

General Support

Organisation	What they do	Contact numbers
Age UK	Offering Information and Advice to people over 60 on a wide range of topics, including Welfare benefits, Community Care, Paying for care, Housing, Leisure and Social Activities. We also have an Advocacy Service that offers free and impartial advice for people that may be worried over a problem no matter how big or small.	0845 643 4683 www.ageuk.org.uk i&a@ageuksomerset.org.uk
Age UK Together Somerset Service	Aimed at reducing loneliness, providing an opportunity to meet others and access services and social activities, with trained volunteers make regular visits to people over 60 who have the greatest need, taking on some of the features of a traditional befriending service,.	0845 643 4703 together@ageuksomerset.org.uk
Alzheimer's Society	Alzheimer's Society is a membership organisation, which works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland.	01934 514977 north.somerset@alzheimers.org.uk www.alzheimers.org.uk
Care Connect	Care Connect Contact service offers impartial advice and information on social care issues. We can put you in touch with voluntary, statutory or private organisations on: complaints and suggestions, basic housing help, benefits, Carelink, charging enquiries, home care and day care, home energy conservation, local transport schemes, recording incidents of general, racial and homophobic abuse, referrals to organisations within the Supporting People initiative, residential and nursing home searches, security issues for older people.	01275 88 88 01 8am – 6pm Mon-Fri Fax: 01275 88 84 07 www.n-somerset.gov.uk care.connect@n-somerset.gov.uk
Carelink	A community alarm system that is connected to our monitoring centre offering 24 hour service, seven days a week.	01275 888 801 www.n-somerset.gov.uk care.connect@n-somerset.gov.uk
Centre for Deaf People	Working with deaf and hard of hearing people across Bristol, North Somerset, South Gloucestershire and Bath and North East Somerset. We provide a range of specialist services, and are home to several community groups from our base in Bristol.	0117 924 9868 Minicom: 0117 944 1344 Fax: 0117 924 4884 office@centrefordeaf.org.uk www.centrefordeaf.org.uk

General Support

Crossroads	<p>We offer a wide range of services on all aspects of caring, including information about assessments, statutory and voluntary agencies, benefits, aids and adaptations, respite and information, carers groups, counselling.</p>	<p>01934 411840</p> <p>enquiries@nscrossroads.org.uk</p>
Community Meals on Wheels	<p>Our service ensures that the meals we supply well balanced meals to aid recovery and at the same time keeping check on people's wellbeing.</p>	<p>01275 88 21 55 Fax: 01275 39 43 26 www.n-somerset.gov.uk community.meals2@n-somerset.gov.uk</p>
Disability Information Advice Line (Weston & North Somerset DIAL)	<p>An organisation of disabled people providing advice, information and advocacy for other disabled people their families and carers from a disabled person's perspective.</p>	<p>01934 419426 mail@westondial.co.uk</p> <p>www.westondial@bravhost.com</p>
Friend	<p>Community Mental Health Resource Centres in Weston-super-Mare and Clevedon serving North Somerset.</p>	<p>01934 622292. Fax: 01934 628823. admin@friendcmhrc.com www.friendcmhrc.com</p>
Handy Van Service	<p>This service offers elderly & disabled residents access to competent tradesmen at an affordable cost. Types of jobs: putting up shelves, fitting curtain rails/poles, fixing loose floor boards, plumbing repairs such as replacing tap washers and unblocking sinks, fitting locks and light bulbs, glazing and hanging up pictures.</p>	<p>01275 858 518</p> <p>NS Housing Tenants: 0800 0562 758</p>
Kaleidoscope	<p>Kaleidoscope seeks to provide life enhancing services to people on the margins of society. In particular we provide support to people with drug problems, enabling them to make positive changes in their lives. At the heart of all our work is the respect of our service users.</p>	<p>0208 549 2681</p> <p>Fax: 0208 547 0228</p> <p>info@kaleidoscopeproject.org.uk</p>
Mankind Initiative	<p>Providing help and support to male victims of domestic abuse and to raise awareness of the social stigma that affects male victims.</p> <p>Our Helpline offers information and support on all aspects of domestic abuse referring callers to refuges, local authorities and other support services.</p>	<p>01823 334244</p> <p>Helpline hours: 10-4 and 7-9 Monday to Friday</p> <p>admin@mankind.org.uk</p>

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Nailsea Disability Initiative (NDI)	We support disabled and elderly people in North Somerset by: Promoting their care, welfare and education; information & advice on disability issues; help access welfare benefits; improving their quality of life and championing Access Issues.	01275 812183 team@nailseadisability.org www.nailseadisability.org
Nightstop	Providing emergency overnight accommodation for young people 16-25 at risk of becoming homeless – usually after a family breakdown. With hosts in Bristol, North Somerset and South Gloucestershire. Rooms on a night by night basis.	0117 924 4444 www.caringatchristmas.org.uk
North Somerset Council - Adult Social Services	Adult Social Care provides support for vulnerable people who are affected by problems associated with ageing, physical and sensory impairments, learning disabilities, mental illness, alcohol and drug abuse, HIV/AIDS and other serious health problems. We aim to help people live as independently as possible.	Via: Care Connect 01275 88 88 01 Mon – Fri 8am – 6pm Fax: 01275 88 84 07 Mini com: 01275 888 805 care.connect@n-somerset.gov.uk www.n-somerset.gov.uk
North Somerset Council - Housing Options and Advice	We provide advice & assistance to anyone in housing difficulty and to those who are homeless or threatened with homelessness. In addition the team makes nominations to partner housing associations for the allocation of social housing and maintain the Housing Needs Register.	01934 426330 01934 426249 housing.advice@n-somerset.gov.uk www.n-somerset.gov.uk
North Somerset Council - Private Rented Housing Team	To ensure property conditions in the Private Rented Sector are free from serious health and safety hazards. Offer complaint service for private tenants. Work with landlords to improve conditions and administer the licensing scheme for houses in multiple occupation.	01934 426 786 privaterented.housing@n-somerset.gov.uk www.n-somerset.gov.uk
North Somerset Council - Housing Renewals Team	Assistance is given through loans and grants for repairs and disabled adaptations to enable vulnerable people to live safely at home. Advice and assistance is given to improve home energy efficiency and reduce the numbers of households in fuel poverty.	01934 426885 Fax: 01934 426686 housing.renewals@n-somerset.gov.uk www.n-somerset.gov.uk

Organisation	What they do	Contact numbers
North Somerset Council - Stroke Services	The four member stroke service team will work with each stroke survivor to devise their own individual personal development plan.	01934 426 625 community@n-somerset.gov.uk www.n-somerset.gov.uk
Safeguarding Adults	We are committed to protecting vulnerable adults within North Somerset from abuse.	Via Care Connect:: 01275 888 801 Mon – Fri 8am – 6pm Fax: 01275 88 84 07
Somerset Racial Equality Council (SREC)	Working in partnership with individuals and organisations for a fair and just society which values diversity and gives everyone an equal chance to work, learn and live free from discrimination, prejudice and racism.	01458 274200 Fax: 01458 272233 info@srec.org.uk
St Monica Trust Community Fund	Offering financial assistance to adults with physical disabilities or long-term physical health problems in the North Somerset, Gloucestershire, Bristol, Bath, Somerset and Wiltshire area.	0117 949 4003 www.stmonicastrust.org.uk
Supporting People	The Supporting People programme offers vulnerable people the opportunity to improve their quality of life through greater independence. It promotes housing-related services which are cost effective and reliable, and which complement existing care services. Supporting People is a working partnership of local government, service users and support agencies.	01275 888 425 Fax: 01275 888 445 spadmin@n-somerset.gov.uk www.n-somerset.gov.uk
Telecare in North Somerset	Telecare offers a range of detectors which can be used to raise an alert within the home or at a control centre	Via Care Connect:: 01275 888 801 Mon – Fri 8am – 6pm Fax: 01275 88 84 07
Tenancy Support	This team provides temporary accommodation for families and single households who have been assessed as statutory homeless.	Portishead: 01275 398 100 Weston: 01275 398 267 Areaservices@nshousing.org.uk
Vision North Somerset (Woodspring Association for Blind people WAPB)	Provide information and advice for Blind and Partially sighted people including registration, rehabilitation, aids and equipment and social opportunities.	01934 419393 10-1pm Mon-Fri Fax: 01934 613 950 info@visionns.org.uk

CHILDREN & YOUNG PEOPLE

Organisation	What they do	Contact numbers
Child support Agency (CSA) Department of Work & Pensions (DWP)	Our role is to make sure that parents who live apart from their children contribute financially to their upkeep by paying child maintenance.	08457 133 133 Textphone: 08457 138 924
Connexions	Connexions West provides services for young people aged 13 to 19 through information, advice and guidance (IAG), integrated and targeted youth support, referral to other services and access to personal development opportunities for young people.	01934 644443 Fax: 01934 644409 www.connexionswest.org.uk
Educational Action Challenging Homophobia (EACH)	Taking calls from children and young people (or an adult on their behalf) who are experiencing homophobic bullying anywhere in England and Wales.	Action Line: 0808 1000 143 Mon-Fri 10 -4 Office: 0117 946 7607 www.eachaction.org.uk
Family Information Service (FIS) Ages 0-20	We provide a one-stop source of information for the benefit of children, young people and families and those who work with them, within North Somerset.	01934 426 300 fis@n-somerset.gov.uk
Nightstop	Providing emergency overnight accommodation for young people 16-25 at risk of becoming homeless – usually after a family breakdown. With hosts in Bristol, North Somerset and South Gloucestershire. Rooms on a night by night basis.	0117 924 4444 www.caringatchristmas.org.uk
North Somerset Council - Children's Social Services	Provide people and families with the necessary support, help and advice in times of need. Provide services for disabled children and children with life limiting illness. We protect children and young people at immediate risk of harm through our child protection services.	01934 88 88 88
Supportive Parents of Special Children (SPSC)	We are a parent-led organisation providing information and support to parents in Bristol, North Somerset and South Gloucestershire whose children have any kind of special education need from pre-school to age 19 years.	0117 98 97 725 www.supportiveparents.org.uk mail@supportiveparents.org.uk
Young Carers - Crossroads	We offer a wide range of services on all aspects of caring, including information about assessments, statutory and voluntary agencies, benefits, aids and adaptations, respite and information, carers groups, counselling.	01934 - 411840 enquiries@nscrossroads.org.uk

Community Safety

Organisation	What they do	Contact numbers
Avon Fire & Rescue Service - Home Safety Team	Home Fire Safety Visits provide you with free advice on all aspects of fire safety in the home. A smoke alarm will also be fitted during the visit if required, with fire service staff explaining how to maintain it correctly.	01179 262061 Fax: 0117 927 2908 Minicom: 18001 01179 262061
Avon & Somerset Police	The Police and Police Community Support Officers are dedicated to local neighbourhoods so that residents can build a relationship with their local officer and together with partner agencies, tackle the issues that concern them.	0845 0456 7000 Minicom: 18001 0845 456 7000 www.avonandsomerset.police.uk
Avon & Somerset Police - Bobby Van Scheme	Providing extra security for those people within the community who are vulnerable or who have been victims of a burglary, domestic violence or hate crime.	0845 0456 7000 Minicom: 18001 0845 456 7000 www.avonandsomerset.police.uk
Care and Repair	Innovate, develop, promote and support housing related policies and practical initiatives which enable older and disabled people to live independently in their own homes for as long as they wish.	01275 858 518 carerepair.northsomerset@hanover.org.uk
Chaplaincy About Town (CHAT)	We are a charity that has been set up by local Christians, to provide a friendly listening ear to businesses, employees, shoppers & anyone who frequents the Weston-super-Mare town centre.	01934 643533 enquiries@westonchat.org.uk
Educational Action Challenging Homophobia (EACH)	Taking calls from children and young people (or an adult on their behalf) who are experiencing homophobic bullying anywhere in England and Wales.	Action Line: 0808 1000 143 Mon-Fri 10 -4 Office: 0117 946 7607 www.eachaction.org.uk
North Somerset Council - Community Safety & Drug Action team (CSDAT).	Working with the Police and other organisations, providing help & treatment for people in North Somerset with drug problems. Part of our role is helping young people resist drugs and work to protect communities from the threat of drugs.	01934 426 752 community@n-somerset.gov.uk

Community Safety

Organisation	What they do	Contact numbers
North Somerset Council - Streets and Open Spaces Team	Streets & Open Spaces are responsible for the maintenance of all adopted highways and open spaces looking after all waste, cleansing, highways and grounds services.	01934 888 802 streetsandopenspaces@n-somerset.gov.uk
Street Pastors	Street Pastors is an inter-denominational Church response to urban problems, engaging with people on the streets to care and listen.	info@streetpastors.org.uk
Support Against Racist Incidents (SARI)	To support & empower victims of racial harassment, co-ordinate response from statutory & voluntary agencies after a racial incident & offer guidance on tackling racial incidents.	0117 942 0060 Mon – Fri 9.30-5.15 Fax: 0117 942 0038 sari@sariweb.org.uk
Victim Support	Victim Support helps local residents cope with the effects of crime. We do this by providing confidential support and information to victims of crime and to witnesses attending local criminal courts.	Support Line: 0845 30 30 900 www.victimsupport.org.uk

Money Matters

Organisation	What they do	Contact numbers
Benefit Enquiry Line	Enquiries about which benefit to claim.	0800 882200 Textphone 0800 243355
Bristol Debt Advice Centre (BDAC)	Offering information & advice on debt management and help you regain control of your finances. Free, independent, confidential and professional advice to people in debt to local people in North Somerset.	General advice: 0117 954 3990 Energy advice: 0117 954 3544 www.bdac.org.uk mail@bdac.org.uk
Christians Against Poverty	Christians Against Poverty is a national debt counselling charity with a network of 92 centres based in local churches. CAP offers hope and a solution to anyone in debt through its unique, in-depth service.	01274 760720 Fax: 01274 760745 info@capuk.org
Citizens Advice Bureau (CAB)	The Citizens Advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and also influencing policymakers.	01934 836 201
Citizens Advice Bureau (CAB) 24hr helpline	The Citizens Advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and also influencing policymakers.	0870 121 2017
Job Centre Plus	Information and advice on claiming benefits, finding work and help in getting back into work and improving your skills after a long break.	0800 055 6688 Mon-Fri 8-6pm www.jobcentreplus.gov.uk
HM Revenue & Customs	Help to support families and workers through the benefits and credits system.	0845 300 3900 Text phone: 0845 300 3909
Liberata	Enquiries and advice regarding housing benefits, council tax and business rates.	01934 888 136 01934 888 138
Money Advice Centre working with CAB and Weston Credit Union	We offer help with budgeting, opening bank accounts, dealing with arrears with rent and/or council tax and general debt advice.	0845 6308 991 (To book appointment) macadvice@nscab.org.uk

Money Matters

Organisation	What they do	Contact numbers
North Somerset Council - Home Energy - Reducing bills	Advice on reducing fuel bills and becoming more energy efficient at home.	01934 42 66 86 kim.herivel@n-somerset.gov.uk
Pensions Service (Visiting team) Department of Work & Pensions (DWP)	Working jointly with North Somerset Council to carry out financial assessments for people over 60 to help them claim all the state benefits that they are entitled to.	0845 60 60 265 Text phone: 0845 60 60 285
Trading Standards Agency	Aims to promote a fair, safe and equitable trading environment for both consumers and businesses across North Somerset, whether you're buying a loaf of bread, petrol or holiday.	01275 888 634 trading.standards@n-somerset.gov.uk www.tradingstandards.gov.uk/northsomerset

Getting out & about

Organisation	What they do	Contact numbers
Fair Share	Working with voluntary groups based in the Central Ward and Potteries to help build skills, organizational group development, equalities or involvement.	01934 613100
Leisure Centres	We provide a range of sports and leisure facilities across North Somerset.	01934 85 23 03 Fax: 01934 85 32 86
North Somerset Council - Go4Life	Go4Life is a North Somerset scheme which encourages and supports people to get more healthy and active in their everyday lives.	01275 810 995 go4life@n-somerset.gov.uk
Retired and Senior Volunteer Programme (RSVP)	RSVP is the only national body that provides volunteering opportunities for the over-50s	0117 922 4392 or 0117 925 0505 office@rsvp-west.org.uk
Voluntary Action North Somerset (VANS)	Voluntary Action North Somerset, the Local Infrastructure Organisation for Voluntary And Community Groups throughout North Somerset.	01934 410192 enquiries@vansweb.org.uk