

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 and relationships and ...more.

- Local advice line: 01306 732302 (Mon-Thu 10:00-16:00 & Fri 10:00-13:00)
- Local advice email: dorking@camv.org.uk
- Surrey Adviceline (free): 0808 278 7930 (Mon-Fri 09:00-17:00)
- Help to Claim (Universal Credit) 0800 144 8444
- Consumer Helpline: 0808 223 1133

Trussell Trust - If you're worried about money and struggling to afford essentials, call our free helpline for personalised support.

- Help through Hardship helpline: 0808 208 2138 (Mon-Fri 09:00- 17:00)

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 ascsmash@surreycc.gov.uk (adults)

DEBT/FINANCE

Christians Against Poverty - debt counselling and groups or practical, lasting solution to debt.

- Phone: 0800 328 0006 (Mon-Thur 09:30-17:00 & Fri 09:30-15:30)

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

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

Stepchange - free, impartial and confidential debt advice.

- Phone: 0800 138 1111 (Mon-Fri 08:00-20:00 & Sat 08:00-14:00)

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

Phone: 01483 566072
Email: info@surreyca.org.uk

CARERS

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

- Phone: 0303 040 1234 / SMS Text: 07723 486730

Email: carersupport@actionforcarers.org.uk

Crossroads Care Surrey - respite breaks for carers.

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

CHILDREN

Beatitudes - as good as new children's shop, with clothes, toys 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 to support family life

- Phone: 01306 740095
- Email: molevalleyfamilycentre@ymcaeastssurrey.org.uk

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

- Phone: 01737 770220

ELDERLY

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

- Phone: 01483 503414 (Mon-Fri 09:00- 16:45)
- Text: 07593 139560
- 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

RELATIONSHIPS

Relate - relationship counselling

- Phone 01737 245212

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

- See organisations websites for more information and current updates.

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 026269 (Mon-Fri 09:00-17:00)
- Email: info@sensoryservices.org.uk
- Skype: sensory.services
- 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

DRUGS/ALCOHOL

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

- Phone: 01483 590150
- 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 / 0800 622 6662 (24hr crisis line)
- Email: yposm@catch-22.org.uk
- <https://www.facebook.com/Catch22surrey/>
- X: @Catch22YPSM

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

- Phone: 0808 802 5000 (free 24 hour)

DOMESTIC ABUSE

East Surrey Domestic Abuse Service (ESDAS) - confidential advice, support, outreach and services.

- Phone 01737 771350 (Mon-Fri 09:00-16:00)
- Text: 07860 039720
- Surrey Helpline: 01483 776822 (09:00-21:00)
- SMS Text for deaf/hard of hearing: 07537 432 411 (Mon-Fri 09:00-14:00)
- Email: support@ESDAS.org.uk

HOMELESSNESS

Parashoot Housing Support (Raven Housing Trust) - free support service for people who are homeless or at immediate risk of losing their home.

- Phone: 01737 272500
- Email: raven@ravenht.org.uk

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

- Phone: 0345 1414 663 (Mon-Fri 07:00-20:00 & Sat 08:00-12noon)

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

- Phone 01293 447702 (24hrs)

LeatherHEAD START - emergency, direct access, short term accommodation for anyone homeless and 18yrs+

- Phone: 01372 377790
- email: office@leatherheadstart.org.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 / 01737 789661 (Mon-Fri 09:00-17:00)

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

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

Samaritans - 24 hour listening support.

- Phone: 116 123

Mental Health Crisis Helpline - mental health advice and support.

- Phone: 0800 915 4644
- Text: 07717 989 024

ILLNESS

The Brigitte Trust - emotional support and practical help at home.

- Phone 07469 932192
- Email: sarah.pattenden@brigittetrust.com

YOUNG PEOPLE

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

- Phone: 0800 652 1081
- Email: info@amberweb.org