



**Information leaflet**  
**for parents and carers in North Somerset**



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### Benefits: Advice on how to apply for benefits

- [Page on the national government website for Benefits](#)
- [Page on Citizen's Advice for Benefits](#)
- [Page on Citizen's Advice for what benefits you can get](#)
- [Page on Support Line for Benefits](#)



### Better health

- [Advice on how to eat well on the Better Health website](#)
- [Learn lunchbox ideas and how to make meals on a tight budget on the Better Health website](#)



### Citizens' Advice

- [Home for Citizens Advice North Somerset](#)
- Tel: 0808 278 7973 Monday to Friday 9am to 5pm



### Community Outreach nurses

- Nurse-led projects in the community, available at Somewhere To Go and Addaction. Drop ins for vulnerable adults. For more details phone Becky 07825 753240
- Community Healthcare Teams at Sirona Care & Health. [Learn more about Community Healthcare Teams on the North Somerset Online Directory](#)

### Debt help and loans

- [Money and Debt Advice from Citizens Advice North Somerset](#)
- [Money Advice Service UK free and impartial help with money, backed by the government, at MoneyHelper](#)
- [Worrying About Money leaflet from North Somerset](#)
- Christians Against Poverty, free debt advice from various locations in North Somerset, Tel: 0800 328 0006



### Dental support

- If you need emergency dental help telephone the NHS 111 or [Check out the NHS England \(South West\) website for urgent dental treatment](#)
- If you need advice on how to take care of your teeth [Check out the Better Health North Somerset website](#)
- If you are worried about something to do with your or your child's mouth [check out the A-Z guide on the Oral Health Foundation](#)

### Domestic abuse

- Next Link North Somerset domestic abuse telephone help line Tel: 0808 2000 247 [Next Link North Somerset domestic abuse services from Next Link Housing](#)
- [The North Somerset Council page on Domestic abuse](#)
- [Learn more about Support groups for those who have suffered domestic abuse on the North Somerset Online Directory](#)

## Eating well

- [Advice on how to eat well on the Better Health website](#)
- [The Eatwell Guide from the NHS](#)
- [A guide to eating a balanced diet from the NHS](#)
- [A guide on how to cut down on sugar in your diet from the NHS](#)
- [A guide on how to reduce salt along with Food facts and advice for Healthier Families from the NHS](#)
- [How to eat less saturated fat from the NHS](#)
- [Lunchbox ideas and recipes for Healthier Families from the NHS](#)

## Education

- For a variety of courses on IT, creative writing, Maths and English, to name but a few of the courses on offer (many are free of charge), [Check out the community learning courses from North Somerset Council](#)
- [Improve your English, maths and IT skills on the National Government website](#)
- Improve your English skills with the [English for adults course from BBC Teach](#)
- [How to boost your maths skills for free with the The Education Hub](#)
- Improve your Maths with the [Maths for adults course on BBC Teach](#)



## Energy costs: how to better manage your energy bills

- You can borrow from North Somerset a thermal camera. The camera enables you to find out exactly where your home is losing energy this winter. They are available to borrow for a week free of charge from our libraries, including our mobile libraries. [Check out the thermal camera loan service from North Somerset Council](#)
- If you cannot afford your energy bills then [Visit the National Government webpage on help with your energy bills if you're on benefits or have a low income](#)
- [Contact Citizen's Advice for help when you're behind on your energy bills](#)

## Food in the community

- [Food support from North Somerset Council](#)
- [Get emergency food from Trussell](#)
- [Food in the Community from Better Health North Somerset](#)
- [Community meals on wheels with North Somerset Council](#)
- [Feeding Britain's resources for North Somerset](#)



## Free School Meals

- [Free school meals with North Somerset Council](#)
- [Learn more about holiday, activities and food \(HAF\) programme from North Somerset Council](#)

## Health advice for young people aged 11 – 19 years

- ChatHealth is provided alongside existing School Nursing services to enable more people to access support outside of school hours. [Check out the service for children and young who wish to seek advice from our health professionals.](#)

## Help with addiction

- “We are with you”, a free advice and help for anyone affected by substance/alcohol use. Visit or phone: 35 Boulevard, Weston-Super-Mare BS23 1PE Tel: 01934 427940 [Drug and Alcohol Support in North Somerset from WithYou](#)
- Alcoholics Anonymous – Tel: 0800 917 7650 or email: [help@aamail.org](mailto:help@aamail.org) [Contact Alcoholics Anonymous](#)
- [Drug addiction: getting help from the NHS](#)
- [North Somerset Drug & Alcohol Service \(Remedy BNSSG ICB\)](#)
- [Drug and Alcohol Services for Children \(Remedy BNSSG ICB\)](#)
- The Substance Advice Service (SAS) for young people. Central Chambers, 26 Walliscote Road, Weston-Super-Mare, BS23 1UP. Tel: 01275 888 360, email: [sas@n-somerset.gov.uk](mailto:sas@n-somerset.gov.uk) [The Substance Advice Service \(SAS\) on the North Somerset Online Directory](#)

## Housing support and homelessness

- Help in North Somerset if you are homeless or need support: [Help if you are homeless or need support from North Somerset Council](#)
- North Somerset Housing: [Housing | North Somerset Council](#)
- [Alliance Homes support services with North Somerset Council](#) help with accommodation, debts and benefits. Also work, education and training opportunities. Tel: 03000 120 120 option 3.
- Help with housing costs: [Help with housing costs | North Somerset Council](#)
- North Somerset Council Homeless Prevention Team. Tel 01934 426330 or email [HP.triage@n-somerset.gov.uk](mailto:HP.triage@n-somerset.gov.uk). Out of hours 01454 615165
- YMCA Homeless Outreach Support: 138 High Street Weston-Super-Mare Tel 01934 629787
- [Somewhere to Go](#) Day and night services, 365 days of the year. 4 Boulevard, Weston-Super-Mare
- [KeySteps provides help for the homeless in North Somerset](#)



## Jobs

- [Alliance Homes support services with North Somerset Council](#) help with accommodation, debts and benefits. Also work, education and training opportunities. Tel: 03000 120 120 option 3.
- [Weston Job Centre In North Somerset](#)
- [Clevedon JobCentre Plus](#)
- Government support to help you get job ready and get a job: [Support, training and advice on finding your next opportunity from JobHelp](#)
- Support for young adults (aged 16 to 30) to get a job: [Help getting a job from The King's Trust](#)



## Library Support Services

- [Online library resources from North Somerset Council](#)



## Mental health support

- Right Service, Right Time – A pathway for supporting children and young people’s mental health in North Somerset: [Right Service, Right Time Service](#)

- Mental health services in North Somerset: [Mental health services North Somerset Council](#)
- The Samaritans, 137 High Street, Weston Super Mare BS23 1HN covering Weston and North Somerset. Freephone on a mobile 116 123, or local call charges apply on 0330 094 5717: [Weston Super Mare Samaritans](#)
- Safe Haven Crisis and Recovery Centre open to people aged over 16 (self-referral is accepted), tel: 01934 313480, email: [refer.safehaven@nhs.net](mailto:refer.safehaven@nhs.net) Website: [Safe Haven Crisis & Recovery Centre Mental Health and Second Step](#)
- NHS Talking Therapies for young people and adults aged 16+ Tel: 0333 200 1893, Text 'YOU' to 88802: [NHS Talking Therapies North Somerset & South Gloucestershire](#)
- Off The Record for North Somerset, for free wellbeing information and support Tel: 07399468401 [Home OTR North Somerset](#)
- Wellspring Counselling Tel: 01275 810879  
Email: [reception@wellspringcounselling.org.uk](mailto:reception@wellspringcounselling.org.uk) [Wellspring Counselling for Adults and Young People](#)

## Needle exchanges in North Somerset

- [Needle and syringe exchange services on North Somerset Online Directory](#)

## Parenting support

- The Family Wellbeing Team run advanced parenting skills groups and parenting programmes which can help. You can find out more here: [Find out more about parenting and family support | North Somerset Online Directory](#)
- The Parenting Village is a parenting support group ran by the Family Wellbeing Parenting Team. It is a drop-in which is a relaxed and friendly place where parents and parenting specialists will be on hand to offer support, a listening ear and advice. You can also find out further information about the advanced parenting groups and how these might help to support you. Parents of children of all ages welcome. Free refreshments. The Parenting Villages run as follows:
  - The 1st Thursday of every month, Nailsea and Backwell Children's Centre, Pound Lane, Nailsea, BS48 2NP 13:30 to 15:00
  - The 1st Friday of every month, Castle Batch Children's Centre, Bishop Avenue, Worle, Weston-Super-Mare, BS22 7PQ, 09:30 to 11:00
  - The 2nd Tuesday of every month, Oldmixon Family Centre, Monkton Avenue, Weston-Super-Mare BS24 9DA, 09:00 to 11:00
  - The 3rd Monday of every month, Clevedon Library, 37 Old Church Road, BS21 6NN, 09:30 to 11:00

## Refugees

- [Welcoming resettled people to North Somerset](#)
- [Welcome Centres from Refugees Welcome North Somerset](#)

## Safeguarding

- If you have concerns about a child or would like more information about where to get help and advice on safeguarding, [Contact the Children's Safeguarding Board](#)

## Service and ex-service personnel support



- North Somerset Armed Services Support: [Armed Forces support in North Somerset Council](#)
- North Somerset support British Legion contact details: [Other support in North Somerset Council](#)
- SSAFA the armed forces charity, tel: 0800 260 6780: [SSAFA, the Armed Forces charity](#)

## **Travel services**

- Find out about travel services in North Somerset: [Bus travel in North Somerset Council](#)

## **Waste Collections and Recycling**

- For information about waste services, recycling collections, if you have children who are in nappies, where a specialist service is required or you may wish to find out how you could reduce waste, please visit: [Recycling and rubbish collections to North Somerset Council](#)

This publication is available in large print, Braille or audio formats on request.

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

If you think that this document could be improved by the addition of extra topics then please let the HAF Team know: [\*\*HAF@n-somerset.gov.uk\*\*](mailto:HAF@n-somerset.gov.uk)