

## Family help and Information Section

### Food bank



**Lord's Larder Food Parcel**

**Monday - Friday 10am - 2pm**

**Gateway, Addlewell Lane, Yeovil, Somerset, BA20 1QN. Tel: 01935 479398**

**How do I request a Food Parcel?- If you are not working with an agency, then contact the Citizen's Advice Bureau, now called Citizen's Advice South Somerset (C.A.S.S.)**

**Tel: 03444 889623**

**For more information visit their webpage [www.citizensadviceSouthSomerset.org.uk](http://www.citizensadviceSouthSomerset.org.uk)**



### Action for Families

#### Parenting coach

Parent Talk offers free, down-to-earth advice for parents of children aged 0-19. All content is written or curated by Action for Children's parenting coaches. It's based on their experiences working with children, young people and their families.

Free and confidential live chat with a qualified parenting coach in the UK. Our chat service is a safe space to share your concerns. We'll listen, take time to understand your situation, and work with you to find possible solutions. If appropriate, we may suggest ideas for where to get extra support.

[https://parents.actionforchildren.org.uk/chat/?gclid=EAlaIqobChMlKO-S0pO\\_8QIVkt\\_tCh3DAgktEAAySAAEgK0afD\\_BwE](https://parents.actionforchildren.org.uk/chat/?gclid=EAlaIqobChMlKO-S0pO_8QIVkt_tCh3DAgktEAAySAAEgK0afD_BwE)

Here to talk to parents and carers based in the UK:

12.30pm – 7.30pm Monday

10.30am – 4.30pm Tuesday

9.30am – 4.30pm Wednesday

12.30pm – 7.30pm Thursday

9.30am – 4pm Friday

#### Need to talk to someone right away?

The 'Give us a Shout' text service is available 24/7 and is free on all major mobile networks. Text Shout to 85258



Being a parent has never been easy. It can be lonely, frustrating, heart breaking and over-whelming.

Life-changing events can happen to anyone. That is why Home-Start is ready to support families through their toughest times.

Every Home-Start volunteer is trained to help them work alongside you to overcome the challenges you are facing. We work with you to build on your strengths and give you the support that you tell us that you need

[https://www.home-start.org.uk/?gclid=EAlaIqobChMik4bm8fXb8QIVyZ7tCh14dQCgEAAYAAEgIOyPD\\_BwE](https://www.home-start.org.uk/?gclid=EAlaIqobChMik4bm8fXb8QIVyZ7tCh14dQCgEAAYAAEgIOyPD_BwE)



Find advice on all aspects of family life from bonding with your new baby, dealing with tantrums, positive discipline, bullying, communicating with teens and divorce and separation. You can also call our confidential helpline on 0808 800 2222 or email us for support at [askus@familylives.org.uk](mailto:askus@familylives.org.uk).

<https://www.familylives.org.uk/advice/>



Support and tips to help you keep children safe. From advice on children's mental health to staying safe online, support for parents and what to do if you're worried about a child.

<https://www.nspcc.org.uk/>



We help children through the trauma of sexual abuse and exploitation.

We provide support for young people in care – and we don't forget about them when they leave the care system.

We give children caring for a loved one the help and support they deserve.

And that's not all. Our specialist workers support families through domestic abuse, mental health problems, prison sentences, asylum seeking and much more.

<https://www.barnardos.org.uk/what-we-do/helping-families>



# autismlinks

Living with autism isn't easy, but finding out all about it should be. Some estimate that 1 in 100 people have autism. Others say it's more like 1 in 88. Whatever the real figures, the good news is that there's lots of support and advice out there to help you make sense of the world of autism. Charities, support groups, and specialist service providers, are all ready to share advice and experience whenever you need it. Autismlinks.co.uk is dedicated to making those helpful and sometimes vital links, it covers who to talk to, where to go and contains lots of helpful advice all in one place

<https://www.autismlinks.co.uk/support-groups/group-support-south-west/nas-somersetbranch?region=>



## Developmental and Neurological support

bibic is a national charity based in Langport, Somerset. It delivers therapeutic programmes to children and young adults aged 6 months to 25 years with developmental and neurological difficulties. bibic sees them with or without diagnosis and supports a wide range of neurological and genetic conditions.

### What we do

Our team of highly experienced developmental therapists provide assessments and design tailored therapy programmes for every child and family to help:

- Children and young people manage their difficulties, to cope better in the world around them.
- Parents and carers understand their child's behaviour and needs.
- Teachers support struggling children emotionally and educationally.

### Who we see

Children and young people do not require a referral to come to bibic for help. We support developmental difficulties, learning disabilities, special educational needs (SEN) and genetic conditions. We help many children and young people with Autism, Brain injury, Cerebral palsy, Attention deficit hyperactivity disorder (ADHD), Global developmental delay (GDD), Dyslexia, Down's syndrome, Sensory processing difficulties and many more.

### Enabling independence, confidence and brighter futures

We empower desperate parents and carers with the support and strategies they need to improve not only their child's life, but their family's too. We help children and young people understand their condition better and live more independent lives; they become more confident and look forward to the future because of bibic's therapy programme; several have gone to university and many are in employment citing bibic as playing a key part in their progress.

<https://bibic.org.uk/>



Bowel and bladder problems (including constipation, soiling, daytime wetting and bedwetting) are common in childhood, and it's not unusual for teenagers to have them too. On this page you'll find some basic information about bowel and bladder conditions.

More information is available in [our 'Help & Support' section](#), or you can download and read ERIC's free guides to wetting and soiling problems on [our Guides to Children's Bowel and Bladder Problems page](#).

<https://www.eric.org.uk/info-on-bowel-and-bladder-problems>



We provide free, confidential treatment and support across Somerset to anyone who is experiencing difficulties with their substance use or is affected by someone else's.

<https://www.turning-point.co.uk/services/sdas>



Do you want to talk to someone about domestic abuse?  
Contact the Somerset Domestic Abuse Support helpline: 0800 69 49 999

Or email the [Somerset Integrated Domestic Abuse Service](#)  
General Enquiries: [youfirstsidas@theyoutrust.org.uk](mailto:youfirstsidas@theyoutrust.org.uk)

Opening Hours – 8am to 8pm Monday to Friday and 9am to 1pm Saturday and Sunday.

If you or someone you know is in immediate danger, please always call the Police on 999.

<https://somensetsurvivors.org.uk/>

## Help with debt and money management





<https://www.citizensadviceSouthSomerset.org.uk/money-worries/>



**Step**Change  
Debt Charity

<https://www.stepchange.org/>

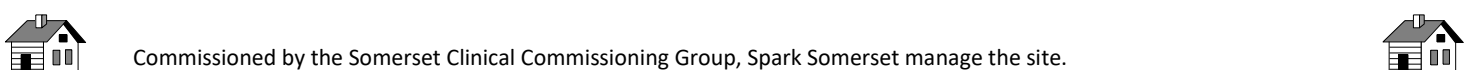


<https://www.moneyhelper.org.uk/en/money-troubles/dealing-with-debt/use-our-debt-advice-locator>



**Wellbeing**  
South Somerset

Wellbeing South Somerset is the Health & Wellbeing Directory for South Somerset.



Commissioned by the Somerset Clinical Commissioning Group, Spark Somerset manage the site.



<https://wellbeingsouthsomerset.org/category/mental-health/>



**mind in Somerset**  
for better mental health

**Crisis Safe Space**

Taunton- Monday-Sunday evening 6-10pm, Saturday and Sunday daytime 12-4pm

Yeovil- Monday -Sunday evening 6-10pm, Saturday and Sunday daytime 12-4pm

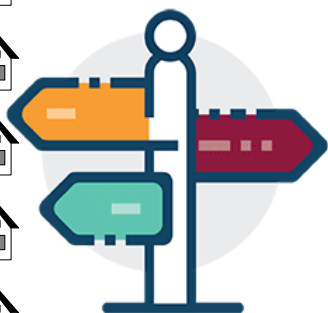
Shepton Mallet Monday to Thursday evening 6-10pm

Available as a drop-in service or by appointment.  
To make an appointment please call Mindline on 01823 276 892



<https://www.mindinsomerset.org.uk/our-services/adult-support-groups/>





## somerset village & community agents part of CCS

Somerset Village & Community Agents are brought to you by CCS

CCS Village & Community Agents provide confidential, practical community-based solutions for you, wherever you are in Somerset.

Your local CCS Village Agent can be contacted directly, or by referral through your Doctors surgery.

CCS Community Agents can only be contacted by a referral from your doctors or Adult Social Care Services.

They help when others don't, won't or can't!

<https://somersetagents.org/>

[https://forms.office.com/Pages/ResponsePage.aspx?id=6rDslanzbkKlaMTvMrikz7A6USUAjrhPi\\_ALDxfXEIRURDg0U1IMVjhMSkFaNVBPVEo1RkhCSUM1Vi4u](https://forms.office.com/Pages/ResponsePage.aspx?id=6rDslanzbkKlaMTvMrikz7A6USUAjrhPi_ALDxfXEIRURDg0U1IMVjhMSkFaNVBPVEo1RkhCSUM1Vi4u)



# Micro Providers information and advice



The Somerset Micro-enterprise programme is a partnership between Somerset County Council and Community Catalysts CIC in association with the Community Council for Somerset.



Who or what are micro-providers?

Micro-providers are providers of very small, community based care and support services.





 A micro-provider has eight or fewer paid or unpaid workers and must be totally independent of any 



 larger organisation. Examples of micro-services could include: 


 Support to keep well, socialise and remain independent 


 Support to people living in their own homes 

 Short breaks and holidays 

 Support to access employment, education and leisure 

 Day support and help around the home 

 **This is a service that charges an hourly rate, usually paid for by PIP or adult social care as part of a support plan.** 

 <https://somersecommunityconnect.org.uk/help-at-home-micro-providers/micro-providers-information-and-advice/> 