

# Help and Support during Lockdown 2021

## Together We Can

### Winter support scheme to help vulnerable residents across Bournemouth, Christchurch and Poole.

A huge community support effort is underway to help the most vulnerable families and households who have been negatively impacted by the pandemic this year.

Local residents who are struggling to afford food and keep warm over the winter months are urged to reach out for support from BCP Council and its partners, who are co-ordinating efforts to ensure people can access the support they need over the winter period.

## Support includes:

- Free school meal supermarket vouchers for eligible families with school aged children to support them during the holiday periods – delivered through schools.
- Increased support for community and voluntary organisations providing food support in local communities .
- Support for residents in financial hardship with affording utility bills and keeping warm this winter through Citizens Advice BCP.
- Support to access food for vulnerable households delivered through the Family Information Service and the Together We Can helpline.
- If residents are looking for support, they can visit: [www.bcpCouncil.gov.uk/wintersupport](http://www.bcpCouncil.gov.uk/wintersupport) or alternatively call:

### For signposting and advice about accessing food:

- Households with children, call BCP Council Family Information Service: 01202 261999
- Households without children, call Together We Can helpline: 0300 1237052

### For signposting and advice about winter warmth:

- Call Citizens Advice BCP: 01202 081732
- If residents wish to help their local community by donating food and other items or volunteering, visit: [www.bcpCouncil.gov.uk/helpwintersupport](http://www.bcpCouncil.gov.uk/helpwintersupport)

### Homeless or at risk of being homeless

- Bournemouth – 01202 451467

- Christchurch – 01202 795213
- Poole – 01202 633804 in office hours, 0800 506050 outside office hours

## Domestic Abuse

### Local services

- BCHA Domestic Abuse Referrals & Support Line: 01202 710 777
- Bournemouth, Christchurch and Poole – Outreach (24 hours) – 01202 710 777
- [Dorset Police](#) abuse advice and support
- Sexual Trauma and Recovery Services (STARS Dorset): Telephone Support Line 01202 308855  
online live chat also available through [www.starsdorset.org](http://www.starsdorset.org)

## Out of hours Childrens services

- The out of hours service is for any child who is in crisis, needs urgent help or is at serious risk of significant harm. Hours of operation are 5pm to 9am from Monday to Friday, all day Saturdays and Sundays and all bank holidays, including Christmas Day and New Year's Day.
- Call the out of hours service on 01292 738256
- If you would like information about safeguarding children in the Dorset area please [visit the pan-dorset safeguarding website](#).

## National services for concerns about a child or young person

**In an emergency, or if you believe a child is at immediate risk of harm, call the police on 999.**

Currently only the NSPCC website has been agreed as a data free website for children's services.

- [NSPCC](#) - 0808 8005000 or text 88858
- [Childline](#) - 0800 1111
- [Respect Not Fear](#)
- [This is Abuse Website](#)
- [The Hideout Website](#)
- [Safe Date](#).

## Mental Health in Dorset

0300 123 5440

Connection – a 24/7 helpline open to all ages. Dorset residents or people visiting Dorset can call direct on at local call rate or access via NHS 111 for free

## Mind

<https://www.mind.org.uk/information-support/helplines/>

Infoline: 0300 123 3393

Email: [info@mind.org.uk](mailto:info@mind.org.uk)

Text: 86463

Post: Mind Infoline, PO Box 75225, London, E15 9FS

Our Infoline provides an information and signposting service. We're open 9am to 6pm, Monday to Friday (except for bank holidays).

Ask us about:

- mental health problems
- where to get help near you
- treatment options
- advocacy services.

## **Samaritans**

116 123

Free phone calls open 365 days a year 24 hours a day

## **Prama Care**

01202 022987

Friendship line for any age any age open 8am – 9pm

## **Silver Line**

08004 708090

Free phone calls to friendship line for older people open 365 days a year 24 hours a day.

## **Age UK**

0800 678 1602

Free phone calls for advice line open 8am – 9pm 365 days a year

## **Drug and alcohol support services**

All group sessions and face to face work have stopped until further notice.

Access to support and referrals

BCP council providers can still accept new referrals. All contact details remain the same

We Are With You (former Addaction), SDAS, EDAS and REACH East are currently operating a closed door policy at their offices. However, they are still offering support over the telephone or via email.

### **Adult Services:**

- We Are With You (former Addaction) 01202 558855 (Bournemouth area)
- SMART - 01202 735777 (Poole area)
- REACH East - 0800 043 4656 (Christchurch and Dorset area)
- BCP Prescribing (AWP): 01202 977010 [not for referrals, only specific queries]
- [Online referrals](#).

Young People & Families Services:

We Are With You Young People and Families - 01202 830173 (Bournemouth area)

YADAS - 01202 741414 (Poole and Christchurch area).

Support from online meetings and support services

There are online mutual aid meetings as well as the support direct from our services:

- [Alcoholics Anonymous](#)
- [Narcotics Anonymous](#)
- [Cocaine Anonymous](#)
- [All fellowships](#)
- [SMART Recovery](#)
- Breaking Free Online (Code required - ask BEAT, SMART or REACH for free access).

Providers are offering almost all support online or via the phone. Exceptions are:

- handing over needle exchange equipment and receiving used equipment for disposal
- new prescribed clients who are not known to our services, where a drug test or face-to-face meeting is required
- service users where a specific safeguarding risk has been identified.