



### Other Sources of Support

Depending on your situation, the following agencies and organisations may be able to provide additional support.

Dorset Council Housing Advice	01305 221 000
Shelter England	0808 800 4444
Connection	0800 652 0190
Urgent Mental Health Support-	24/7 - All ages
National Domestic Abuse	
Hotline Careline	0800 101 3333
Volunteer Centre Dorset -	
Urgent volunteer response	01305 231699
Help and Kindness	01305 595958
Lantern Trust Weymouth	01305 787940



### How can I contact First Point Dorset?

Telephone:  
0330 123 2550

Email:  
fp.enquiries@theyoutrust.org.uk

Drop-in sessions are co located with partner agencies across Dorset. You can also ask to chat with our friendly team member who is based at Dorset County Hospital.

See our Facebook page or contact us for times and locations.

*YOU: a family, creatively empowering people to thrive in their communities.*

Registered Address:  
Delme 1, Delme Place  
Cams Hall Estate  
Fareham, Hants PO16 8UX

[www.theyoutrust.org.uk](http://www.theyoutrust.org.uk)

The YOU Trust is registered in England no. 1898188 and is a registered charity no. 291489



First Point Dorset



## What We Do

First Point Dorset are a team of people with lived and worked experience who are passionate about helping others to reduce the risk of homelessness, financial hardship, mental or physical ill health, and loneliness.

We offer 1-2-1 support, advocacy, information and guidance, working in partnership with you to improve your housing, health, and wellbeing.

We can work with you for up to 6 months and will meet you in your own home, or in the community. We strive to offer inclusion, innovation, and excellence to ensure our support is right for you. If we get it wrong, please tell us, and together we can make it right.

***“Kate was always there when I needed her and did everything I required with excellent care & attention, she is a real star!”***

***“Rhiannon has been a complete star, she has given me confidence to do things for myself. I even applied for and got a bus pass on my own. Thank you for this service.”***

***“Mel was always professional and helped in more ways than she will ever know. Plus, my daughter loves her!”***

***“It was always very easy to get in touch with my support worker.”***

**Please contact us on:  
0330 123 2550**

## Who We Can Help

We can help you if you are resident within the Dorset Council area and over the age of 16 and any of the following apply to you or your situation:

- You are homeless or threatened with becoming homeless
- You are living in unsuitable accommodation
- You are experiencing or recovering from poor mental or physical health
- You are experiencing financial hardship
- You are feeling socially isolated
- You are wishing to remain independent in the community
- You are or recently have been in hospital
- You are a vulnerable family
- You are an older person
- You are a veteran
- You are at risk of domestic abuse
- You are a young person at risk



## How We Can Help

Together, we can pool our knowledge and skills to tackle the root cause of the problem and explore a range of solutions to help you make informed choices about your situation.

We can offer or help you with:

- 1 to 1 appointments in your own home or the community
- Drop-in sessions including Dorset County Hospital
- Telephone and / or online appointments
- Find more suitable accommodation
- Address rent arrears and other debts
- Prevent eviction
- Stay safe in your home
- Access and appeal welfare benefit claims
- Reduce risk of admission to hospital
- Overcome barriers to discharge from a hospital setting
- Resettle after a stay in hospital
- Act as an advocate for you, linking with your landlord, benefit agencies, your local council, GP surgery or community groups
- Help you access the internet and community resources
- Reduce loneliness
- Link you with people who share your interests
- Find the right help for you, including cleaning, shopping, and gardening services

**first point**