

# North Somerset Advice & Support

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**ACAS** provides free and impartial advice for employers and employees.

0300 123 1100

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**Action on Elder Abuse.** Free national helpline run by Hourglass.

0808 808 8141

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**Age UK Somerset** provides an independent, confidential and free advice service for older people and their families. Support includes help with benefits and many factsheets.

01823 345610

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**Alliance Homes** provide a wide range of support services to people living in North Somerset, in partnership with North Somerset Council.

03000 120 120

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**Brigstowe.** Offers specialist, confidential and free support, advice and information to anyone affected by HIV. Its mission is to enhance the quality of life for people living with HIV.

0117 955 5038

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**Bristol Law Centre** provides specialist free legal advice in Bristol and beyond, for people who could not otherwise access justice.

0117 924 8662

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**Bristol Mind.** Bristol-based helpline and support to anyone experiencing distress.

MindLine 0808 808 0330  
MindLine Trans+ 0300 330 5468



**Care Connect.** First point of contact for all social care enquiries in North Somerset.

01275 888 801- Adults  
01275 888 808 – Children  
01275 888 805 - Minicom



**Centre for Sustainable Energy** is an independent national charity that shares our knowledge and experience to help people change the way they think and act on energy.

0117 934 1400



**Citizens Advice North Somerset** offers free and confidential advice on a wide range of subjects including benefits, money & debt, family & relationships, employment and consumer.

0800 144 8848



**Crimestoppers** - Contact anonymously about crime.

0800 555 111



**Cruse Bereavement Care.** Offers emotional support to anyone affected by bereavement.

0808 808 1677

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**Curo** provides support services to a wide range of clients, including homeless young people and families, older and disabled people, and those affected by mental health issues or memory loss.

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**Educational Action Challenging Homophobia (EACH).**

Providing services to inspire lesbian, gay, bisexual and trans equality.

HELPLINE: 0808 1000 143

GENERAL: 0117 946 7607

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**Family Lives** (formerly Parentline). Emotional support, information, advice, guidance and support on any aspect of parenting and family life.

0808 800 2222

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**Forced Marriage Unit.** A joint FCO & Home Office unit operating a helpline to provide advice and support to victims of forced marriage.

020 7008 0151

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**FORWARD**

**Forward.** African women-led organisation providing safeguarding support for African women and girls wherever they live.

0208 960 4000

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**HomeChoice North Somerset.** Advice on social housing in North Somerset and applications for properties.

01934 426330

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**Home-Start North Somerset** offers free, confidential support, friendship and practical help to parents in North Somerset, by means of parent-to-parent support.

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**Hope Again.** Young people coping with bereavement and living after loss. Run by Cruse Bereavement.

0808 808 1677

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**KARMA NIRVANA**  
Supporting victims of honour-based abuse  
and forced marriage

**Karma Nirvana.** Support for victims of honour-based abuse and forced marriage.

0800 5999 247

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**Keysteps** is a charity which offers bonds instead of rent deposits to the homeless of North Somerset who are looking to the private sector for accommodation.

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**ManKind Initiative.** Support for male victims of domestic abuse.

01823 334244

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**Multicultural Friendship Association** promotes friendship, mutual respect and understanding between people of different cultures living in and around Weston-super-Mare.

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**Modern Slavery Helpline.** Get help, report a suspicion or seek advice.

0800 121 700

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**Motex Centre - Equipment & Demonstration Centre** in Weston-super-Mare

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**MPs** can help with issues that are the responsibility of UK Parliament:

- North Somerset MP: [Dr Liam Fox](#)
  - Weston-super-Mare MP: [John Penrose](#)
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**Nailsea Disability Initiative** is based in Nailsea and provides free information and advice to the public, if you, a friend or relative has an issue of concern relating to disability.

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The National Association for  
People Abused in Childhood

**NAPAC.** Provides a free telephone support line for adults who have suffered from any type of abuse in childhood.

0808 801 0331

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**NATIONAL  
DEBTLINE**

**National Debtline.** Free help and advice on dealing with your debt.

0808 808 4000



**Next Link.** Domestic Abuse support service for North Somerset.

0800 470 0280



**North Somerset  
People First**

**North Somerset People First** - Advocacy group for people with Learning Disabilities.

01934 426086

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**NSPCC.** If you're worried about a child, contact professional counsellors for help, advice and support.

0800 800 5000

Childline (under 18s) 0800 1111

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**In an Emergency:**

**999**

**Police EMERGENCY:** If you or another person is in immediate danger phone the police

Call 999

Emergency text number for deaf people  
80999



**Police -non emergency**

Telephone 101.

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**Rape Crisis.** Get help and support after rape, sexual assault or sexual abuse.

0808 802 9999

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**Refuge.** Help and support for women and children against domestic violence. Runs the National Domestic Abuse Helpline.

0808 2000 247



**Refugee Council.** UK based organisation which works with refugees and asylum seekers.



**Relate.** Relationship support for everyone.

0300 0030396 /  
01934 627 206

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**Rethink Mental Illness** & North Somerset Mental Health Floating Support offers individual support to people experiencing poor mental health.



**Salvation Army.** Human Trafficking and Modern Slavery helpline.

0300 303 8151

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"It's alright to ask for help"

**SAMARITANS**

116 123

**Samaritans** - you can ring any time day or night 365 days a year to talk about relationships, stress, financial problems, loss of a loved one - anything you are worried about.

116 123

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**SANEline**. National out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness.

0300 304 7000

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**SECONDSTEP**  
PUTTING MENTAL HEALTH FIRST

**Second Step**. Mental health and housing charity in the South West providing support for those experiencing mental health, or housing difficulties.

0333 023 3504

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**Shelter**

**Shelter**. Provides advice and information for people with a housing problem.

0808 800 4444

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Somerset & Avon  
rape & sexual abuse support

**Somerset and Avon Rape and Sexual Abuse Support (SARSAS)**. Provide support to people who have experienced rape or any kind of sexual assault or abuse at any time in their lives.

0808 801 0456

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**Somewhere to Go** - provides cheap food, showers, clothing and support for vulnerable people

01934 641880.

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**SSAFA** helps veterans and service personnel, and their families, in the local community by providing support, advice and a variety of practical services.

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**Stand Against Racism & Inequality (SARI).** Provides support to victims of any type of hate crime including racist, faith-based, disablist, homophobic, transphobic, age-based or gender-based.

0117 942 0060 (general enquiries)  
0800 171 2272 (to report a hate crime)



**Victim Support Avon & Somerset** - offers confidential support and information to victims of domestic abuse.

0300 303 1972

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**Vision North Somerset** is a registered charity supporting over 1500 blind and partially sighted people in North Somerset.

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**Voluntary Action North Somerset's** mission is to represent, empower and develop the Voluntary Sector in North Somerset. Also hosts the North Somerset Volunteer Centre.



**We Are With You.** Provides free, confidential support with alcohol, drugs or mental health for people over 18, living in North Somerset.

01934 427940



**We Care Home Improvements.** We provide home improvement and repair services in the Bristol, Bath and North East Somerset, North Somerset, Gloucestershire and South Gloucestershire areas.



**WECIL.** Support for disabled people in and around Bristol.

0117 947 9911



**Womankind.** Supports women in the Bristol area.

0345 458 2914

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# Mutual Aid/Community Support

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**For All Healthy Living Company**, runs the Healthy Living Centre and provides a range of services, facilities and activities for the local community of South Ward in Weston-super-Mare.

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**65 High Street** is Nailsea's digital learning centre to support health and wellbeing and is a venue for everyone in the community.

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**Big Worle** is a community-led initiative which was awarded Lottery funding to enable the area of Worle to become an even better place to live.

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## Foodbanks

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Clevedon District Foodbank

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Weston-super-Mare Foodbank

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## Other Networks



ACFA is a network of advice centres in Bristol, South Gloucestershire & North Somerset, to improve the quality and provision of free, independent and confidential advice.

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|  | Healthwatch   |
| The logo for Helplines Partnership. It consists of a stylized circular icon on the left, divided into three segments of blue, purple, and white. To the right of the icon, the word 'Helplines' is written in a bold, blue, sans-serif font, and the word 'Partnership' is written below it in a smaller, grey, sans-serif font. | Helplines <a href="https://helplines.org/">https://helplines.org/</a> |