



Signposting in your Community

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General Support

Age UK Somerset

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.

General Enquiries

Tel: 0845 643 4709

Fax: 01823 345 629

Website: www.ageuksomerset.org.uk

Advocacy

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.

Tel: 0845 643 4701

email: advocacy@ageuksomeset.org.uk

Information and Advice

Tel: 0845 643 4621

email: i&a@ageuksomereset.org.uk

Together 'in friendship'

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 services.

Tel: 0845 643 4703

email: 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.

Tel: 01934 514 977

email: north.somerset@alzheimers.org.uk

Website: www.alzheimers.org.uk

Care Connect

Offering impartial advice on social care issues. Putting you in touch with voluntary, statutory or private organisations on:

- Complaints and suggestions
- Basic housing help
- Benefits advice
- 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

Tel: 01275 888 801 (Monday to Friday 8am to 6pm)

Fax: 01275 888 407

email: care.connect@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/careconnect

Carelink

A community alarm system that is connected to our monitoring centre offering 24 hour service, seven days a week.

Tel: Care Connect 01275 888 801 (Monday to Friday 8am to 6pm)

Fax: 01275 888 407

email: care.connect@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/carelink

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.

Tel: 0117 924 9868

Minicom: 0117 944 1344

Fax: 0117 924 4884

email: office@centrefordeaf.org.uk

Website: www.centrefordeaf.org.uk

Crossroads

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 and counselling.

Tel: 01934 411 840

Fax: 01934 411 859

email: enquiries@crossroadscare-ns.org.uk

Website: www.crossroadscare-ns.org.uk

Community Meals on Wheels

Our service is available for older, sick or disabled people living at home in the community who cannot cook their own meals. The service can provide meals to suit a number of different diets and is available five days a week.

Tel: 01275 882 155

Fax: 01275 882 863

email: community.meals2@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/communitymeals

Disability Information Advice Line (Weston & North Somerset Dial)

An organisation of disabled people providing advice, information and advocacy for other disabled people their families and carers from a disabled person's perspective.

Tel: 01934 419 426

Fax: 01934 419 486

email: mail@westondial.co.uk

Website: www.westondial@bravehost.com

Friend

The Community Mental Health Resource Centres offer a comprehensive range of holistic, information resource and advocacy services for people with mental health, based in Weston-super-Mare and Clevedon, serving the North Somerset area.

Tel: 01934 622 292

Fax: 01934 628 823

email: admin@friendcmhrc.com

Website: www.friendcmhrc.com

Handy Van Service

This service offers elderly and 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
- Hanging up pictures

Tel: 01275 858 518 NS Housing Tenants 0800 0562 758
 Fax: 01275 858 559

Kaleidoscope

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.

Tel: 0208 549 2861
 Fax: 0208 547 0228
 email: info@kaleidoscopeproject.org.uk

ManKind Initiative

Providing help and support to male victims of domestic abuse and to raise awareness of the social stigma that affects male victims. The Helpline offers information and support on all aspects of domestic abuse referring callers to refuges, local authorities and other support services.

Tel: 01823 334 244 (Helpline Hours: Mon to Fri 10 to 4 and 7 to 9)
 email: admin@mankind.org.uk
 Website: www.mankind.org.uk

Nailsea Disability Initiative (NDI)

Supporting disabled and elderly people in North Somerset by:

- Promoting their care, welfare and education
- Providing information and advice on disability issues
- Help accessing welfare benefits
- Improving quality of life and championing access issues

Tel: 01275 812 183
 email: team@nailseadisability.org
 Website: www.nailseadisability.org

Nightstop

Nightstop is run by Caring at Christmas to provide emergency accommodation to vulnerable young people aged 16 – 25 who might otherwise be placed

inappropriately in B&Bs or sleeping rough. Accommodation is provided by approved Volunteer Hosts who offer a room in their home.

Tel: 0117 924 4444

Fax: 0117 942 1500

email: info@caringatchristmas.org.uk

Website: www.caringatchristmas.org.uk

North Somerset Council – Adult Social Services

Adult Social Services support people to live an independent and fulfilling life. When you contact us we will need to do an assessment of your situation to find out what your needs are. Not everyone is eligible for support, and the support that you receive will depend on your circumstances.

We can help if you:

- need help to live independently in your own home
- are a carer looking after someone else in their own home
- have a physical disability or difficulty getting around
- have sight, hearing or communications difficulties
- are worried about your own or someone else's mental health
- have a learning disability
- have a long-term medical condition
- are affected by alcohol or drug use
- are living with HIV or AIDS

Tel: Care Connect 01275 888 801 (Mon – Fri 8am to 6pm)

Fax: 01275 888 407

Mini com: 01275 888 805

email: care.connect@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/socialcare

North Somerset Council – Housing Teams

Housing Options and Advice

This team provides advice and 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.

Tel: 01934 426 330

Fax: 01934 426 728

email: housing.advice@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/housing

Private Rented Housing

This team ensures property conditions in the private rented sector are free from serious health and safety hazards. They offer a complaint service for private tenants. Also work with landlords to improve conditions and administer the licensing scheme for houses in multiple occupation.

Tel: 01934 426 786

Fax: 01934 426 728

email: privaterented.housing@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/housing

Housing Renewals Team

This team can provide assistance through loans and grants for repairs and disabled adaptations to enable vulnerable people to live safely at home. Also give advice and assistance about how to improve home energy efficiency and reduce the numbers of households in fuel poverty.

Tel: 01934 426 885

Fax: 01934 426 728

email: housing.renewals@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/housing

North Somerset Stroke Services

The Stroke Association provide information advice and support to stroke survivors and carers. They signpost to other services, work with the PCT Stroke Care Coordinator and GP's. They also provided communication support.

Tel: 07799 436 024

Helpline: 0303 3033 100 (from textphone, please dial 18001 0303 3033 100)

email: Suzanna.rolf@stroke.org.uk

Website: www.stroke.org.uk

South West Active Stroke and Heart Ltd (SWASH)

Provides support for people to help 'get their life back after stroke' to initiate communication support in collaboration with the Stroke Association.

Tel: 0780 0140 697

email: tonytinker@talktalk.net

Safeguarding Adults

Safeguarding Adults protect vulnerable adults within North Somerset from abuse.

Tel: Care Connect 01275 888 801 (Mon – Fri 8am to 6pm)

Fax: 01275 888 407

email: care.connect@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/safeguarding

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.

Tel: 01458 274 200

Fax: 01458 272 233

email: info@srec.org.uk

Website: www.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.

Tel: 0117 949 4003

email: communityfund@stmonicastrust.org.uk

Website: 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.

Tel: 01275 888 425

Fax: 01275 888 445

email: spadmin@somerset.gov.uk

Website: www.n-somerset.gov.uk/supportingpeople

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.

Tel: Care Connect 01275 888 801 (Mon – Fri 8am to 6pm)

Fax: 01275 888 407

Mini com: 01275 888 805

email: care.connect@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/telecare

Tenancy Support

This team provides temporary accommodation for families and single households who have been assessed as statutory homeless.

Tel: Portishead 01275 398 100, Weston super Mare 01275 398 250

email: areaservices@nhousing.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.

Tel: 01934 419 393 (Mon – Fri 10am to 1pm)

Fax: 01934 613 950

email: info@visionns.org.uk

Website: www.visionnorthsomerset.wordpress.com

Children and Young People

Child Support Agency (CSA) Department of Work and Pensions (DWP)

CSA's role is to make sure that parents who live apart from their children contribute financially to their upkeep by paying child maintenance.

Tel: 08457 133 133

Text phone: 08457 138 924

Website: www.csa.gov.uk

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.

Tel: 01934 644 443

Fax: 01934 644 409

Website: 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.

Tel: Action Line 0808 1000 143 (Mon – Fri 9am to 4.30pm) Office: 0117 946 7607
email: info@eachaction.org.uk

Website: www.eachaction.org.uk

Family Information Service (FIS) Ages 0 to 20

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.

Tel: 01934 426 300

email: fis@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/fis

Nightstop

Providing emergency overnight accommodation for young people aged 16 to 25 years at risk of becoming homeless. This is usually after a family breakdown. Hosts are available in Bristol, North Somerset and South Gloucestershire on a night by night basis.

Tel: 0117 924 4444

Fax: 0117 942 1500

email: info@caringatchristmas.org.uk
Website: www.caringatchristmas.org.uk

North Somerset Council Children's Social Care

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. Protecting children and young people at immediate risk of harm through our child protection services.

Tel: 01275 888 222
Fax: 01275 884 821
Website: www.n-somerset.gov.uk

Supportive Parents of Special Children (SPSC)

This parent-led organisation provides 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.

Tel: 0117 989 7725
Fax: 0117 989 7724
email: mail@supportiveparents.org.uk
Website: www.supportiveparents.org.uk

Young Carers – Crossroads

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.

Tel: 01934 411 840
Fax: 01934 411 859
email: youngcarers@crossroadscare-ns.org.uk
Website: www.crossroadscarer-ns.org.uk

Money Matters

Benefit Enquiry Line

The Benefit Enquiry Line provides advice and information for disabled people and carer's on the range of benefits available.

Tel: 0800 882 200

Fax: 0117 954 3992

Textphone: 0800 243 355

email: BEL-Customer-services@dwp.gsi.gov.uk

Website: www.direct.gov.uk

Bristol Debt Advice Centre (BDAC)

Offering information and advice on debt management and help you regain control of your finances. Free, independent, confidential and professional advice to people in debt in North Somerset.

Tel: General advice 0117 954 3990, Energy advice 0117 954 3544

email: mail@bdac.org.uk

Website: www.bdac.org.uk

Christians Against Poverty (CAP)

This 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.

Tel: 01274 760 720

Fax: 01274 760 745

email: info@capuk.org.uk

Website: www.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.

Tel: 08444 111 444

Fax: 01934 836 206

email: advice@nscab.org.uk

Website: www.northsomersetcab.org

Job Centre Plus

Information and advice on claiming benefits, finding work and helping getting back into work. Improving your skills after a long break.

Tel: 0800 055 6688 (Mon – Fri 8am to 6pm)

Website: www.jobcentreplus.gov.uk

HM Revenue and Customs

Help to support families and workers through the benefits and credits system

Tel: 0845 300 3900

Textphone: 0845 300 3909

Website: www.hmrc.gov.uk

Liberata

Enquiries and advice regarding housing benefits, council tax and business rates.

Tel: 01934 888 136 or 01934 888 138

Website: www.n-somerset.gov.uk/liberatapayment

Money Advice Centre working with CAB and Weston Credit Union

Offer help with budgeting, opening bank accounts, dealing with arrears with rent and/or council tax and general debt advice.

Tel: 0845 6308 991

email: To book appointment macadvice@nscab.org.uk

North Somerset Council – Home Energy Reducing bills

Advice on reducing fuel bills and becoming more energy efficient at home

Tel: 01934 426 686

email: kim.herivel@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/energy

Pensions Service (Visiting team) Department of work and 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.

Tel: 0845 606 0265

Textphone: 0845 606 0285

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 holidays.

Tel: 01275 888 634

email: trading.standard@n-somerset.gov.uk

Website: www.tradingstandards.gov.uk/northsomerset

Getting out and about

Blue Badge

A national arrangement of parking concessions for people with severe walking difficulties, registered blind or very severe upper limb disabilities who regularly drive a vehicle or are a passenger. The scheme helps individuals travel independently by allowing them to park close to their destination.

Tel: Care Connect 01275 888 801 (Mon – Fri 8am to 6pm)

Fax: 01275 88 407

email: care.connect@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/

Diamond Travel Card

Issue 60 plus and disabled bus passes to those who meet the qualifying criteria. A new online application service now available. More details on the North Somerset Council website.

Tel: 01934 426 426

Fax: 01934 426 884

email: diamond.travel@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/diamondtravelcard

Leisure Centres

Provide a range of sports and leisure facilities across North Somerset.

Tel: 01934 427 222

email: leisures@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/leisurecentres

North Somerset Council – Go4Life

This North Somerset scheme encourages and supports people to get more healthy and active in their everyday lives.

Tel: 01275 810 995

Fax: 01275 884 743

email: go4life@n-somerset.gov.uk

Website: www.n-somerset.gov.uk/go4life

Retired and Senior Volunteer Programme (RSVP)

RSVP is the only national body that provides volunteering opportunities for the over-50s.

Tel: 0117 925 0505

email: office@rsvp-west.fsnet.co.uk

Website: www.rsvp-west.org.uk

Voluntary Action North Somerset (VANS)

VANS the local infrastructure organisation for voluntary and community groups throughout North Somerset.

Tel: 01934 410 192

Fax: 01934 410 199

email: info@vansmail.org.uk

Website: www.vansmail.org.uk

Community Safety

Avon Fire and 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.

Tel: 0117 926 2061

Fax: 0117 927 2908

Minicom: 18001 01179 262 061

Website: www.avonfire.org.uk

Avon and 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.

Tel: 0845 0456 7000

Minicom: 18001 0845 456 7000

Website: www.avonandsomerset.police.uk

Avon and Somerset Police – Bobby Van Scheme

Providing extra security for those people within the community who are vulnerable or who have been victims of burglary, domestic violence or hate crime.

Tel: 0845 0456 7000

Minicom 18001 0845 456 7000

Website: www.avonandsomerset.police.uk

Chaplaincy About Town (CHAT)

This charity has been set up by local Christians, to provide a friendly listening ear to businesses, employees, shoppers and anyone who frequents the Weston super Mare town centre.

Tel: 01934 643 533

email: enquiries@westonchat.org.uk

Website: www.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.

Tel: Action Line: 0808 1000 143 (Mon – Fri 9am to 4.30pm)

Office 0117 946 7607

email: info@eachaction.org.uk
Website: www.eachaction.org.uk

North Somerset Care and Repair

This scheme specialises in helping homeowners and private tenants aged over 60 to remain safe, secure, comfortable and independent in their own home.

Tel: 01275 858 518
Fax: 01275 858 559
Email: info@wecareandrepair.org.uk
Website: www.wecareandrepair.org.uk

North Somerset Council – Community Safety and Drug Action team (CSDAT).

Working with the Police and other organisations to provide help and treatment for people in North Somerset with drug problems. Part of the role is helping young people resist drugs and work to protect communities from the threat of drugs.

Tel: 01934 426 752
email: community@n-somerset.gov.uk
Website: www.n-somerset.gov.uk

North Somerset Council – Streets and Open Spaces Team

Streets and Open Spaces are responsible for the maintenance of all adopted highways and open spaces looking after all waste, cleansing, highways and grounds services.

Tel: 01934 888 802
Emergency out of hours: 01934 622 669
email: streetsandopenspaces@n-somerset.gov.uk
Website: www.n-somerset.gov.uk/streetsopenspaces

Street Pastors

Street Pastors is an inter-denominational Church response to urban problems, engaging with people on the streets to care and listen.

email: info@streetpastors.org.uk
Website: www.streetpastors.co.uk

Support Against Racist Incidents (SARI)

To support and empower victims of racial harassment, co-ordinate response from statutory and voluntary agencies after a racial incident and offer guidance on tackling racial incidents.

Tel: 0117 942 0060 (Mon – Fri 9.30am to 5.15pm)
Fax: 0117 942 0038

email: sari@sariweb.org.uk
Website: www.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.

Tel: Support Line 0845 30 30 900
email: supportline@vicimsupport.org.uk
Website: www.victimsupport.org.uk