

*Here to Help*



Directory of  
Sedgemoor  
Support  
Services



*Family & Parenting - Money & Housing - Employment - Physical & Mental Health - Drugs & Alcohol  
Victims of Crime - Young People - Hate Crime - Domestic Abuse*



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The information in this booklet is here to help you find advice and support to cope with family problems.

To make it easy to find people and organisations who can help you with a large number of different issues, the booklet contains places to go, telephone numbers and email addresses as well as useful websites.



### **Regeneration**

Sedgemoor District Council  
Bridgwater House, King Square  
Bridgwater, Somerset TA6 3AR

Tel: 0845 408 2540

Fax: 01278 436413

E-mail: [community.safety@sedgemoor.gov.uk](mailto:community.safety@sedgemoor.gov.uk)

**Sedgemoor**  
IN SOMERSET

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# General

Are you new to the area and having trouble finding the information you need?  
Make Sedgemoor District Council your first point of contact for help and advice.

## **Sedgemoor District Council**

*telephone* 0845 4082540

Do you need help with elderly relatives or family members with a disability?

## **Somerset Direct**

If you need information and support with family matters, whatever the reason we can give information over the phone or get the right person to contact you. Calls will be treated in the strictest confidence.

## **Somerset Direct Community Services**

*telephone* 0845 3459133

## **Children, Young People Team**

*telephone* 0845 3459122

## **Carers UK**

Information and help for carers.

*telephone* 0808 808 777

*website* [www.carersuk.org](http://www.carersuk.org)

## **Age Concern**

Information and advice relating to older people.

*telephone* 08000 00 9 66

*website* [www.ace.org.uk](http://www.ace.org.uk)

## Samaritans

Whatever you're going through, whether it is big or small, don't bottle it up. At the Samaritans we offer confidential, non-judgemental emotional support 24 hours a day.

*telephone* 01823 288998 or 08457 909090 24 hours  
*email* jo@samaritans.org  
*website* www.samaritans.org.uk

## Help to Stop Smoking

### NHS Support

*telephone* Quitline 0800 169 0169  
*website* www.givingupsmoking.co.uk

### Quit - Help to quit the habit

*telephone* 0800 002200  
*website* www.quit.org.uk

## Hamp Information & Advice Centre

- Do you need any information & advice on anything from employment and housing issues, to racial equalities?
- Would you like a one to one with CAB on a Wednesday between 9.30am and 2.00pm?
- Would you like some personal assistance in finding a job?
- Are you interested in any of the other services we run?

For further information contact:

*telephone* Ian Ferguson on 01278 457981

*email* [ian@hamp.org.uk](mailto:ian@hamp.org.uk)

### **Refugee Council Advice Line**

Advice and information on social security, family reunion, identity and travel documentation, education, housing, legal issues and information about the refugee community organisations.

*telephone* 0207 346 6777

*website* [www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

### **Immigration Advisory Service**

Legal advice for immigrants and asylum seekers.

*website* [www.iasuk.org](http://www.iasuk.org)

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## Family & Parenting

*Has your family suffered a recent break-up? Or do you have a young adult living at home who can't afford to move out and who is giving you grief?*

### Relate

Can help through family counselling. Family counselling can offer support and give all the family the chance to get across their own point of view.

*telephone* Judith on 01278 428155

### The Family Mediation Service

Is for families who are breaking up and need to see a way forward.

*telephone* Brenda on 01823 352013

*Do you need a safe place for your child to see a parent who is not at home any more?*

### The Contact Centre

When nowhere else will do call your local Contact Centre.

Weston-super-Mare *telephone* 01934 515891

Taunton / Chard *telephone* 01460 68848

Yeovil / Wincanton *telephone* 01935 700098

*Parenting Groups in your own home or in your local community.*

### Mother's Union

The Mother's Union run small groups for parents who need a little support and practical help. Parents should not feel alone, as the groups are open to anyone. Does your family need a holiday? If a doctor supports your need we may help pay towards a much needed holiday.

*telephone* 01749 685131

### **Somerset Direct**

Do you need childcare? Somerset Direct can provide information about registered child minders, play schemes in your area and pre school nursery places. Somerset Direct can also advise about nursery grants and give information about Child Tax Credits.

*telephone*      0845 3459122 (local rate)

### **FI®ST - Family Information & Support Team**

FI®ST workers support parents who have children recently diagnosed with additional needs. They can provide a listening or signposting service and give help with the new Early Support packs.

Your Bridgwater FI®ST worker is Angela Starks

*telephone*      07922 057374

### **Somerset Parent Partnership Service**

Provide confidential help for parents of all children with additional or special educational needs. The service gives independent, impartial information, advice, guidance and support.

*telephone*      Trisha on 01823 355578

### **Parents for Parents**

We offer a listening friend for parents who have children with additional needs.

*telephone*      Zenah 01823 335380

## Sure Start in the Sedgemoor Area

This project offers a range of help and support to your family whether you are a new parent or expecting. SureStart is there for you in your community if you need advice about your child's health and development. SureStart is 'Father friendly' and also has its own Health Visitor, Lindsey.

It also provides childcare with qualified playworkers who can start your child off in the right direction so he or she can enter school more confidently.

*telephone* Helen or Lindsey (*Health Visitor*) 01278 433416

## Homestart Sedgemoor

If you feel your family is struggling and needs support Homestart can help. We have volunteer workers who will offer friendship, advice and practical help to prevent family crisis and breakdown. All our volunteers are parents themselves who have experienced their own troubles whilst bringing up their families so understand what you are going through.

*telephone* Jo 01278 445022

*Help with bringing up and coping with your under 5's in Sedgemoor.*

Our children's centres provide:

- Quality, registered childcare
- Family support
- Health services
- Links to Jobcentre Plus
- Links to childminding networks
- Links to Education and Training

They are designed to provide a "one stop shop" of preventative services for children and their families.

Highbridge Children's Centre

*telephone* Sharon or Debbie 01278 782984

Bridgwater - The Gardens Children's Centre

*telephone* Lesley 01278 457581

Bridgwater - The Victoria Children's Centre

*telephone* Sou 01278 435756

Sydenham Family Centre and Bridgwater College  
Early Excellence Centre

*telephone* Jaz 01278 446771

The Willows Children's Centre and Day Nursery

*telephone* Sarah, Jan or Lynne 01278 429273

### **Cruse Bereavement Care**

Cruse exists to promote the well being of bereaved people

*telephone* Helpline 0870 167 1677

*telephone* Young persons helpline Freephone 0808 808 1677

*email* [helpline@crusebereavementcare.org.uk](mailto:helpline@crusebereavementcare.org.uk)

# Money & Housing

*Help and Advice With Finance and Debt*

## **Citizens Advice Bureau**

Free Services. The caseworkers will:-

- Give assistance to those on benefits and low income
- Give assistance to compile a personal budget sheet
- Make referrals to organisations who assist with debt negotiations
- Assist with welfare benefit applications
- Advice on bankruptcy and assistance to complete the forms.
- Advice and assistance with debts being dealt with in the county court.

<i>telephone</i>	Joan - Advice Service Manager 01278 455236
<i>email</i>	advice-sedgemoorcab@yahoo.co.uk
<i>website</i>	www.sedgemoorcab.org.uk

*Help with Housing Problems*

## **Citizens Advice Bureau**

Advice and support given:-

- Rent/mortgage arrears
- Repossession orders
- Give advice on eviction
- Give advice on court hearing attendance

<i>telephone</i>	01278 455236
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## **Sedgemoor District Council Housing Advice Line**

For information on Council accommodation.

<i>telephone</i>	0845 408 2547
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# Employment

## Jobcentre Plus

We are committed to providing you with the best possible service and we aim to provide accurate and appropriate information and advice to help you: -

- Find a suitable job
- Understand which working-age benefits you may be able to claim
- Identify other support you may be entitled to
- Make a decision about the choices available to you

*telephone* Phil 01278 435104 or Sarah 01278 435135

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# Sexual Health & Well-being

## Sex and Contraception

### Somerset Condom Scheme

Free condoms – no names – no judgements.

*telephone*      0845 4647

### C-Card

The C-Card aims to promote condom use and safer sex in young people especially young men by providing free condoms and sexual health information.

*website*      [www.somerset.nhs.uk/services/sex/card](http://www.somerset.nhs.uk/services/sex/card)

### Contraception and Sexual Health Service (CASH)

For details of Somerset's young people's clinic:-

*telephone*      01823 331121

### Emergency Contraception

You have three days after unprotected sex in which to act to try to prevent pregnancy. Help is available from:-

- GPs
- Pharmacies
- CASH
- School Health Advisers
- Accident & Emergency Dept at your local hospital during Bank Holidays

## **Sex & Relationships**

*Advice on sex for 12 to 18 year olds.*

### **Ru thinking about it?**

Free confidential sexual health information.

<i>telephone</i>	0800 282930
<i>website</i>	<a href="http://www.ruthinking.co.uk">www.ruthinking.co.uk</a>

### **Brook Young People's Information Line**

Free confidential sexual health and relationship advice for the under 25's.

<i>telephone</i>	0800 0185023
<i>website</i>	<a href="http://www.brook.org.uk">www.brook.org.uk</a>

## **Sexuality**

### **Somerset Gay Health**

Information, support and befriending.

<i>telephone</i>	01823 327078
<i>website</i>	<a href="http://www.somersetgayhealth.com">www.somersetgayhealth.com</a>

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

Support for young people affected by homophobia.

<i>telephone</i>	0800 1000143
<i>website</i>	<a href="http://www.eachaction.org.uk">www.eachaction.org.uk</a>

## Sexually Transmitted Infections

### Playing Safely

For information on Sexually Transmitted Infections including HIV and contraception.

*website*      [www.playingsafely.co.uk](http://www.playingsafely.co.uk)

### Sexual Health Information Line

For advice on sexually transmitted infections, HIV and AIDS.

*telephone*      0800 567123

### Positive Action South West

For free help and advice on HIV and Sexual Health. Provides free counselling, advocacy support and complementary therapies to anyone living with HIV and AIDS in Somerset, including friends, family and partner of those affected.

*telephone*      0800 3283508  
*website*      [www.pasw.org.uk](http://www.pasw.org.uk)

Another service available from Positive Action is needle free testing for high-risk groups.

*telephone*      Andrea 07792 144861

### Genito – Urinary Medicine (GUM)

Special clinics provide free testing and treatment.

Taunton Musgrove Park Hospital

*telephone*      Appointments 01823 252222/342623  
Health Visitor 01823 332182

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# Mental Health & Well-being

*Mental or emotional distress or just needing to talk?*

## Mindline

If a young person is experiencing mental or emotional distress they can contact Mindline for support 8.00pm - 12.00 midnight Wednesday, Friday Saturday and Sunday.

*telephone*      01823 276892

## Self Harm Advice

Self-harm describes a range of things that people can do to themselves which cause direct harm to the body. For Confidential support and information:-

*telephone*      Childline 0800 1111  
*telephone*      Samaritans 0845 790 9090 24 hours  
*email*              jo@samaritans.org

or call the Self Harm Alliance Helpline:-

*telephone*      01242 578820  
 7.00pm - 8.00pm Wednesday to Sunday.

## National Self Harm Network

*website*              www.nshn.co.uk

## NSPCC Child Protection

A 24hour helpline offering information, advice and support to anyone concerned about the risk of abuse to themselves or others.

*telephone*      0808 800 5000 24 hours  
*email*              help@nspcc.org.uk

## Eating Disorders Association

If you're worried about eating and wish to talk to someone about it who will listen call the Somerset and Wessex Eating Disorders Association:

*telephone*      01458 448600 (not 24 hours)  
*website*        [www.swedauk.com](http://www.swedauk.com)

## Threshold

Womens mental health organisation providing emotional and other support. All calls answered by women.

*telephone*      0808 808 6000

## Samaritans

Whatever you're going through, whether it is big or small, don't bottle it up. At Samaritans we offer confidential, non-judgemental emotional support 24 hours a day.

*telephone*      01823 288998 or 08457 909090 (24 hours)  
*email*            [jo@samaritans.org](mailto:jo@samaritans.org)  
*website*        [www.samaritans.org.uk](http://www.samaritans.org.uk)

*Useful websites for Personal Issues, Emotional Problems and Health Issues*

## Health and teenage issues

*website*        [www.teenagehealthfreak.org](http://www.teenagehealthfreak.org)

## Health and personal issues for young people

*website*        [www.lifebytes.gov.uk](http://www.lifebytes.gov.uk)

## Health, emotions, teenage issues

*website*        [www.there4me.com](http://www.there4me.com)

**Health and personal issues for young people**

*website*      [www.mindbodysoul.gov.uk](http://www.mindbodysoul.gov.uk)

**Emotional problems and mental health issues**

*website*      [www.readthesigns.org](http://www.readthesigns.org)

**PAPYRUS – Prevention of young suicide**

*website*      [www.papyrus-uk.org](http://www.papyrus-uk.org)

**MIND**

*website*      [www.mind.org.uk](http://www.mind.org.uk)

**SANE**

*website*      [www.sane.org.uk](http://www.sane.org.uk)

**OCD-UK**

Run by people with Obsessive Compulsive Disorder for people with OCD.

*website*      [www.ocduk.org](http://www.ocduk.org).

**Carers UK**

Information and help for carers.

*website*      0808 808 777

*website*      [www.carersuk.org](http://www.carersuk.org)

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# Drugs & Alcohol

## Turning Point – Bridgwater

Somerset's 'street agency'. This means you don't need to be referred by anyone to use the service. 'Turning Point' provides a range of confidential services for adults from its Bridgwater office.

Services include: -

- Needle exchange
- Ear acupuncture
- Ongoing support
- Advice and information via a drop in service
- Counselling and structured key working - available on an appointment basis
- A limited evening service is available by prior arrangement
- A satellite service is available in Burnham-on-Sea

To arrange an initial appointment or to find out opening times:-

<i>telephone</i>	01278 447044
<i>website</i>	<a href="http://www.turning-point.co.uk">www.turning-point.co.uk</a>

## On The Level

This is Somerset's confidential drugs misuse service for under 18s. It offers information and advice, one to one support and someone to talk to. They will aim to see the young person as soon as possible at a place that is discreet and quiet. This could be at your home, youth centre or local café. Wherever you feel most comfortable. Open Monday to Friday 9am - 6pm.

<i>telephone</i>	01749 675766 for local representative
<i>website</i>	<a href="http://www.onthelevel.org.uk">www.onthelevel.org.uk</a>

**ALATEEN**

For young people worried about their own or others drinking.

*website*      [www.al-anon.alateen.org](http://www.al-anon.alateen.org)

**FRANK**

Help for all drug-related issues call 0800 776600 or log onto.

*website*      [www.talktofrank.com](http://www.talktofrank.com)

**DRUGSCOPE**

Information and advice on all drug issues.

*website*      [www.drugscope.org.uk](http://www.drugscope.org.uk)

*Help to Stop Smoking***NHS Support**

*telephone*      Quitline 0800 169 0169  
*website*      [www.givingupsmoking.co.uk](http://www.givingupsmoking.co.uk)

**Help to quit the habit**

*telephone*      0800 002200  
*website*      [www.quit.org.uk](http://www.quit.org.uk)

**Threshold**

Womens mental health organisation providing emotional and other support. All calls answered by women.

*telephone*      0808 808 6000

**Maisy Project** - Mentoring Alcohol Issues in Sedgemoor Youth is a free service available to all. Encouraging young people to make positive decisions about their lives through addressing alcohol related issues using a variety of diversionary activities, including climbing, caving and multi sports. One to one support or group work is on offer

*telephone*

Sarah Newman 01278 422511

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## Young People

### Connexions

young people between the ages of 13 and 19 have a personal advisor whether they are at school, college, working or not, receiving home tuition or another form of support.

The advisor can offer confidential support and advice about all aspects of life such as dealing with bullying, coping with relationships, facing abuse as well as planning for the future.

*telephone*      01278 423788  
*website*        [www.connexions-somerset.org.uk](http://www.connexions-somerset.org.uk)

or visit the Drop in-Centre 14-16 St Mary's Street, Bridgwater.

### Childhood bereavement network

Information, guidance and support for bereaved children and young people.

*telephone*      020 7843 6309  
*website*        [www.childhoodbereavement.org.uk](http://www.childhoodbereavement.org.uk)

### Samaritans

Whatever you're going through, whether it is big or small, don't bottle it up. At the Samaritans we offer confidential, non-judgemental emotional support 24 hours a day.

*telephone*      01823 288998 or 08457 909090 24 hours  
*email*            [jo@samaritans.org](mailto:jo@samaritans.org)  
*telephone*      [www.samaritans.org.uk](http://www.samaritans.org.uk)

## RAINER - Believing in Young People

Breaking The Cycle - Somerset We run programmes for young people who are:

- Aged 16-18 and not in work, school or training. Whatever your background, history or circumstances, if you want to make changes in your life, we want to help.

What we offer:

- help, support and training to begin achieving your goals.
- with us, you can improve your chances and options in work/training
- as well as sorting problems and achieving ambitions in other areas of your life – housing, health, relationships, confidence etc.

*telephone* Jean on 01278 431267 or 07739 511256

## Fire Setter Intervention Scheme

Do you know of a young person who sets fires? This scheme explores the reasons young people set fires and shows the consequences of their actions through varied means. ***A fire does not have to kill you to take your life.***

For further information or to book an appointment please call.

*telephone* 01823 364628

## ALATEEN

For young people worried about their own or others drinking

*website* [www.al-anon.alateen.org](http://www.al-anon.alateen.org)

## MINDLINE

If a young person is experiencing mental or emotional distress they can contact MINDLINE for support 8pm-12 Midnight Wednesday, Friday Saturday and Sunday

*telephone* 01823 276892

## NSPCC Child Protection

is a 24hour helpline offering information, advice and support to anyone concerned about the risk of abuse to themselves or others.

*telephone*      0808 800 5000 24 hours  
*email*            help@nspcc.org.uk

## SEX & RELATIONSHIPS

*Advice on sex for 12 to 18 year olds.*

## Ru thinking

Free confidential information.

*telephone*      0800 282930  
*website*        www.ruthinking.co.uk

## Brook Young People's Information Line

*telephone*      0800 0185023  
*website*        www.brook.org.uk

## YMCA

The Bridgwater YMCA offers various programmes. Those detailed below you will find particularly helpful.

- **Youth Programme** - Bridgwater YMCA can offer young people from 8 - 25 years a place to come and meet other young people in a safe and secure environment.
- **Air Crew** - Come and perfect your skateboarding and inline skating skills on our indoor ramps. Socialise with other young people and maybe learn a new trick or two.

- **Youth Club** - The sessions involve young people in a range of activities from a browse on the internet to a game of football.
- **Games Club** - A Club run by young people for young people. If you enjoy playing games like War Hammer or Dungeons and Dragons this club could be for you.
- **Saturday Morning Club** - For young people aged 7 - 16 years, who can take part in a variety of adventure sports and traditional sports activities during this 4 hour session every Saturday morning from 10.00am - 2.00pm. Everything from Arts & Crafts to caving.
- **Making Waves Project** - The Making Waves Project encourages young people between the ages of 13 - 20 years to learn about the heritage and history of the Bridgwater and Taunton Canal using a range of media techniques. Participants can attend this project for free.
- **SMILE Project** - Somerset Multi-sports Initiative for Learning and Employment. This project provides an informal relaxed alternative to classroom teaching. Those aged 16+ years who are currently unemployed are welcomed onto this project, working towards an NVQ level 1-2 qualification, National Governing Body sports qualification, youth achievement award or fitness room qualification free of charge.

*telephone*      01278 422511

*email*            jtaylor@bridgwaterymca.org.uk

*email*            hayleyp@bridgwaterymca.org.uk

# Victims of Crime & Hate Crime

## Avon and Somerset Police

In cases of real emergency dial 999

*telephone* All other enquiries 0845 456 7000

## Anti-Social Behaviour Hotline

If you are a victim of anti-social behaviour, you can contact the 24 hour, non-emergency, Sedgemoor District Council Anti-Social Behaviour Hotline. All reports will be treated with the strictest confidence and entered into our ASB database to help agencies tackle ASB in Sedgemoor.

*telephone* 0800 585 360

## Victim Support

Victim Support offers a free confidential service to people who have suffered a crime against them.

*telephone* Victim Support Somerset – 01460 55535  
*telephone* National helpline – 0845 3030900  
*website* [www.victimsupport.com](http://www.victimsupport.com)

## Crimestoppers

Crimestoppers is a discreet service that allows people to contact the police anonymously – day or night – with information about crime or criminals.

*telephone* 0800 555111

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## Hate Crime

Hate crime is a hatred or dislike of a person or group of people because of their sex, racial heritage, religion, disability or sexual orientation. Incidents can be reported on the On-line Hate Crime reporting form found at:

<i>website</i>	<a href="http://www.avonandsomerset.police.uk">www.avonandsomerset.police.uk</a>
<i>website</i>	<a href="http://www.report-it.org.uk">www.report-it.org.uk</a>

### Somerset Racial Equality Council (SREC)

Free and confidential service for people who have been subjected to racial harassment, discrimination or racist crime. They offer support, advice and advocacy and can help you deal with the police, the courts, local authorities and other services. They can support you even if you do not want to involve the police.

<i>telephone</i>	01458 274200
<i>email</i>	<a href="mailto:info@srec.org.uk">info@srec.org.uk</a>
<i>website</i>	<a href="http://www.srec.org.uk">www.srec.org.uk</a>

### Sexuality

Information, support and befriending.

<i>telephone</i>	01823 327078
<i>website</i>	<a href="http://www.somersetgayhealth.com">www.somersetgayhealth.com</a>

### Educational Action Challenging Homophobia (EACH)

Support for young people affected by homophobia

<i>telephone</i>	0800 1000143
<i>website</i>	<a href="http://www.eachaction.org.uk">www.eachaction.org.uk</a>

**Refugee Council Advice Line**

Advice and information on social security, family reunion, identity and travel documentation, education, housing, legal issues and information about the refugee community organisations.

*telephone*      0207 346 6777  
*website*        [www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

**Immigration Advisory Service**

Legal advice for immigrants and asylum seekers.

*website*        [www.iasuk.org](http://www.iasuk.org)

## Domestic Abuse

Are you a Victim of Domestic Abuse? Domestic abuse is not only physical violence but can also be financial, mental, emotional or sexual abuse; it has no class boundaries and can affect anyone of any age. If you are experiencing Domestic Abuse don't suffer in silence, use the following:-

*telephone*      In an emergency telephone 999

The "Daffs" initiative (Domestic Abuse Freefone Support Line) has recently been developed with a series of HTV television programmes. This is an automated service and will put you in touch with the service you require.

*telephone*      freefone 0800 6949999

There is also a 24hour CRISIS LINE providing counselling support and welfare rights advice for women and children escaping from domestic violence.

*telephone*      Refuge on 0808 2000247  
*website*        [www.refuge.org.uk](http://www.refuge.org.uk)

### NSPCC Child Protection

A 24hour helpline offering information, advice and support to anyone concerned about the risk of abuse to themselves or others.

*telephone*      0808 800 5000 24 hours  
*email*            [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

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*email*            [jo@samaritans.org](mailto:jo@samaritans.org)  
*website*        [www.samaritans.org.uk](http://www.samaritans.org.uk)

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## **Regeneration**

Sedgemoor District Council  
Bridgwater House, King Square  
Bridgwater, Somerset TA6 3AR

Tel: 0845 408 2540

Fax: 01278 436413

E-mail: [community.safety@sedgemoor.gov.uk](mailto:community.safety@sedgemoor.gov.uk)

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