



NEEDLE EXCHANGES

For clean needles and injecting equipment, safe disposal boxes and harm reduction advice.

- Boots, 52-56 High Street, BS23 1JF
- We Are With You, 35 Boulevard, BS23 1PE
- Boots, 16 St Andrew's Parade BS23 3SS
- Lloyds, 37 Whitecross Rd BS23 1EN
- Milton Pharmacy, 260 Milton Rd BS22 8EN
- Lloyds, 3 North Worle District Centre BS22 6BT

11/2024

in-Crisis info-Sheet

help with homelessness & related issues in

Weston-super-Mare

WINTER 2025-26

www.keysteps.org.uk/in-crisis-leaflet

Created by KeySteps with support from Church Urban Fund, ROC WsM & Churches Together Weston and District

www.ctwd.org.uk



CONCERNED ABOUT SOMEONE SLEEPING ROUGH?

There is a new link for reporting - www.thestreetlink.org.uk

KeySteps.

We are currently in a period of transition. We will continue to offer support and advice but unfortunately during this process we will be unable to issue new Deposit Bonds.

01934 617617

YMCA HOMELESS OUTREACH SUPPORT

Help, advice and support for people who are rough sleeping or at risk of becoming a rough sleeper. Based at the Weston office, 138 High Street. Please telephone on 01934 629787 to make an appointment to speak with the team.

Drop-ins at Somewhere to Go: Weds 11am-12pm. Early morning Outreach Wellbeing Walks through the week: Town Centre, Beach Front, Grove Park.

NORTH SOMERSET COUNCIL HOMELESS PREVENTION TEAM

All clients, where able, should complete a self-serve application <https://live.housingjigsaw.co.uk>

A team member will call back within 24 hours.

Any person who is homeless that day will need to ring 01934 426330 or email HP.Triage@n-somerset.gov.uk (Out of hours emergencies 01454 615165)

CHRISTIANS AGAINST POVERTY

FREE debt-help in Weston-super-Mare - if you are feeling weighed down by debt, then we can help. 0800 328 0006

1. Somewhere To Go, (Alliance, Nurses, YMCA, CANS) St John's Hall, 4-6 Boulevard, BS23 1NA
2. Safe Haven, 4 Boulevard, BS23 1NA
3. MFA, Weston Museum, Burlington St, BS23 1PR
4. We Are With You, 35 Boulevard, BS23 1PE
5. Citizens Advice N. Som, The Sovereign, BS23 1HL
6. Foodbank, North St, BS23 1QF
7. Job Centre Plus, Regent Hs. High St, BS23 1JH
8. Town Hall, Walliscote Grove, BS23 1UJ

9. Fridge of Free Stuff, The Sovereign, BS23 1HL
10. British Legion, 77 Meadow Street, BS23 1QL
11. Grove Park Meals, BS23 2AF
12. YMCA Weston Office, 138 High Street, BS23 6HE
13. Emmanuel Church, Oxford St, 1TN
14. St Paul's Church, Walliscote Rd, BS23 1EF
15. The Stable Food Shop, 3-6 Wadham Street, BS23 1JY
16. Salvation Army, Carlton St, BS23 1UA
17. Ready Meal Foodbank, 4 The Centre, BS23 1US

ALLIANCE SUPPORT SERVICE

Need a housing support worker to help with accommodation, debts and benefits issues?

Going into hospital, have health needs or are a carer for someone else?

Tel: 03000 120 120 option 5 for referral or go to <https://www.alliancehomesgroup.org.uk>

This is a free service for all ages funded by NSC.

WESTCOUNTRY SAVINGS & LOANS

A not-for-profit Credit Union owned by over 3,500 members throughout the South-West. We offer ethical and affordable loans, a range of savings accounts for children, adults and employees as well as free financial well-being information and community events. Visit www.westcountry.org.uk or you can call us weekdays 10am-1pm on 0800 304 7041.

MULTICULTURAL FRIENDSHIP ASSOCIATION (MFA)

A social friendship group that can help with signposting and which provides general support for people of all cultures living in Weston-super-Mare and surrounding area.

Meet up every other Tuesday 12.30pm-2.30pm
c/o Weston Museum, Learning Education Room,
Burlington St, WsM, BS23 1PR
Tel: 07587335963

SAFE HAVEN

Expert help for anyone over 16 who is feeling overwhelmed, distressed or struggling with their mental health. The team offers telephone, Zoom and face to face support from the Crisis & Recovery Centre at 4, Boulevard, WsM, BS23 1NA. Open every day from 6pm - midnight for support.

Please call or email to arrange an appointment.

Tel: 01934 313480 or email refer.safehaven@nhs.net
(No Drop-ins. Unable to administer or prescribe medication.)

JOBCENTRE PLUS

For up-to-date information about online and telephone services please call: 0800 169 0190

Apply for benefits as soon as possible, you may then be able to apply for further emergency assistance through the Jobcentre or North Somerset Council. If you are in hardship you can also apply for a Short-Term Advance to cover the time while your application is being processed.

CITIZENS ADVICE NORTH SOMERSET

Free, independent, confidential and impartial advice and information on a wide range of subjects. Get in touch by phone or online. Our Advice Shop in The Sovereign, BS23 1HL, is also open for appointments and triage.

Online www.nscab.org.uk

Adviceline: 0808 278 7973 (Mon-Fri 9am-5pm)
Universal Credit Help to Claim : 0800 144 8444

SOMEWHERE TO GO

Now open 7 days a week 9am-4pm, 365 days a year.

Free Breakfast 9am-11am,

£1 Lunch 12.30pm-1pm (not Tuesdays - see Emmanuel Church below).

Community Nurses/ change of clothes / sleeping bags / showers / food parcels.

Assistance with benefits and housing. Foodbank vouchers.

St John's Hall, Boulevard, WsM, BS23 1NA
01934 641880

EMMANUEL CHURCH

The Beacon - every Tuesday 12pm-1.30pm

Hot lunches at 12.30pm followed by optional Christian fellowship with tea & cake. Oxford St, BS23 1TN

THE FRIDGE OF FREE STUFF - COMMUNITY FRIDGE

Tues, Thurs, Fri 11am-2pm & Sat 12pm-2pm

The Sovereign, High Street, WsM, BS23 1HL

Please do not queue outside the unit before opening times
communityfridgewsm@gmail.com

GROVE PARK MEALS

Free food and hot drinks on Sundays 5.00pm.

Car park at bottom of Grove Park,
Lovers Walk, WsM, BS23 2AF

THE STABLE FOOD SHOP

Join our community food club. Low prices - Less waste.

Mon, Tues, Weds, Thurs, Friday 10am-3pm.

3-6 Wadham Street, WsM, BS23 1JY

READY MEAL FOOD BANK

Every Wednesday 4.00pm-5.30pm.

Collect from 4 The Centre, Walliscote Road, BS23 1US.
07971443574 for more info.

WESTON FOODBANK

For an emergency food parcel, you will need a voucher from a support agency that knows you and your situation, such as Citizens Advice, North Somerset Welfare Team, schools, We Are With You, health and housing agencies etc.

Currently serving clients at the door at North St, BS23 1QF
Mon, Wed, Fri 11am-2.30pm

(please arrive by 2.15pm and bring strong bags if possible).

Also at:

Family Centre Chaucer Rd Tue/Fri 10am-12pm

Banwell Youth Centre Tue / Thur 10am-12pm

info@wsmfoodbank.org.uk

SAMARITANS

Feeling lonely or in despair? Call 116 123

Or email jo@samaritans.org (next day response)

COMMUNITY OUTREACH NURSES

Drop-ins for homeless and vulnerable adults within Weston at Somewhere to Go: 9am-2pm Monday/Thursday/Friday, 9am-4pm alternate Tues and every Wednesday.

We help people register with GPs, dentists, provide general health advice, complete health checks, wound dressings & signpost onto other agencies - such as Mental Health.

Tel: 07825753240 / 07823536533

WE ARE WITH YOU

Free advice and help for anyone affected by substance/ alcohol use. 1:1 support, daily groups, Needle Exchange and drop-in advice available Mon-Fri 9am-5pm. Pay us a visit, or telephone to access our services.

35 Boulevard, WsM, BS23 1PE Tel: 01934 427940

NORTH SOMERSET COMMUNITY HUB

Free courses, workshops, drop-ins.

1 to 1 help with using NHS App.

1 to 1 for over 55 to update their Digital Skills.

Aftercare for those in total abstinence.

We can issue free (for 02, Vodafone or Three Mobile) 25GB per month for 6 months, unlimited calls and texts.

For info: www.northsomerset-training.org 07402676781

nstclasses@gmail.com or pop in 9:30am-2pm Mon-Fri.

30 Alexandra Parade, WsM, BS23 1QZ

REFUGEES WELCOME NORTH SOMERSET

We are a charity that supports refugees, asylum seekers and displaced people in North Somerset.

Tuesdays 12.00-15.00pm – Loves Cafe, BS23 1JR for lunch, refreshments and support.

Wednesdays 11.30-2.30pm – Town Hall Library, BS23 1UJ for employability and signposting.

Find our full list of welcome hubs at:

<https://rwns.org.uk/how-can-we-help-you/welcome-centre>

ROYAL BRITISH LEGION: WESTON-SUPER-MARE BRANCH

Help for service and ex-service personnel and their families.

Touchpoint Drop-in Tues & Thurs 10am-2pm,

77 Meadow St, BS23 1QL www.facebook.com/RBLWsM

Local: 01934 707020 National Helpline: 0808 802 8080

DOMESTIC ABUSE FREEPHONE SERVICE - 08006 949 999

SALVATION ARMY

Assists with basic clothing & travel (in a crisis).

Drop In for Emergency Food

Thursdays between 2-4pm.

Carlton Street, WsM, BS23 1UA

01934 425134

www.salvationarmy.org.uk/weston-super-mare