choice c/o Purbeck District Council Housing Westport House Worgret Road Wareham Dorset	Email: homechoice@purbeck-dc.gov.uk Website: https://www.dorsethomechoice.org/d	Switch board opening hours Monday – Thursday 09:00 – 17:00 Friday 09:00 – 16:30	Dorset Councils have developed a Dorset Wide Home Choice CBL scheme. New applicants if eligible can register with the scheme, by completing one common

BH20 4DB 01929 557370	orset-homechoice/home.aspx		application form. Once registered applicants will be able to bid for properties, across all areas within the partnership where they are eligible.
Dorset Nightstop Action for Children Inspirations 2 Poundbury Business Centre Dorchester DT1 3WA 01305 753657	Email: dorsetnightstop@actionforchildren.org.uk Accept referrals from approved agencies only - contact for details		Young single homeless people aged 16-25. Accept people with dogs (if host agrees). Must have a local connection to Dorset. Minimum stay 1 night – maximum stay 3 nights.
East Boro Housing Trust Faulkner House 31 West Street Wimborne Dorset BH21 1JS 01202 883 503	Email: info@ebht.org.uk Website: http://www.ebht.org.uk/	Mon – Fri 09:00 – 17:00	East Boro specialise in housing and support services for the elderly, adults with learning disabilities and other vulnerable people
Elderly Accommodation Counsel EAC 3rd Floor 89 Albert Embankment London SE1 7TP 0800 377 7070	Email: info@firststopadvice.org.uk Website: www.housingcare.org	Mon – Fri 09:00 – 17:00	Elderly Accommodation Counsel (EAC) is a national charity that aims to help older people make informed choices about meeting their housing and care needs.
Help to Buy South West Templar House,	Website: https://www.helptobuysw.org.uk/Dat	Mon – Fri 09:00 – 17:00	Help to Buy South West is the Government appointed Help

Collett Way, Newton Abbot, TQ12 4PH 0300 100 0021	a/ASPPages/1/30.aspx		to Buy Agent who provide information on shared ownership, shared equity and discounted sale properties available
Housing Options for Older People (HOOP) EAC 3rd Floor 89 Albert Embankment London SE1 7TP 0800 377 7070	Email: hoop@eac.org.uk Website: http://hoop.eac.org.uk/		A self-help information and advice resource for older people who are considering their housing options.
Purbeck District Council Housing Westport House Worgret Road Wareham Dorset BH20 4DB 01929 557370	Email : homechoice@purbeck-dc.gov.uk Website: https://www.dorsetforyou.gov.uk/	Switch board opening hours Monday – Thursday 09:00 – 17.00 Friday 09:00 – 16:30	Housing advice for people who are homeless or threatened with homelessness.
Radian Housing Collins House Bishopstoke Road Eastleigh Hampshire SO50 6AD 0300 123 1 567	Email: radiandirect@radian.co.uk Website: https://www.radian.co.uk/	Mon – Fri 08:00 – 18:00	Radian provide affordable homes for rent or purchase, specialist care and support for older and vulnerable people, and property repairs and maintenance services.
Sanctuary Housing Estuary House, Peninsula Park, Rydon Lane, Exeter, EX2 7XE	Email: contactus@sanctuary-housing.co.uk		Sanctuary Housing provide affordable homes for rent or purchase, specialist care and

(closed office, visit by appointment only) 0800 131 3348 or 0300 123 3511	Website: https://www.sanctuary-housing.co.uk/contact-us		support for older and vulnerable people. Sanctuary Housing have their own housing register as well as allocating housing through the Dorset Home Choice Allocation Policy.
Shelter Dorset Housing Aid Centre 30 Poole Hill Bournemouth BH2 5PS 0344 515 1400	Email: info@shelter.org.uk Website: https://england.shelter.org.uk/	Mon – Fri 08:00 – 18:00	Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services. A drop in service is available Mon - Fri 9:30 - 1:30
Sovereign Housing Association Avon Point 54 Bridge Street, Christchurch Dorset BH23 1EB 01202 460460 0800 988 4858 (repairs and out-of-hours emergencies)	Email: contact@sovereign.org.uk Website: https://www.sovereign.org.uk/#	Mon – Fri 08:30 – 16:30	Sovereign Housing provide affordable homes for rent or purchase.
Libraries			
Lytchett Matravers Library 8a High St, Lytchett Matravers, Poole BH16 6BN 01202 621281	Website: https://www.dorsetforyou.gov.uk/lytchettlibrary	Mon 09:30 – 13:00 14:00 – 17:00 Tues 14:00 – 17:00 Thurs 09:30 – 13:00 Fri 14:00 – 19:00 Sat 09:30 – 12:30	
Swanage Library	Website:	Mon 10:00 – 18:30	

High St Swanage BH19 2NU	https://www.dorsetforyou.gov.uk/swanagelibrary	(youth session 17:00 – 18:30) Weds 09:30 – 17:00 Fri 09:30 – 17:00 Sat 09:30 – 16:00	
Wareham Library Wareham Library, South Street, Wareham, BH20 4LR. 01929 556146	Website: https://www.dorsetforyou.gov.uk/warehamlibrary	Mon 10:00 – 17:00 Tues 09:30 18:30 Weds 09:30 – 16:00 Thurs 09:30 – 17:00 Fri 09:30 17:00 Sat 09:00 – 16:00	
Minority Groups			
Dorset Race Equality Council The Link 3-5 Palmerston Road Bournemouth BH1 4HN 01202 392 954	Website: www.dorsetrec.org.uk	Mon – Sun 10:00 – 18:00	Ensure that ethnic minority individuals and communities in Dorset feel empowered to challenge racism and discrimination and have access to support and information
The Intercom Trust PO Box 285 Exeter EX4 3ZT Dorset Helpline: 0845 388 3544	Website: https://www.intercomtrust.org.uk/	Mon – Fri 09:00 – 16:00	The Intercom Trust provides help against homophobic and transphobic prejudice, crime and discrimination (including bullying, harassment, abuse, attacks, and threatening behaviour), helping to develop

			the LGBT communities, providing professional training and consultancy, and working in partnership with local government, the police, health and other organisations.
Over The Rainbow 27 St Michaels Road Bournemouth Dorset BH2 5DP 01202 257478 (Answerphone when closed)	Email: overtherainbow2@dchft.nhs.uk Website: http://www.rainbowbournemouth.co.uk/index.htm	Tues – Fri 10:00 – 19:00	Over The Rainbow is a local NHS LGBT initiative. Our sexual health clinic runs every Wednesday on a booked appointments basis from 12 noon till 7pm. This can be arranged over the phone or in person. The clinic is staffed by NHS health care professionals who are able to offer private and confidential screening for all STI's. Results are available in 7 -10 working days and can be sent via text message.
Ricochet	Email: ricochet.enquiry@gmail.com Website: http://www.ricochet-dorset.org/	First Saturday of the month.	Ricochet is a support group for the families and friends of lesbian, gay, and bisexual people. The group was started by Colette Hill, the mother of two gay daughters. The support group meets in Poole on the first Saturday of the month. For

			further information email ricochet.enquiry@gmail.com
Older People			
First Stop Advice 3rd Floor 89 Albert Embankment London SE1 7TP 0800 377 7070 / 0203 519 6002	Email: info@firststopadvice.org.uk Website: http://www.firststopcareadvice.org.uk/abt/partners/		First Stop Advice is an independent, impartial and free service offering advice and information to older people, their families and carers about housing and care options for later life.
My Life My Care Adult Access Team County Hall Colliton Park Dorchester Dorset DT1 1XJ 01305 221016	Email: adultaccess@dorsetcc.gov.uk Website: https://www.mylifemycare.com/		My Life My Care provides information and advice about care and support for adults in Bournemouth, Dorset and Poole.
Purbeck Good Neighbours Tel: 01929 424363 Mobile: 07825 264353	Email: purbeckgoodneighbours@yahoo.co.uk		Volunteer group who can help older people over 50 with small or difficult one-off tasks in their home. We can help with: Clearing rubbish, Filing, Accompanying to important appointments, Moving furniture, Helping with paperwork and letters, Changing lightbulbs and

			batteries
Substances Misuse			
Alcoholics Anonymous 0800 9177 650	Email: help@aamail.org Website: http://www.alcoholics-anonymous.org.uk/		Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.
Dorset DIP Turning Point Head Office Standon House 21 Mansell Street London E1 8AA Tel: 020 7481 7600	Email: info@turning-point.co.uk Website: http://www.turning-point.co.uk/		Over 250 specialist and integrated services across England and Wales, focusing on substance misuse, learning disability, mental health and employment.
EDP Drug and Alcohol Services Swanage Day Centre 107 High Street Swanage BH19 2NB 07703745017 (open Monday and Wednesday)	Email: info@edp.org.uk Website: http://www.edp.org.uk/	Monday and Wednesday 09:00 – 16:30	EDP Drug & Alcohol Services support people to address their drug and alcohol misuse. A fundamental belief underpinning their work is that, given the right support and resources, people can and do make remarkable changes.

StreetScene Addiction Recovery Allington House 46, Dean Park Road, Bournemouth, Dorset, BH1 1QA 01202 467 661	Email: info@StreetScene.org.uk Website: http://www.streetscene.org.uk/	Phones 24 hours	Confidential and private Bournemouth and Southampton based rehab treatment centres that cater for alcohol dependency, drug addiction, eating disorders and all types of addiction rehabilitation.
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