

Bridgwater & Surrounding Communities Food and Support Alliance



Who are we?

- KEY group of Local Voluntary and Community, Council and NHS organisations. Working together to better coordinate services, to get help to more people at this difficult time.

Why have we come together now?

- **COVID-19 has affected all our lives.**
- For some people, putting food on the table, not knowing where the next penny is coming from, finding a job again, keeping a roof over their heads, keeping warm and safe, and coping with the loneliness that isolating brings, are big worries.
- All this affects our physical and mental health.

So how can we help you?

- We know this is a worrying time, and we know that having people to talk to about your worries, who you can trust is important.
- We can help you find the help you need and can contact other organisations on your behalf (with your permission) if needed.

How can you help us? Voluntary/Community Organisations need donations of Money and Goods, contact organisations in this leaflet direct if you can help. Numbers 6 and 8 need Volunteers.

Where to start – where to go for what?

Don't worry if you're not sure. Whoever you contact in this leaflet, we will work together with you, to get you to the right service at the right time.

For general support call Somerset Coronavirus helpline: 0300 7906275. 8am-6pm, 7 days a week.

Community Food Resilience - Help available

1. Bridgwater Foodbank

If you're in a crisis and have little money to buy food, we can offer free store-cupboard/frozen food for a time, while we get you to the right help to sort out the crisis.

We operate a voucher system This gives us basic information: name, address, how many people food is for, difficulty experienced, etc. **This helps us have the right food parcel ready for you** and Grace Advocacy support (see 6) if it would help you, when you arrive.

Open for food collection – Mon/Wed/Fri 1 – 3.30pm

Tel: 01278 434 636. Mon-Fri 9am – 5pm

Mob: 07804 119 273. Mon-Fri 9am – 5pm

Email: info@bridgwater.foodbank.org.uk

www.bridgwater.foodbank.org.uk

Facebook: Bridgwater Foodbank

Where can I get a voucher?

Organisations can email electronic vouchers to the Foodbank – sending a code number to your phone or they can give you a paper voucher. Organisations 2/4/5/6/7/8/9/10/11/12 and 13 in this leaflet are voucher holders. **Don't Worry**, if in trying to contact organisations you have problems getting a voucher – come and talk to us and we will sort it out together.

2. Westfield Street Café

We have **Homeless Drop-In sessions Mon and Thurs mornings**, working with ARC (Taunton Association for the homeless) to assist people with housing needs. We have emergency food parcels, clothing and toiletries.

2. Continued.....

Street Café selling affordable food open Mon-Fri 9.30am-2.30pm.

Tel: 07925 498 485. Mon-Fri 9.30am – 2.30pm

Westfield Church office-mornings: 01278 477 153

Email: wsc@westcan.co.uk

3. Sedgemoor Pantries

Who can use? - Any resident living within a 15-minute journey of a Sedgemoor Pantry.

Locations – Sydenham Community Hub, behind the Community centre. TA6 4QZ, and Hamp Together Team Hub, 2-3 Grenville House, Rhode Lane, TA6 6JE. New Pantry locations will be added.

What's on offer? – FareShare Project, distributing in-date fresh food at low cost, that would otherwise go to waste.

How to use the Pantries – Apply to become a member (membership is free) and commit to using it every week. You will pay £3.50 every week and receive 10+ items to the value of £15-£25, depending on availability.

Opening times – Sydenham: Thursdays 12.30 – 3.30pm.

Hamp: Wednesdays 1.30 – 4.30pm.

Tel: 0300 303 7800

Email: thesedgemoorpantry@gmail.com

Facebook: TheLocalPantrySedgemoor

4. Wembdon Parish Centre

Community rooms in Wembdon. We have a Community Coffee Shop on Mon/Weds/Fri 10am – 12 noon. We keep a small stock of emergency store cupboard food, which anyone in need can use. Our Cookery Classes will start sometime in the new year, we encourage people who live alone to come and cook something new, meet new people and eat what we have cooked together.

Tel: 07970 119525. Mon-Fri 9am – 5pm

Email: parishcentre@sgw.org.uk

5. Volunteer Covid Support Groups

Coordinates volunteer support for individuals/ and families affected by Covid in the Bridgwater and North Petherton area including, Stockmoor, Wilstock, North Newton and Moorland. Support includes help with shopping, prescriptions, pet care, sourcing food and deliveries, social contact/phone calls to see how you are doing or simply to have a chat.

Can be accessed through the Village Agents – see 8.

Information, Advice and Support

6. Grace Advocacy

We work alongside our partner organisation – Bridgwater Foodbank. Our advocacy volunteers **provide the vital next step, enabling people to get to grips with the issues that led them to seek crisis food support.**

We will support you to deal with debts/benefits issues, and help with form filling, access to health and social care etc.

Tel: 01278 228 136. Mon-Fri 9am – 5pm.

Email: alan.cable@graceadvocacy.org

www.graceadvocacy.org

7. Citizens Advice Bureau

People contact us with all sorts of issues. You may have money, benefit, housing or employment problems, be facing a crisis, or just considering your options. We offer support with: vulnerable client caseworker, welfare benefits forms, debt advice, relationship specialist support, help with Universal Credit and access to the local Assistance scheme.

Adviceline: 03444 889623

Universal Credit help to claim: 0800 144 8444

Email: advice@citizensadvicesedgemoor.org.uk

www.citizensadvicesedgemoor.org.uk

8. Village Agents - Help/support/advice and guidance service

Do you; live alone, have a problem and don't know who to turn to, care for someone and need a little help?

Are you; struggling as a young or older person, or as a family and need advice?

Does your; community have a collective problem that needs a kick-start to solve?

Tel: 01823 331 222

Email: info@somersettrcc.org.uk

www.somersetagents.org/agent-call-back

9. Homes in Sedgemoor – Support for Council Tenants

Assist with rent arrears, making affordable payments and applying for Discretionary Housing Payment (DHP), Exceptional Hardship Payment (EHP) and claiming Universal credit (UC). Can arrange direct payments of rent from benefit to avoid arrears. We work with Dept of Work & Pensions and the Council Tax dept, so we can help you with these.

Energy advice – claiming benefit, changing tariffs, where you can use energy more efficiently.

Tel: 0800 585360 Mon-Fri 9am – 5pm

Email: customer.services@homesinsedgemoor.org

Facebook: Homes in Sedgemoor

10. Public Health - Health Visitors Service

The Health Visiting Team are here to support you and your family up until your child starts Primary School. We use the national Healthy Child Programme – Best Start in Life, to help you to make healthy choices for you and your family. We also link in with local organisations and community groups, so we know what's out there to help.

Tel: Bridgwater 0300 323 0116. Mon-Fri 9am-4pm.

Email: DutyBridgwaterHealthVisitor@somerset.gov.uk

Chat Health Text service: confidential help and advice for parents and carers of under 5s. Text: 07480 635514

11. Schools – Parent and family support advisers

We are working with Food Resilience Groups to help families. Come and talk to us if you need help.

Ask the school for contact details of the support adviser

12. OPEN MENTAL HEALTH – Somerset

An Alliance between Somerset NHS services and the Voluntary sector. Help includes: Housing, Financial, Peer support, Eating Disorder support, Eco/Nature therapy, Volunteering Opportunities, Physical Activities and Crisis help etc. You can refer yourself for help.

Tel: 01823 276 892

Email: info@mindinsomerset.org.uk

Looking after your mental health – A Simple Guide to Local Services:

<https://www.healthysomerset.co.uk/covid-19/happy/>

13. Diversity Voice

We provide a range of support services to migrants in Somerset, including direct welfare support and can signpost to other services. We can help in any language and offer translating and interpreting services. We also work together with MIND for mental health support.

Email: communities@diversityvoice.org.uk

Tel: 03000 750 105

www.diversityvoice.org.uk

14. Somerset Bereavement Support Service

Our trained Marie Curie Volunteer Companions provide telephone support calls, giving emotional support and someone to talk to who understands. We can also help you access further specialist bereavement support if needed. We are here to help and welcome your call.

Tel: 0800 304 7412. Mon-Sat 9am-5pm.