

### ALLIANCE SUPPORT SERVICE

Need a housing support worker to help with accommodation, debts and benefits issues? Looking for work/education/training opportunities? Going into hospital, have health needs or are a carer for someone else?

Tel: 03000 120 120 option 3 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 [westcountry.org.uk](http://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 4pm until midnight.

**Please call or email to arrange an appointment.**

Tel: **01934 313480** or email [refer.safehaven@nhs.net](mailto: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](http://www.nscab.org.uk)

Phone **0800 144 8848** (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.  
Community Nurses/ change of clothes / sleeping bags / showers / food parcels.  
St John's Hall, Boulevard, WsM, BS23 1NA - **01934 641880**

### COMMUNITY ASSESSMENT HUB

Assistance with benefits and housing. Foodbank vouchers.  
Weekdays 9am-4pm. Downstairs at STG. **01934 310479**

### 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](mailto:communityfridgewsm@gmail.com)

### FEEDING THE HOMELESS WsM

Free food and hot drinks on Sundays and Mondays 5-6pm.  
Breakfast roll on last Sunday of the month at 9am.  
Car park at bottom of Grove Park, Lovers Walk, WsM

### THE STABLE FOOD SHOP

Join our community food club. Low prices - Less waste.  
Thursday 10am-7pm and Friday 10am-3pm.  
3-6 Wadham Street, WsM, BS23 1JY

### READY MEAL FOOD BANK

Every Wednesday 5pm-6.30pm.  
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 Hughenden Centre Tue 10am-12pm & Thurs 1-3pm.  
Family Centre Chaucer Rd Tue/Fri 10am-12pm  
Banwell Youth Centre Tue/Thur 10am-12pm  
[info@wsmsfoodbank.org.uk](mailto:info@wsmsfoodbank.org.uk)

### SAMARITANS

Feeling lonely or in despair? Call **116 123**  
Or email [jo@samaritans.org](mailto: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: **Becky 07825753240**

### 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.  
Aftercare for those in total abstinence.

1 to 1 for over 55 to update their Digital Skills  
We can issue free (for O2, Vodafone or Three Mobile) 25GB per month for 6 months, unlimited calls and texts.  
For info: [www.northsomerset-training.org](http://www.northsomerset-training.org) **07402676781**  
[nstclasses@gmail.com](mailto: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.  
We can help you with: friendship; support; advocacy; clothes, household items; English conversation and much more.  
Email [support@rwns.org.uk](mailto:support@rwns.org.uk) for more info.

### THE WELCOME CENTRE

Free shop, tea & coffee, wifi, signposting.  
Tues and Friday 11am-3pm  
12 Waterloo Street, WsM, BS23 1LG

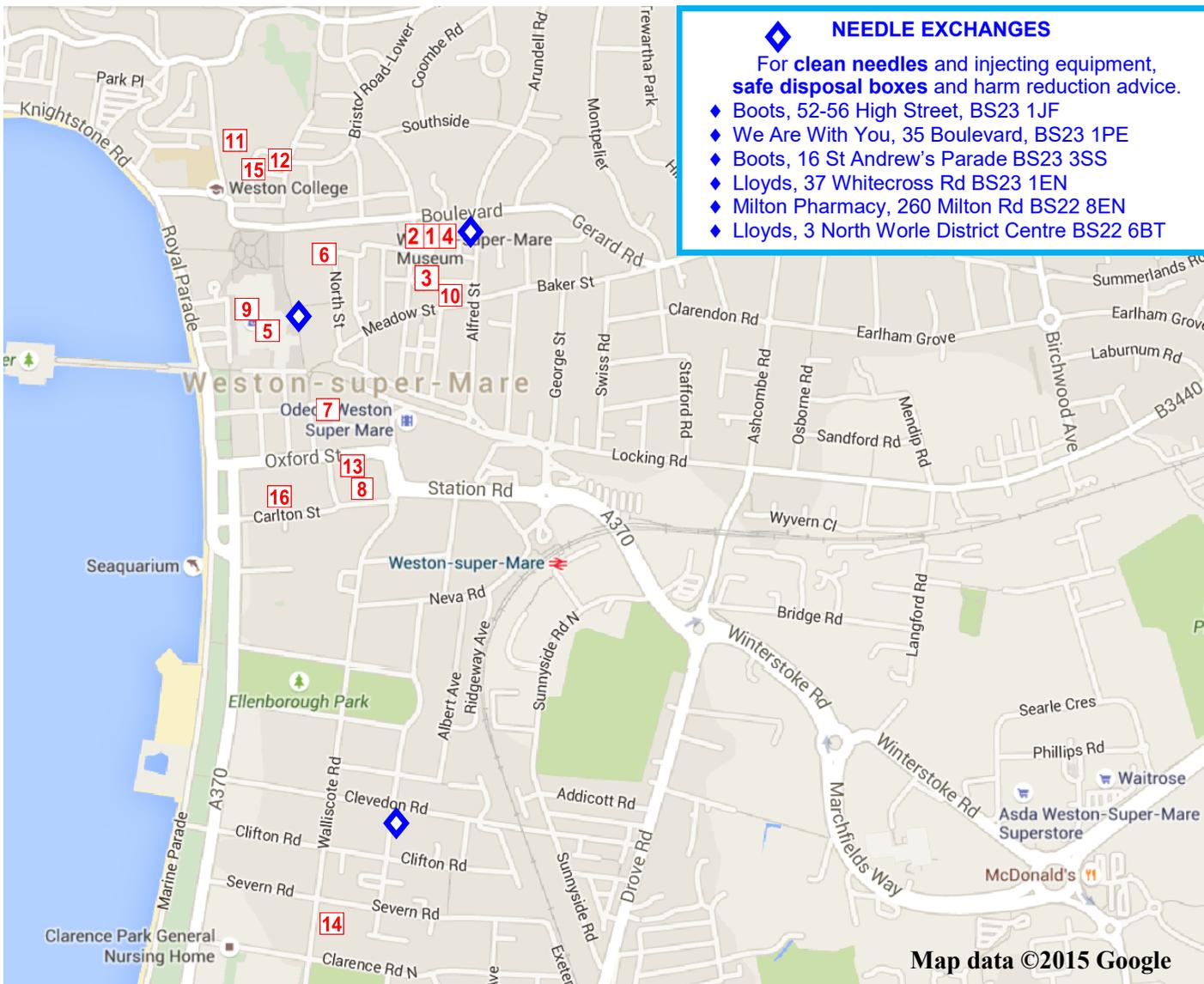
### ROYAL BRITISH LEGION: WESTON-SUPER-MARE BRANCH

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](http://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 on Thursdays between 2-4pm.  
Carlton Street, WsM, BS23 1UA **01934 425134**  
SA Employment Plus 1:1 support sessions at Carlton Street,  
Call Maria on **07823748309** to arrange appointment  
or email [maria.daprano@salvationarmy.org.uk](mailto:maria.daprano@salvationarmy.org.uk)  
[www.salvationarmy.org.uk/employment-plus](http://www.salvationarmy.org.uk/employment-plus)



### ◆ 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

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**1. St John's Hall**, 4-6 Boulevard, BS23 1NA

**KeySteps; Somewhere To Go**  
(Alliance, Nurses, YMCA, CANS)

**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. Feeding the Homeless WsM**, Grove Park, BS23 2AF

**12. YMCA Weston Office**, 138 High Street, BS23 6HE

**13. Emmanuel Church**, Oxford St, BS23 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

11/2023

**in-Crisis  
info-Sheet**

help with  
**homelessness and related issues in  
Weston-super-Mare**

**Winter 2023/24**

[www.keysteps.org.uk/in-crisis-leaflet/](http://www.keysteps.org.uk/in-crisis-leaflet/)

Created by KeySteps with support from Church Urban Fund  
& Churches Together  
Weston and District  
[www.ctwd.org.uk](http://www.ctwd.org.uk)




**CONCERNED ABOUT SOMEONE SLEEPING ROUGH?**  
There is a **new link** for reporting - [www.thestreetlink.org.uk](http://www.thestreetlink.org.uk)

**KeySteps.**  
Deposit Bonds, homeless information, signposting.  
Call **01934 617617** anytime and leave a message  
or email [office@keysteps.org.uk](mailto:office@keysteps.org.uk) - we will reply promptly.  
St John's Hall, Boulevard, WsM [www.keysteps.org.uk](http://www.keysteps.org.uk)

**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](mailto: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 328 006**