

LOOKING FOR HELP?

ALL ROUND SUPPORT

Citizens Advice - free, confidential, independent and impartial advice to anyone, and across a range of issues: Universal Credit; Benefits; Debt and money; Employment; Housing; Family & Relationships ... and much more.

- Local advice line: 01306 732302 (Mon–Thurs. 10.00 – 16.00 & Fri 10.00 – 13.00)
- Local advice email: dorking@camv.org.uk
- ADVICELINE (free) 0808 2 787 930 (Mon – Friday 09.00 – 17.00)
- Help to Claim (Universal Credit)– 0800 144 8 444
- Consumer Helpline – 0808 223 1133

CARERS

Action for Carers - information, support and advice to unpaid carers of all ages.

- Phone: 0303 040 1234 / Text (SMS): 07714 075993
- Email: CarerSupport@actionforcarers.org.uk

Crossroads Care Surrey – respite breaks for carers

- Phone: 01372 869970
- Email: enquiries@crossroadscaresurrey.org.uk

CHILDREN

Beatitudes - a good as new children's shop (with clothes, toys, books and equipment at very reasonable prices)

- Phone: 01306 898387
- Email: blessing13.rp@googlemail.com
- <https://www.facebook.com/DorkingBeatitudes/>

Dorking Nursery - nursery education for 2 - 5 year olds

- Phone: 01306 882397
- Email: admin@dorking.surrey.sch.uk

Mole Valley Family Centre - services and activities for families in challenging circumstances

- Phone: 01306 740095
- Email: familycentre@dorking.surrey.sch.uk

Home-Start - friendship & emotional and practical help to parents with at least one child under 5 years old.

- Phone: 01737 770220

CRIME

Cuckooing – when drug dealers take over the home of a vulnerable person and use it as a base for drug dealing.

County Lines – when drug dealers use mobile phone 'lines' to extend their drug dealing into new locations.

- Phone (Surrey Police): 101 (or 999 in emergencies)
- Email: csmash@surreycc.gov.uk (children)
- or ascmarsh@surreycc.gov.uk (adults)

DEBT / FINANCE

Christians Against Poverty (CAP) – debt counselling and groups for practical, lasting solutions to debt

- Phone (free): 0800 328 0006 (Mon–Thurs 9:30am–5:00pm & Fri 9:30am–3:30pm)

Surrey Crisis Fund - financial help to Surrey residents with nowhere to turn in an emergency or after a disaster.

- Phone: surreycrisisfund@surreycc.gov.uk
- www: <http://www.surreycc.gov.uk/surreycrisisfund>

Stepchange - free, impartial and confidential debt advice.

- Phone (free): 0800 138 1111 (Mon-Fri 8am-8pm, Sat 8am-4pm)

Surrey Community Action - support for people struggling to heat their homes and budget their finances

- Phone: 07521 503 696
- Email: davidcarter@surreyca.org.uk

ELDERLY

Age UK (Surrey) – a range of services to help people aged 50+ make the most of their life

- Phone: 01483 503414
- (Mon to Fri, 9:00am - 4:45pm)
- text: 07548 314281
- email: enquiries@ageuksurrey.org.uk

Transform Housing and Support - provides housing, support and home care to help clients live independent and fulfilling lives

- phone: 01737 233893
- email: reigate@transformhousing.org.uk

THE FOODBANK IS HERE WHEN YOU REACH A FINANCIAL CRISIS POINT AND CAN'T AFFORD TO PUT FOOD ON THE TABLE. HOWEVER, THERE ARE OTHER MANY ORGANISATIONS IN THE DORKING AREA THAT OFFER ADVICE AND SUPPORT ACROSS A WIDE RANGE OF ISSUES. THEY CAN HELP YOU TACKLE THE UNDERLYING CAUSE OF YOUR CRISIS AND TRY TO GET YOU BACK ON YOUR FEET

* SEE ORGANISATION WEBSITES FOR MORE INFORMATION AND CURRENT UPDATES



LOOKING FOR HELP?

DISABILITIES

Sight for Surrey - support for people who are blind or partially sighted, deaf, deaf-blind or hard of hearing.

- Phone: 01372 377701 or 07860 026 269 (Mon to Fri 9-5pm)
Email: info@sensoryservices.org.uk
- Skype: [sensory.services](https://www.skype.com/join/voice/sensoryservices)
- FaceTime: dutysw@sensoryservices.org.uk

Hearing Dogs – information, guidance and support with hearing loss and deafness, including hearing dogs

- Phone: 01844 348 100
- Text relay: 18001 01844 348100
- Email: info@hearingdogs.org.uk

DOMESTIC ABUSE

East Surrey Domestic Abuse Services (ESDAS) – confidential advice, support, outreach and services

- Phone: 01737 771350 (Mon to Fri, 9am - 4pm)
- Text: 07860 039720
- Surrey Helpline: 01483 776822 (9am - 9pm)
- SMS TEXT: 07537 432 411 (deaf/hard of hearing. Mon-Fri, 9am-2pm)
- Email: info@SDAC-helpline.co.uk

HOUSEHOLD

Furnistore – upcycled good quality household items at an affordable or discounted price

- Phone: 01737 773133

BESOM - helps anyone in need with excellent quality household items, white goods and furniture.

- Phone: 07765 598 854
- Email: dorkingbesom@live.co.uk

MENTAL HEALTH

Richmond Fellowship – provides a range of support services

- Phone: 01737 771282 or 01737 789661 (Mon-Fri, 9am-5pm)

The Mary Frances Trust - wellbeing support and advice for any mental or emotional health issues

- Phone: 01372 375400 or 07929 024722
- Email: info@maryfrancestrust.org.uk

Samaritans - 24-hour listening support if you are having a difficult time or are worried about someone.
phone: 116 123 (calls are free)

Mental Health Crisis Helpline – mental health advice and support, 24 hours a day, 365 days a year.
www.sabp.nhs.uk/help.

- Phone: 0800 915 4644
- SMS text: 07717 989 024

DRUGS / ALCOHOL

Catalyst Drug and Alcohol Services - support for drug and alcohol users who want to change

- Phone: 01483 590 150 / Text: 07909 631623
- Email: info@catalystsupport.org.uk

Catch 22 - targeted and specialist substance misuse services for young people up to 25-years-old.

- Phone: 01372 832905 or 0800 622 6662 (24/7 emergency referral and crisis helpline)
- Email: yposm@catch-22.org.uk
- <https://www.facebook.com/Catch22surrey/>
- Twitter: @Catch22YPSM

Surrey Drug and Alcohol Care (SDAC) -support for anyone concerned about drug/alcohol issues

- Phone (free): 0808 802 5000 (24/7, 365 days a yr)

HOMELESSNESS

Parashoot - free support service for people who are homeless or at immediate risk of losing their home.

- Phone: 01737 272 500
- Email: Support@parashoot.org.uk

East Surrey Outreach Service (Home Group) - care, support services and homes in the community

- Phone: 0345 1414663 (Mon-Fri 7am-8pm & Sat, 8am - 12noon)

Crawley Open House - support for anyone struggling with homelessness, unemployment, loneliness, discrimination or other social exclusion.

- Phone: 01293 447702 (24hrs)

LeatherHead Start - emergency, direct access, short term accommodation for anyone homeless (18yrs+)

- Phone: 01372 377790
- Email: Office@leatherheadstart.org

ILLNESS

The Brigitte Trust - emotional support and practical help at home

- phone: 07469 932192
- email: sarah.pattenden@brigitte-trust.com

RELATIONSHIPS

Relate - relationship counselling

- Phone: 01737 245212

YOUNG PEOPLE

Amber - space and facilities for young people to rebuild their lives away from their previous environment

- Phone: 0808 178 9388