

Citizen's Advice

Free, confidential, and impartial advice to help everyone find a way forward. Advice on money, benefits, housing, debt, employment and more.

1 Acland Road, Dorchester, DT1 1JW.

Phone: 0800 144 88 48 (freefone)

Web: www.centradorsetca.org.uk

The Retreat

The Retreat is an open access service for adults who are struggling to cope with life and feel they are approaching crisis point. No referral needed, just turn up and ring the bell – preferably before 11pm. The Retreat is not able to work with people who require medical attention beyond basic first aid/wound care, are intoxicated by alcohol or substances, display threatening or physically aggressive behaviour or are under the age of 18.

Dorchester's Retreat is open from 4.30-11.30pm Saturday-Wednesday for face-to-face drop-in with mental health practitioners and peer specialists.

Address: 30 Maiden Castle Road, Dorchester, DT1 2ER

Phone: Connection - 0800 652 0190 (24/7) for urgent mental health support and signposting.

Helping the Homeless and Vulnerable

At United Church on Mondays 11am-2pm providing hot food to people who are homeless or rough sleeping. Can also provide dry clothing and survival items to rough sleepers.

Email: dorchesterhelpingthehomeless@gmail.com

Phone: 07543 708676

Dorchester Food Bank (DFB)

The foodbank provides in-date, non-perishable basic food to those struggling financially and unable to feed themselves or their family. Referral to Foodbank can be obtained from health visitors, social workers, church leaders, and other community organisations. The main voucher holder is: Citizens Advice.

DFB: Dorchester Baptist Church, DT1 1RR

Email: foodbank@dorchesterbc.org.uk

Phone: 07554 983978

Web: www.dorchesterbc.org.uk/food-bank

Food Share

Anyone experiencing financial hardship in the DT1 or DT2 areas can apply for a Food Share parcel for a weekly delivery of bakery and fresh produce.

Food Share accept referrals from a range of groups, or you can self-refer by phone or e-mail.

More information is on their website:

www.dorchestercommunitychurch.org.uk/ministries/food-share or you can call them directly.

Email: contact@dorchestercommunitychurch.org.uk

Phone: 01305 267171

Mobile: 07918 877498

Paragon (part of The You Trust)

Provide domestic advice services for adults and children and people who identify as non-binary or gender fluid, who are living with abuse. They offer a wide range of support including outreach, support re stalking, refuge/safe house accommodation and much more.

Email: ParagonDorset@theyoutrust.org.uk

Phone: 24/7 Helpline: 0800 032 5204

Web: <https://paragonteam.org.uk/teams/dorset>

Shelter

Providing information and advice for people who are struggling with housing or homelessness.

For urgent help phone: 0808 800 4444

For other advice visit: <https://england.shelter.org.uk/>

The Samaritans

Emotional support 24 hours a day, 365 days a year.

Phone: for FREE (no credit needed) on **116 123**.

Or email: jo@samaritans.org (response time 24 hours).

Police

Phone: **101** non-emergency. **999** emergency.

Dorchester guide to homelessness & community support

Guide to essential local services and contacts if you find yourself in need of support or advice.

Updated February 2024



Dorchester Town Council
19 North Square
Dorchester, Dorset, DT1 1JF
TEL: 01305 266861

Email: e.scott@dorchester-tc.gov.uk



Street Link - Report someone who is Homeless

Use this simple online service if you are concerned about someone over the age of 18 you have seen sleeping rough. (For under 18 call the police).

Reports made through Street Link are passed directly to Dorset's Assertive Homeless Outreach Team (AHOT) who will then find and offer support to that person. Make a note of the location you have seen the person and include as many identifying details as possible such as name, age, gender etc. If you cannot access the online service, you can call them.

Phone: 0300 500 0914

Web: www.streetlink.org.uk

Julian House

Assertive Homeless Outreach Team (AHOT) based at the Lantern Trust. Street-based outreach service supporting people sleeping rough. Self-referral at the office – entrance is first door on Queen Street, Weymouth, or via The Lantern main entrance. Or via Streetlink: streetlink.org.uk / 0300 500 0914.

Email: dorset-outreach@julianhouse.org.uk

Phone: 01305 236585 or 07757 727016

Web: www.julianhouse.org.uk

The Lantern Trust

The Lantern Trust offers housing and support services including accommodation deposit assistance (rent deposit scheme). The Lantern provides a 'Hub' environment with the following agencies and clinics: Shelter, Julian House homeless outreach, homeless health services, advice about benefits and debt, help with forms, domestic abuse advocacy, access to employment, education & training, spare clothes, bedding and essential items, hot food & drinks available at very low prices, travel assistance (subject to availability), computer access, GP access, optician, dental bus, podiatry. They also provide laundry and shower facilities. The coffee bar currently runs 10am-2pm Tues/Wed/Thursday for hot and cold drinks & light lunches at a reasonable cost.

You can also **drop in** at the Lantern at any time during opening hours. However, due to high demand for specific housing/benefits/debt advice, please make an appointment on **01305 787940**.

You can see Heidi, the advanced nurse, by dropping in on a Thursday or by appointment on Friday.

Location: 2 Ranelagh Road, Weymouth, DT4 7JD

Email: info@lanterntrust.org.uk

Phone: 01305 787940

Web: www.lanterntrust.org.uk

Facebook: <https://www.facebook.com/LanternTrustUK>

Homeless Health Service

Advocates to support physical and mental health.

You may meet us on Outreach with Julian House.

In Dorchester, they can offer mental & physical health support & signposting.

In Weymouth they can also offer the above plus support to access vaccinations, health check-ups, virus testing, wound care and GP registration.

Email: dhc.referralsamh.homeless@nhs.net

Sandy (Homeless Health Nurse)

Phone: 07500 072049

Lisa (Mental Health Practitioner)

Phone: 07795 043861

Pilsdon Community

People requiring shelter are welcome from Friday to Monday am, once every 6 weeks. And also for only one night in the week every six weeks. (subject to conditions & availability). Pilsdon is a Christian community offering support, friendship & help for people in crisis. Please note: Pilsdon is **DRY ACCOMODATION** & clients must be abstinent and have not had a drink that day.

Also: People coming must be willing to take a Covid test if requested.

Address: Pilsdon Manor, Pilsdon, Bridport, DT6 5NZ.

Email: pilsdon@pilsdon.org.uk

Phone: 01308 868308

Web: www.pilsdon.org.uk

Dorset Council

Dorset Council homelessness prevention and advice team offers advice and assistance to those experiencing difficulty with homelessness or housing. If you become homeless because you have lost your home or you are threatened with homeless because you have been asked to leave accommodation, you can contact the team for free advice and assistance.

Phone: 01305 221000 (number also for out of hours)

Web: www.dorsetcouncil.gov.uk/housing/homelessness

Email: housinghelp@dorsetcouncil.gov.uk

First Point Dorset

Provide information, guidance and practical support to individuals dealing with issues such as budgeting, applying for welfare benefits, insecure housing, poor health and wellbeing, social isolation & homelessness for anyone aged 16+. People can self-refer or an agency can on their behalf.

Email: fp.enquiries@theyoutrust.org.uk

Phone: 0330 123 2550

Web: <https://theyoutrust.org.uk/first-point-dips/>

Reach

Reach Drug and Alcohol Services offers support, advice, group work, one to one key working, family support, housing help, and more to people of all ages who wish to address their drug and alcohol use. Clients may self-refer by using **Freephone number:** 0800 043 4656 or via this link <https://pds.drugreferrals.com>.

Email: info@edp.org.uk

Web: www.edp.org.uk/reach-dorset

Dorset Nightstop

Emergency accommodation for young single homeless people aged 16-25 in the homes of trained volunteer host families.

Email: dorsetnightstop@actionforchildren.org.uk

Phone: 01202 525643 (Mon-Thurs 10-4, Fri 10-3)