



in-Crisis Guide

Help, Support and Care in Weston-super-Mare



You are not alone

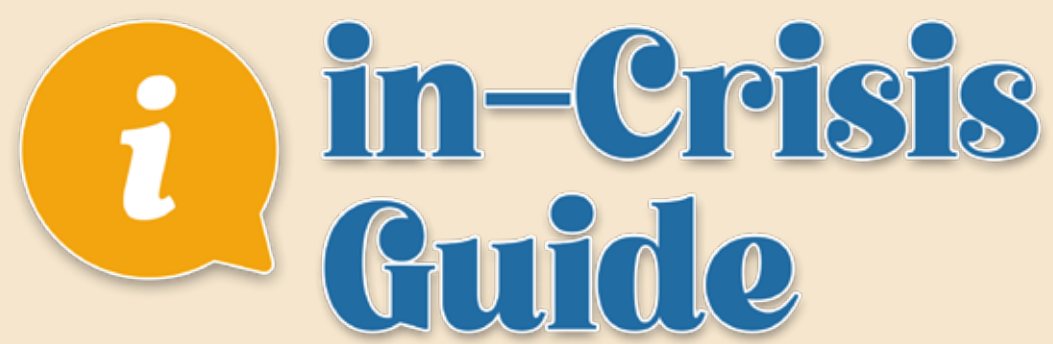
If you're cold, hungry, anxious, lonely, or don't know where to turn to with a problem, help is closer than you think.

This guide aims to connect you with local services offering food, clothing, housing and money advice; health help, mental health and wellbeing support, friendship and hope.

Use the handy map and/or Google Maps links to get to each location.

Many local people care and are ready to help you.
Please, do reach out.

www.lovesteston.org.uk/in-crisis



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Tap the map for live directions to local support centres and community hubs.

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More info, downloads and resources at
www.loveston.org.uk/in-crisis

1. Crisis & Emergency

CONCERNED ABOUT SOMEONE SLEEPING ROUGH?

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

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, 4a Boulevard, WsM, BS23 1NA.](#) [01934 641880](tel:01934641880)

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, [2 Bristol Road Lower](#).

Please telephone on [01934 629787](tel:01934629787) to make an appointment.

Drop-ins at Somewhere to Go: Mon, Wed & Fri 10:30am-12:30pm.

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](tel:01934426330) or email HP.Triage@n-somerset.gov.uk

(Out of hours emergencies [01454 615165](tel:01454615165))

SAMARITANS

Feeling lonely or in despair? Call [116 123](tel:116123)

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

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](tel:01934425134)

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

2. Food & Warmth

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.

[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](#)

[Hughenden Centre Thu 1-3pm](#)

info@wsmfoodbank.org.uk

READY MEAL FOOD BANK

Every Wednesday 4.00pm-5.30pm.

[Collect from 4 The Centre, Walliscote Road, BS23 1US.](#)

[07971443574](tel:07971443574) for more info.

THE STABLE FOOD SHOP

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

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

[3-6 Wadham Street, WsM, BS23 1JY](#)

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](#)

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](#)

3. Health & Wellbeing

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](#)

(from December: [Healthy Living Centre, Lonsdale Ave, BS23 3SJ](#).)

Open 6pm - midnight, by appointment only.

Tel: [01934 313480](tel:01934313480) or email refer.safehaven@nhs.net

(No Drop-ins. Unable to administer or prescribe medication.)

COMMUNITY OUTREACH NURSES

Drop-ins for homeless and vulnerable adults within Weston at [Somewhere to Go](#):

9am-2pm Monday & Friday, 9am-4pm alternate Tuesdays, 9am - 4pm Wednesdays & Thursdays.

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](tel:07825753240) / [07823536533](tel: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](tel:01934427940)

RENEW 193

A quiet space where it's OK not to be OK.

A welcome for anyone looking to improve their mental and emotional wellbeing.

[193 High Street, Worle, Weston-Super-Mare, BS22 6JS](#)

Mon & Wed 10am - Noon | Tue & Thu 10am - noon & 2pm - 4pm

Email: renew193worle@gmail.com

DOMESTIC ABUSE FREEPHONE SERVICE - [08006 949 999](tel:08006949999)

4. Money & Housing

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](tel:03000120120) option 5 for referral or go to

www.alliancehomes.org.uk/support

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

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](tel:08082787973) (Mon-Fri 9am-5pm)

Universal Credit Help to Claim : [0800 144 8444](tel:08001448444)

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](tel:08003280006) | www.capuk.org/get-help

JOBCENTRE PLUS

For up-to-date information about online and telephone services please call: [0800 169 0190](tel:08001690190)

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.

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](tel:08003047041)

5. Friendship & Community

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>

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](#)

Email: chairmfa@gmail.com | www.mfa-wsm.org.uk

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 sim cards (for O2, 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](#)

ROYAL BRITISH LEGION: WESTON-SUPER-MARE

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

Touchpoint Drop-in Thurs 10am-2pm,

[77 Meadow St, BS23 1QL](#) www.facebook.com/RBLWsM

Local: [01934 707020](tel:01934707020) National Helpline: [0808 802 8080](tel:08088028080)

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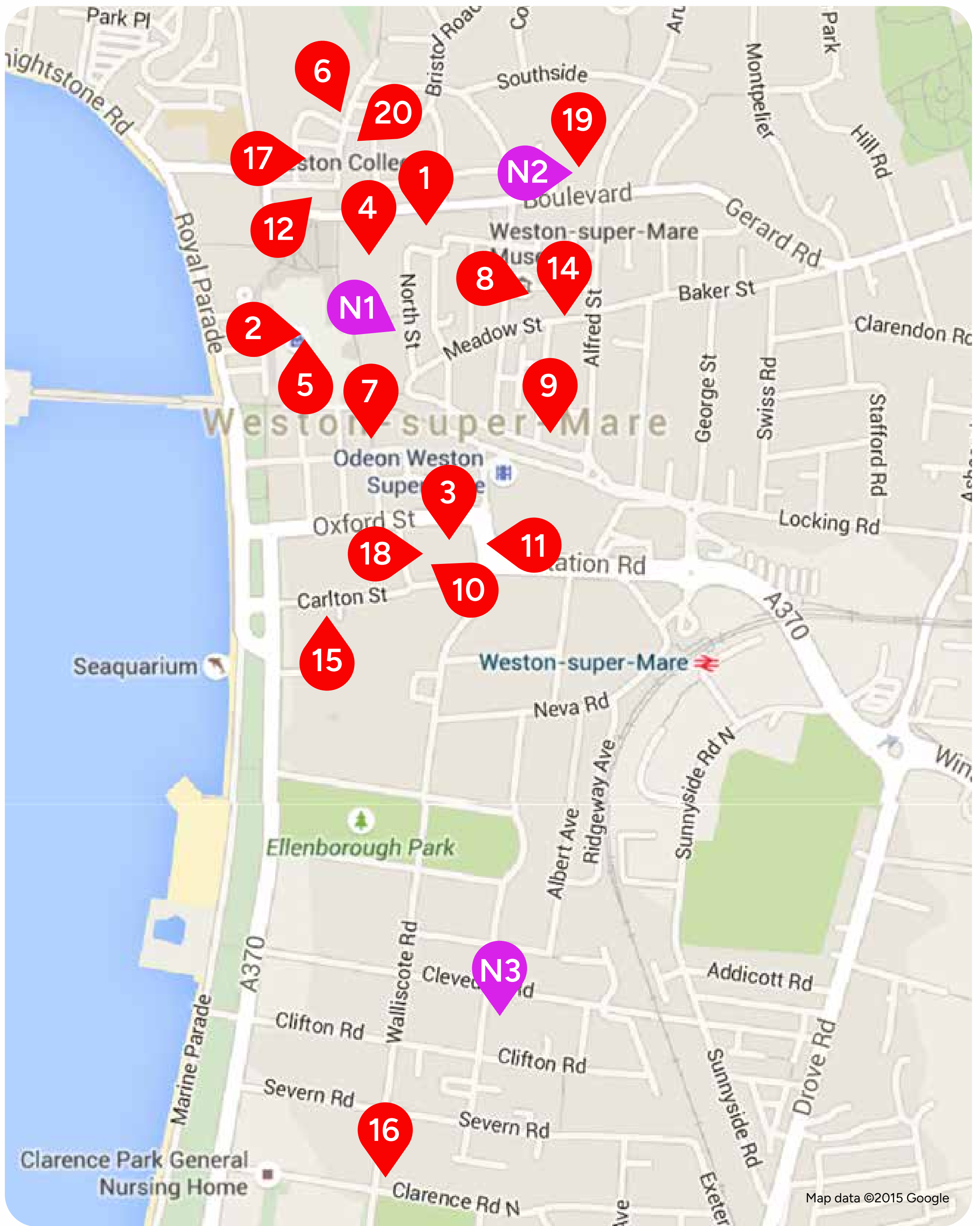
MAP LISTING

1. Somewhere to Go (Community Outreach Nurses (CANS), Safe Haven, Alliance Support Service) St John's Hall, Boulevard, BS23 1NA	Map
2. Citizen's Advice, The Sovereign, BS23 1HL	Map
3. Emmanuel Church, Oxford St, BS23 1TN	Map
4. Foodbank, North St, BS23 1QF	Map
5. Fridge of Free Stuff, The Sovereign, BS23 1HL	Map
6. Grove Park Meals, BS23 2AF	Map
7. Job Centre Plus, Regent Hs. High St, BS23 1JH	Map
8. MFA, Weston Museum, Burlington St, BS23 1PR	Map
9. North Somerset Community Hub, 30, BS23 1QZ	Map
10. North Somerset Council (Homeless Prevention)	Map
11. Ready Meal Foodbank, 4 The Centre, BS23 1US	Map
12. Refugees Welcome NS, Loves Café, 9 West St, BS23 1JR	Map
13. Renew 193, 193 High St, Worle, BS22 6JS (Not on map)	Map
14. Royal British Legion, 77 Meadow St, BS23 1QL	Map
15. Salvation Army, Carlton St, BS23 1UA	Map
16. St Paul's Church, Walliscote Rd, BS23 1EF	Map
17. The Stable Food Shop, 3-6 Wadham Street, BS23 1JY	Map
18. Town Hall, Walliscote Grove Road, BS23 1UJ	Map
19. We Are With You, 35 Boulevard, BS23 1PE	Map
20. YMCA 2 Bristol Rd Lower, BS23 2PN	Map

NEEDLE EXCHANGES

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

1. Boots, 52-56 High Street, BS23 1JF	Map
2. We Are With You, 35 Boulevard, BS23 1PE	Map
3. Jhoots, 37 Whitecross Rd BS23 1EN	Map
4. Milton Pharmacy, 260 Milton Rd BS22 8EN (Not on map)	Map
5. North Worle Pharmacy, Worle BS22 6BT (Not on map)	Map



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