



# Gypsy and Traveller Services

## Information and phone book

**This booklet has some useful telephone numbers and information. If you need to know more, contact:**

**Equality and Diversity Team**

**Town Hall**

**Weston-super-Mare**

**BS23 1UJ**

**Telephone: 01934 634 832**

**e-mail: [equality@n-somerset.gov.uk](mailto:equality@n-somerset.gov.uk)**

**This phone book has been created with help from Bristol City Council; we wish to thank Linda Vousden, their Specialist Health Visitor for Gypsies and Travellers, for her assistance.**

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# Health

## GP (your local doctor)

To find out where your nearest doctor's surgery is, call NHS Direct or Patient Advice and Liaison Service (PALS).

### **NHS Direct**

Telephone: 0845 46 47

### **PALS North Somerset**

Telephone: 0800 923 2222

### **Clevedon Community Hospital**

Minor Injuries Unit  
Old Street, Clevedon  
BS21 6BS  
Open: 7am – 9pm  
Telephone: 01275 872 212

### **Bristol South Walk-in Centre**

5 Knowle West Health Park  
Downton Road  
Knowle, Bristol, BS4 1WH  
Telephone: 0117 903 0000



## Out of Hours Service

If you need urgent advice about a medical problem when the Healthcare Centres are closed call

### **Out of hours service**

0845 121 0235

## Emergency Services

Accident and Emergency departments are for a serious illness or injury needing immediate treatment.  
Not all are open 24 hours.

### **Accident and Emergency Weston General Hospital**

Grange Road, Uphill  
Weston-super-Mare, BS23  
Telephone: 01934 636 363

**Please note that A&E will be temporarily closed between the hours of 10pm and 8am.**

### **Bristol Hospital for Sick Children**

Upper Maudlin Street, Bristol, BS2 8BJ  
Telephone: 0117 342 8344  
Open 24 hours



### **Eye Hospital**

Lower Maudlin Street, Bristol, BS2 8BJ  
Telephone: 0117 342 4613  
Open: 8.30am – 5pm, 7 days a week

### **Dental Hospital**

Lower Maudlin Street, Bristol BS2 8BJ  
Telephone: 0117 923 0500  
Open: 9.00am – 6.30pm, Monday to Friday

### **Dentist**

Everyone has the right to visit a NHS dentist. It may be free if you are on certain benefits, are pregnant or have just had a baby. It is free for children.

Call the NHS Dental Helpline if you:

- Need to find a local dentist
- Need urgent dental care and you are not registered with a local dentist
- Or you need urgent out-of-hours dental care.



### **Dental Helpline**

9am to 6pm, Monday to Friday  
Telephone: 0845 120 66 80

### **Maternity and Midwifery services**

If you think you are pregnant it is important to speak with a midwife early on in your pregnancy. You can speak directly with a midwife and do not have to go through a GP.

### **Community midwife**

Telephone: 01934 647 082

### **Ashcombe Ward, Weston General Hospital**

Telephone: 01934 63 63 63

### **Health Visitors**

Health visitors visit all families with pre-school children. Your health visitor can offer advice on health issues, home safety, your children's development and local services. You can find out who your health visitor is by calling:

NHS North Somerset on 01275 546 770.

Families living or staying on the Moorland Park Travellers Site can contact their health visitor on 01934 852 927.

Families living or staying on the Greenfields site can contact their health visitor on 01934 881 066

## **WISH Clinic**

Weston General Hospital, Grange Road, Uphill  
Weston-super-Mare, BS23 4TQ  
Telephone: 01934 881 234

## **Sexual health**

Please contact your GP for contraception and sexual health advice and services.

If you think you have a sexually transmitted infection please contact Weston Integrated Sexual Health (WISH) Clinic. The clinic provides confidential testing and treatment for sexually transmitted infection and they can provide you with support with your contraception needs



**No Worries!**

## **Teenage Health Service**

The No Worries! Teenage Health Service is for young people under the age of 21 and provides confidential health advice on many issues. It can be found in Secondary Schools, Health Centres and some GP surgeries.

e-mail: [noworries@nhs.net](mailto:noworries@nhs.net)

Website: [www.northsomerset.nhs.uk/PublicHealth/No Worries](http://www.northsomerset.nhs.uk/PublicHealth/No_Worries)

## **Adult Social Services**

Adult Social Services support people in North Somerset to live independent and fulfilling lives. This includes providing support to vulnerable adults such as older people, people with physical and sensory impairments, people with learning disabilities, people with mental health problems and their carers.

Care Connect can give advice about all social care services and information about voluntary and independent organisations in the area.

You can also report any concerns about abuse of vulnerable adults by calling Care Connect.

## **Care Connect**

Telephone: 01934 888 801

e-mail: [care.connect@n-somerset.gov.uk](mailto:care.connect@n-somerset.gov.uk)

Open: Monday to Friday 8am – 6pm

## **Steps to Good Mental Health...**

PositiveStep helps adults (aged 16 and over) in North Somerset to get support quickly and easily.

You can access our free service through your GP or by calling us direct.

## PositiveStep

Telephone: 0800 688 8010

Website: [www.positivestep.net](http://www.positivestep.net)

## 1in4 People: a mental health and wellbeing charity

Our role at 1in4 isn't to "treat mental illness". It's to enable mental wellbeing, to empower people with mental health issues to tackle the challenges they face and move forward with their lives. Our message is this: recovery is achievable. It's never an easy road. Often it's a long one. But every year hundreds of people walk out of our doors stronger than they came in.

Services include:

- Counselling
- Mental Health Advocacy
- Self-Help Support Groups
- Anxiety Groups
- Holistic Therapies
- Aspire Personal Development Programme
- Activities and interests
- Links to other organisations

Available from:

### Weston super Mare

39 Oxford Street  
Weston-super-Mare  
BS23 1TN  
Telephone: 01934 622 292

### Clevedon

69 Old Street  
Clevedon  
BS21 6BT  
Telephone: 01275 342 368

Website: [www.1in4people.org.uk](http://www.1in4people.org.uk)

## Education



### Early years

Your 0 – 3 child can attend Nursery from birth. There is a charge for this. Many children aged two can have 15 hours free early learning a week at a day nursery, pre-school or childminder. This supports them with the early stages of their development and to gain confidence ready for when they start school.

To see if your child is eligible, an online assessment needs to be completed and this can be found via [www.n-somerset.gov.uk/twoyearolds](http://www.n-somerset.gov.uk/twoyearolds). The assessment only takes a few minutes and a result is obtained straight away.

All 3 – 4 year old children are entitled to 15 hours of free early education for 38 weeks of the year.

If you need help with finding a place for your child in a playgroup or nursery ring

For help finding childcare see the FIS website [www.n-somerset.gov.uk/fis](http://www.n-somerset.gov.uk/fis)

### Children's Centres

There are also Children's Centres in different areas where you can go and stay to play with your child. Children's Centres also provide advice and information about services for you and your child. The one nearest your home can be found on [www.n-somerset.gov.uk/childrenscentres](http://www.n-somerset.gov.uk/childrenscentres) or by contacting the Family Information Service:

### Family Information Service

Telephone: 01934 426 300

e-mail: [fis@n-somerset.gov.uk](mailto:fis@n-somerset.gov.uk)

### School

All children are required to go to school from 5 – 16. Even if you are only in the area for a short time you can put your child into school. It does not matter if they already have a school place in another area. The school your child attends most often (called a base school) will keep your child's place open while they are temporarily at a different school.

For advice on finding a school, please visit our website at <http://www.n-somerset.gov.uk/my-services/schools-learning>

### Vulnerable Learners Service

North Somerset's Vulnerable Learners Service (VLS) has a specialist Traveller Advisory Teacher and Welfare Support Worker who can help with finding school and college places and also give advice on any issue you have with education. Contact the VLS on 01275 884 421 and ask for the Traveller Advisory Teacher and Welfare Support Worker.

## Places to Live

### Pitches for rent

The Council, in conjunction with Elim Housing, now have a dedicated traveller site with caravan pitches for rent to meet the needs of established Gypsies and Travellers in North Somerset. The site is close to Weston-super- Mare.

If you are interested in renting a pitch on a Gypsy and Traveller site you will need to register an application with the HomeChoice Team.

Please contact them on:

### **Home Choice Team**

Telephone: 01934 426 330

e-mail: [homechoiceteam@n-somerset.gov.uk](mailto:homechoiceteam@n-somerset.gov.uk)

### **Housing Associations**

Housing associations have houses and flats for rent but they are in demand and you may have to wait a long time to get one. If you would like to apply for a housing association house or flat please contact our Home Choice Team.

### **Home Choice Team**

Telephone: 01934 426 330

e-mail: [homechoiceteam@n-somerset.gov.uk](mailto:homechoiceteam@n-somerset.gov.uk)

### **Housing Advice**

The Housing Advice Service is a free and confidential service providing advice for tenants and landlords of privately rented accommodation.

For further information please contact the Housing Advice Team.

### **Housing Advice Team**

Telephone: 01934 426 330

e-mail: [housing.advice@n-somerset.gov.uk](mailto:housing.advice@n-somerset.gov.uk)

Website: [www.n-somerset.gov.uk/Housing](http://www.n-somerset.gov.uk/Housing)

### **Help with your existing home**

If you need support to repair or adapt your home we may be able to help. For information contact Housing Renewals Team.

### **Housing Renewals Team**

Telephone: 01934 426 885

e-mail: [housingrenewals@n-somerset.gov.uk](mailto:housingrenewals@n-somerset.gov.uk)

Website: <http://www.n-somerset.gov.uk/adaptations>

### **Buying sites and getting planning permission**

The council has to put controls on what land is used for to make sure the countryside and the character of our villages and towns are protected. If you are interested in buying land and getting planning permission for living in a caravan on the land you will need to get advice from the council.

### **Development Management**

Town Hall,  
Weston-super-Mare  
BS23 1UJ

Telephone: 01275 888 811

Website: <http://www.n-somerset.gov.uk/contactplanning>

## **Planning advice**

Planning Aid provides free, independent and professional town planning advice and support to communities and individuals who cannot afford to pay planning consultant fees. It complements the work of local planning authorities, but is wholly independent of them.

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

Telephone: 0330 123 9244

e-mail: [advice@planningaid.rtpi.org.uk](mailto:advice@planningaid.rtpi.org.uk)

# **Work, money and benefits**

## **Work**

If you are self-employed in the North Somerset area you may need to register or get a permit to do your work.

## **Scrap metal**

The Scrap Metal Dealers Act 2013 places a requirement for all businesses involved in buying and selling of scrap metal to be licensed by the local authority and includes those who operate from sites as well as those who collect door-to-door. To apply for a license you will need to complete and submit an application form to our environmental protection team. You will not be able to trade until a license has been granted.

Telephone: 01275 888 802

e-mail: [environmental.protection@n-somerset.gov.uk](mailto:environmental.protection@n-somerset.gov.uk)

Website: [www.n-somerset.gov.uk/your\\_council/licences\\_and\\_permits/licences](http://www.n-somerset.gov.uk/your_council/licences_and_permits/licences)

## **Pedlars certificate**

A pedlars certificate is a certificate that allows a person to sell goods (usually trinkets, household goods and other handmade objects), whilst on foot. You can get one from the police in the area where you live. You must be aged over 17 to apply for a certificate.

**Avon and Somerset Constabulary** Telephone: 0845 456 7000

## **Benefits**

The benefits system provides practical help and financial support if you are unemployed and looking for work. It may provide you with extra income when your earnings are low, if you are bringing up children, are retired, care for someone, are ill or have a disability.

## Housing and Council Tax Benefit Helpline

Telephone: 01934 888 136

## Jobcentre Plus

For advice about benefits and help when looking for work or if you are unable to work. Telephone: 0800 055 6688

**Citizens Advice North Somerset** for advice about all types of benefit enquiries

Telephone: 03444 111 444

e-mail: [advice@nscab.org.uk](mailto:advice@nscab.org.uk)

Website: [www.nscab.org.uk](http://www.nscab.org.uk)

**The Pension Service** for advice about benefits for retired people. Telephone: 0800 99 1234

# Community safety

## 999

In an emergency always call 999.

You should call 999 if:

- a crime is in progress
- someone suspected of a crime is nearby
- there is danger to life
- violence is being used or threatened



## 101

101 is the number to call when you want to contact your local police – when it's less urgent than 999. It is available 24 hours a day, seven days a week.

## Fire safety

Around nine people a year are killed by fire in mobile homes. You can keep you and your loved ones safe from fire in your mobile home by installing a smoke alarm.



You can have a free home fire safety visit. A free smoke alarm will be fitted if you need one.

Call Avon Fire and Rescue Service to arrange a visit.

## Avon Fire and Rescue Service

Telephone: 0800 1693 999

## **Hate incidents**

If you have experienced or witnessed a hate incident and you don't want to report it to the police you can go to the Citizens Advice North Somerset (CANS) or the council.

### **CANS**

Telephone: 03444 111 444

Email: [advice@nscab.org.uk](mailto:advice@nscab.org.uk)

### **North Somerset Council**

Telephone: 01275 888 802

e-mail: [equalities@n-somerset.gov.uk](mailto:equalities@n-somerset.gov.uk)



## **Stand Against Racism and Inequality**

SARI provide free and confidential support to victims of racial harassment

Telephone: 0117 942 0060

Website: [www.sariweb.org.uk](http://www.sariweb.org.uk)



**STAND AGAINST  
RACISM & INEQUALITY**

## **Sexual Assault**

The Bridge offers a comprehensive sexual assault and rape support service for men, women and children in North Somerset. Specialist workers can inform you of your options, assist you in making your own decisions about your care and can offer you a place of safety and support you in your recovery.

24 hour telephone service

Telephone: 0117 342 6999

Website: [www.turntothebridge.org](http://www.turntothebridge.org)

## **Family violence**

Domestic abuse is when someone harms or tries to control another adult family member. It may include physical violence but can also mean emotional abuse, threats and bullying. It happens to one in four women and one in six men at some point in their lives, but people find it very difficult to ask for help. If you, or someone you know, might be experiencing domestic abuse there is help available.

### **Domestic Abuse Freefone Service (DAFFS)**

For support and advice

Telephone: 0800 694 9999

Open: 9am to 6pm weekdays only.

Always call the police on 999 if in immediate danger

## **Childline**

For young people who need to talk to someone

Telephone: 0800 1111

# Healthy living

## Health Trainers

Health Trainers are trained to help and motivate individuals to make a real difference to their health and wellbeing while understanding how difficult it can be to make healthy choices.



Health Trainers provide friendly, practical advice on the following:

- eating more healthily and watching your weight;
- becoming more active;
- stopping smoking;
- cutting down on alcohol.

Health Trainers are available at two sites in Weston-super-Mare:

### Town Hall

Walliscote Grove Road,  
Weston-super-Mare.  
BS23 1UJ

### For All Healthy Living Centre

Lonsdale Avenue  
Weston-super-Mare  
BS23 3SJ

A drop-in is available at the Town Hall from midday to 2pm on Monday, Tuesday, Thursday and Friday. No appointment necessary, just drop in. Appointments are available too, so please contact us to arrange.

Telephone: 01934 627 250

Website: [www.nshealthtrainers.co.uk](http://www.nshealthtrainers.co.uk)

## Giving up smoking

You can do it and you're 4 times more likely to be successful with help. You'll find a trained advisor in most GP surgeries and pharmacies in North Somerset. You can get free patches and other stuff to beat cravings if you don't pay for prescriptions or at a greatly reduced cost\* (\*there may be a prescription charge per item).



Drop in services and Stop Smoking courses are also provided at the following locations where you will get help and support from friendly advisors:

### Health Trainers at the Town Hall

Walliscote Grove Road, Weston-super-Mare, BS23 1UJ  
Telephone: 01934 627 250.

### Tesco In-Store Café

Station Road, Weston-super-Mare, BS23 1XG  
Wednesdays 6.15 – 7.45pm

You don't need an appointment although there may be a short wait.  
Telephone: 01275 546 744.

### Stop Smoking Course at the Badger Centre

Baptist Church, 1 South Side, Bristol Road, Weston-super-Mare, B S23 2QS  
Join us on Wednesdays from 1 – 2pm for our stop smoking course. New starters are advised to come along at 12:30. For more information, availability and to book an appointment, call  
Telephone: 01275 546744

### Stop Smoking Course at the Sub-Station

1 St Andrews Parade, Weston-super-Mare, BS23 3SS  
Join us on Thursdays from 12.30 – 2pm for our stop smoking course.  
For more information, availability and to book an appointment,  
Telephone: 01275 546744

### Alcohol

Try to keep to healthy drinking limits:

**Men:** no more than 3–4 units a day

**Women:** no more than 2–3 units a day

Try to have 48 hours without drinking alcohol; this gives your liver a chance to recover.

### What is a unit?

Small glass of wine = 1½ units

Large glass of wine = 3 units

Pint of beer = 2 units (some beers are stronger)

1 measure of spirits = 1 unit (whiskey, gin, rum etc)



### Where to go for help:

#### Addiction Recovery Agency

31 Alexandra Parade,  
Weston-super-Mare,  
BS23 1NF  
Telephone: 01934 415 376  
e-mail: [info@addictionrecovery.org.uk](mailto:info@addictionrecovery.org.uk)  
Website: [www.addictionrecovery.org.uk](http://www.addictionrecovery.org.uk)

#### Drinkline national 24 hour helpline

Telephone: 0800 917 8282

#### British Liver Trust

Telephone: 0800 652 7330

### Drugs

There are many ways to get help if you are worried about drugs. You can talk to someone about your own drug use or if you are worried about someone. You can call Frank – you will speak to someone who is trained to give you advice and help. You do not need to give your name.

### **National Drugs Helpline (Frank)**

Telephone: 0800 77 66 00  
Website: [www.talktofrank.com](http://www.talktofrank.com)

### **Addaction North Somerset**

38 The Boulevard, Weston-super-Mare, BS23 1NF  
Telephone: 01934 427 940

### **Breastfeeding**

Breastfeeding a baby for at least six months gives them the best start in life.

Breastfeeding reduces the chances of your baby getting a number of common childhood illnesses.

Breastfeeding also helps mums get back to their pre-pregnancy birth weight, helps with bonding, and reduces risks of getting breast cancer.

You can go to a breastfeeding support group. For more information on this please contact your local children's centre.

Call the national breastfeeding helpline on 0300 100 0212

Contact Ashcombe ward at Weston hospital to speak to a midwife on 01934 647 082

Talk to your Health visitor on 01934 852927 or call 01275 546770 to find out who your Health visitor is.

### **Child vaccinations**

It's important that children have all their vaccinations so that they are fully protected from diseases like measles, whooping cough, and tetanus.

Most jabs require 2nd and 3rd doses or 'boosters' to be effective.

If your child has missed an appointment or vaccination, they can still have any vaccinations they are missing.



Check with your health visitor or doctor to find out if your children are missing any vaccinations. If you are travelling, you can register with a GP practice as a temporary patient, and have any missing vaccinations given by that surgery.

### Vaccinations your child should have

**2 months old - 1st jab:** Diphtheria, tetanus, pertussis (whooping cough), polio and Haemophilus influenzae type b (Hib) Pneumococcal disease, Rotavirus

**3 months old - 2nd jab:** Diphtheria, tetanus, pertussis, polio and Hib Meningococcal group C (Men C) Rotavirus

**4 months old - 3rd jab:** Diphtheria, tetanus, pertussis, polio and Hib Pneumococcal disease

**12-13 months old - 1st jab:** measles, mumps, rubella  
**3rd jab:** pneumococcal infection  
**Booster jab:** meningitis C, Hib

**Around 3 years and 4 months old**

**Booster jab:** diphtheria, tetanus, whooping cough, polio  
**2nd jab:** measles, mumps, rubella

**13 – 18 years old** - Booster jab: diphtheria, tetanus, polio, HPV virus

## Other help and support

### Friends, Families and Travellers

Friends, Families and Travellers (FFT) work towards a more equal society where everyone has the right to travel and to stop without constant fear of persecution because of their lifestyle.

Telephone: 01273 234 777

Website: [www.gypsy-traveller.org](http://www.gypsy-traveller.org)

### The Gypsy Council

An all gypsy, voluntary organisation dedicated to representing the interests of gypsies as defined in all matters relating to caravan site provision and management, education and social welfare.

Telephone: 07963 56 59 52

e-mail: [info@gypsy-association.com](mailto:info@gypsy-association.com)

### Irish Traveller Movement in Britain (ITMB)

ITMB work to raise their profile of Irish Travellers in Britain and get their views heard.

Telephone: 020 7607 2002

Website: [www.irishtraveller.org.uk](http://www.irishtraveller.org.uk)

## Showman's Guild of Great Britain

The principal object of the Showmen's Guild is to protect the interest of its members – travelling showmen who work in funfairs.

## Showman's Guild Western Section,

1 Broad Lane, Yate, Bristol, BS37 7LD

Telephone: 01454 228 890

## Community Law Partnership, Travellers Advice Team (TAT)

TAT can give advice on evictions, planning matters, issues involving official caravan sites and other matters.

Telephone: 0845 120 2980

## Victim Support

Victim Support offer free and confidential help to victims of crime, their family, friends and anyone else affected. They give information, emotional support and practical help.

Telephone: 0845 456 6099



## Citizens Advice North Somerset (CANS)

We can help you with all enquiries including:

- Housing
- Benefits
- Form Filling
- Disputes
- Hate Incidents
- Domestic Violence
- Debts and Family Advice



Find us at: The Badger Centre

3-6 Wadham Street

Weston-super-Mare

BS23 1JY

Open: Mon, Weds and Fri 9.45 – 1 pm, Tues 2.30 – 7 pm

Telephone: 03444 111 444

e-mail: [advice@nscab.org.uk](mailto:advice@nscab.org.uk)

Website: [www.nscab.org.uk](http://www.nscab.org.uk)

Just phone or drop in to see us – you don't need to make an appointment.

## Black and Minority Ethnic (BME) Network

The BME Network can provide support for gypsies and travellers. It is an organisation of groups and people from all ethnic backgrounds in North Somerset. It has over 500 members from 52 different countries and has groups in Weston-super-Mare, Nailsea, Clevedon and Portishead.

### BME Network

12 Orchard Place  
Weston-super-Mare  
BS23 1QP  
Telephone: 01934 414 455  
Website: [www.ns-bmeforum.org/](http://www.ns-bmeforum.org/)

## Multicultural Friendship Association (MFA)

The main purpose of MFA is to promote friendship, mutual respect and understanding between people of different cultures living in Weston and the surrounding areas. We provide social occasions for people to meet and exchange their experiences of living in a new country, as well as learning about other people traditions, customs, and beliefs.



For more information please contact:

c/o : Somewhere to Go (Tuesdays, 13.00 – 15.00),  
St John's Church Hall  
6 – 8 Boulevard  
Weston-super-Mare,  
BS23 1NA  
Telephone: 07587 335 963  
Website: [www.mfa-wsm.org.uk](http://www.mfa-wsm.org.uk)

## The Support Alliance

Support for people who are homeless, vulnerably housed or who are otherwise struggling to live safely and independently in their homes.



Available to all ages the service is free for most people.

Telephone: 0300 123 9121  
e-mail: [supportalliance@alliancehomes.org.uk](mailto:supportalliance@alliancehomes.org.uk)  
Website: [www.supportalliance.org.uk](http://www.supportalliance.org.uk)

# Gypsy and Traveller Services Phone book

This leaflet can be made available in large print, audio, easy read and other formats. Documents on our website can also be emailed to you as plain text files.

Help is also available for people who require council information in languages other than English.

For more information contact:  
Equality and Diversity Team  
[equality@n-somerset.gov.uk](mailto:equality@n-somerset.gov.uk)