

Sources of help for specific needs in and around Thornbury

Ninth Edition 2020



**Volunteer
Centre**

Thornbury



This booklet has been produced for people living in and around Thornbury to help them identify which organisations can help them when they – or someone they know – has a particular need.

This is the ninth edition of the booklet and once again we have listed as many statutory organisations, community interest companies and charities as we could identify.

We have corrected, updated and expanded the previous entries, but we are aware that there may be inaccuracies. If you see something that is wrong or you have any suggestions or additions please contact us by phone, email or visiting the Centre.

We have put a searchable copy of the booklet on our website at volunteer-thornbury.co.uk/soh and will update it with corrections and amendments as we learn about them.

Ninth Edition, 2020

Data collection and compilation by Centre volunteers

Design by Michael Quinion

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Whilst great care has been taken to check that the information in this booklet is accurate, the Thornbury Volunteer Centre cannot be held responsible for any errors or omissions.

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Addictions

Action on Addiction

Treatment for individuals and families affected by addictions, including alcohol, drugs and gambling; 0300 330 0659; actiononaddiction.org.uk

Addiction Recovery Agency

Advice and counselling on alcohol, drugs, gambling and mental health issues; 0117 929 3028; recovery4all.co.uk

Adfam

Supporting families affected by drugs and alcohol; 020 3817 9410; adfam.org.uk

Al-Anon Family Groups

For families and friends of alcoholics; two Thornbury groups, contact via Al-Anon; national helpline 0800 008 6811; al-anonuk.org.uk

Alcoholics Anonymous

Assists with the recovery and continuing sobriety of alcoholics; national helpline 0800 917 7650; alcoholics-anonymous.org.uk

Bristol Drugs Project

Free advice and services on problematic drug or alcohol use; 0117 987 6000; bdp.org.uk

Bristol Roads

Advice and assistance with the risks and effects of alcohol and drugs; 0117 440 0540; dhi-online.org

Drinkline

Free information and advice about callers' own or someone else's drinking; helpline 0300 123 1110; drinkaware.co.uk

Families Anonymous

Fellowship of families and friends of drug users and those with related problems; helpline 020 7498 4680; famanon.org.uk

Frank

National free drug advice helpline aimed at teenagers; helpline 0300 123 6600; talktofrank.com

Gamblers Anonymous

A fellowship of men and women that helps compulsive gamblers; national information line 0330 094 0322; gamblersanonymous.org.uk

GamCare Gambling Helpline

Information, advice and support for anyone affected by problem gambling; helpline 0808 802 0133; gamcare.org.uk

Narcotics Anonymous

A fellowship of recovering addicts who meet regularly for mutual help; 0300 999 1212; ukna.org

National Association for Children of Alcoholics

Information, advice and support for anyone affected by a parent's drinking; helpline 0800 358 3456; nacoa.org.uk

Overeaters Anonymous

Supports members recovering from compulsive eating and food behaviours; general enquiries 07798 587802; oagb.org.uk

Postscript 360

Helps individuals reduce harm caused by prescribed drugs; 0117 966 3629; postscript360.org.uk

Quit

Friendly and confidential advice for anyone who wants to quit smoking; helpline 0800 002 200; quit.org.uk

Re-solv

Works to end solvent abuse and to support all those whose lives are affected by it; 01785 817885; re-solv.org

South Gloucestershire Drug and Alcohol Service

Helps anyone in the area who is struggling with drugs or alcohol; 01454 868750 or 0800 073 3011; dhi-online.org.uk

Smoking Helpline

Speak to a trained adviser at the NHS to help you stop smoking; 0300 123 1044; nhs.uk/live-well/quit-smoking/take-steps-now-to-stop-smoking

We Are With You

Online information if you're worried about your own or someone else's drinking, drug use or mental health; web chat at wearewithyou.org.uk

Allergies

Allergy UK

Advice, information and support for those living with allergies; 01322 619898; allergyuk.org

Anaphylaxis Campaign

Supporting people at risk of severe allergies; helpline 01252 542029; anaphylaxis.org.uk

Armed Services

Help for Heroes

Helping wounded veterans and their families to recover; 01752 562179; helpforheroes.org.uk

Royal British Legion

For serving and ex-serving personnel and their families; helpline 0808 802 8080; Thornbury branch, via email thornburyrbl@gmail.com; branches.britishlegion.org.uk/branches/thornbury

SSAFA

Assists current and former service men and women in need of physical or emotional care; Forcesline national helpline 0800 731 4880; Bristol and South Glos branch 0117 963 8082; ssafa.org.uk

Arthritis

Bristol Arthritis Action Group

Meet others locally with arthritis to share hints and tips; 020 3781

7120; [arthritisaction.org.uk/
event/bristol-arthritis-action-
group-9](http://arthritisaction.org.uk/event/bristol-arthritis-action-group-9)

Children's Chronic Arthritis Association

Supports children with juvenile
idiopathic arthritis; 01242 511250;
ccaa.org.uk

The Psoriasis Association

SEE UNDER SKIN CONDITIONS

Versus Arthritis

A community providing support
for people with arthritis; helpline
0800 520 0520; [versusarthritis.
org](http://versusarthritis.org)

Autistic Spectrum Disorders

Action for Asperger's

Supports people with autism,
autism spectrum disorders or
Asperger's syndrome and their
carers; 01536 266681;
actionforaspergers.org

Asperger's Syndrome Foundation

Promotes awareness and
understanding of Asperger's;
aspergerfoundation.org.uk

Brandon Trust

SEE UNDER LEARNING DISABILITIES

British Dyslexia Association

Works to achieve a dyslexia-
friendly society for all; 0333 405
4555; bdadyslexia.org.uk

Dyslexia Association

Support and services for dyslexic
children and adults of all ages;
0115 924 6888; dyslexia.uk.net

National Autistic Society

Services for autistic people,
parents and carers; helpline 0808
800 4104; autism.org.uk

South Glos Aspies

A social group for autistic adults in
the Thornbury area; email at
hello@southglosaspies.org.uk;
southglosaspies.org.uk

Befriending

Age UK South Gloucestershire

SEE UNDER OLDER PEOPLE

Carers Support Centre

SEE UNDER CARERS

MindLine

Talk about mental health, self-
injury, loneliness, etc; 0808 808
0330; national infoline 0300 123
3393; bristolmind.org.uk

Re-engage

Friendship and companionship for
all those over 75 and living alone;
Thornbury group 01225 873812;
nationally 0800 716543; [reengage.
org.uk](http://reengage.org.uk)

The Silver Line

Free helpline and telephone
friendship service for people aged
55 and over; 0800 4708090;
thesilverline.org.uk

Vision West of England

SEE UNDER BLINDNESS OR VISUAL IMPAIRMENT

Young and Free

SEE UNDER CHILDREN AND YOUNG PEOPLE

Benefits

DHS Attendance Allowance claims

Helpline 0800 731 0122;
textphone 0800 731 0317;
gov.uk/government/
publications/attendance-
allowance-claim-form

DHS Disability Service Centre

Advice on claims for disability living allowance, personal independence payment or attendance allowance; helpline 0800 121 4433; gov.uk/disability-benefits-helpline

DHS Employment and Support Allowance

Helpline 0800 328 5644;
textphone 0800 328 1344; gov.uk/
employment-support-allowance/
how-to-claim

DHS Job Centre plus

The nearest are in Yate and Horfield; 0800 169 0190;
jobcentrernearme.com

DHS Universal credit

Helpline 0800 328 5644;
textphone 0800 328 1344

Bereavement

Bereavement Advice Centre

Information, advice and support on the many issues that arise after the death of someone close; 0800 634 9494

The Bereavement Register

Helps stop unwanted marketing post being sent to someone who has died; 020 7089 6403

Child Death Helpline

A helpline offering support to anyone affected by the death of a child of any age, no matter when; 0800 282 986

Compassionate Friends

Supports parents, siblings and grandparents who have lost a child; helpline 0345 123 2304

Cruse Bereavement Care

Offers support and advice to children and adults when someone dies; Bristol and district 0117 926 4045; national helpline 0808 808 1677; crusebristol.org.uk

Jessie May

Bereavement support service for parents whose child has been registered with the charity; 0117 958 2172; jessiemay.org.uk

SCARD

For the families and friends of people injured or killed in road-related accidents; helpline 0345 123 5542; scard.org.uk

*Stillbirth and Neonatal Death
Charity*

Support after stillbirth and
neonatal death; helpline 0808 164
3332; sands.org.uk

*Survivors of Bereavement by
Suicide*

For those over 18 bereaved by
suicide; national helpline 0300 111
5065; uksobs.org

Tommy's

Supports anyone who has suffered
a miscarriage or still birth; 0800
014 7800; tommys.org

WAY Widowed & Young

Support network for anyone who
has lost a partner before their 51st
birthday; website contact only;
widowedandyoung.org.uk

Winston's Wish

Counselling and support for
children after the death of a parent
or sibling; 0808 802 0021;
winstonswish.org

**Blindness or Visual
Impairment**

Avon Talking Magazine

Recordings of news and articles
for visually impaired people; 0117
952 5121; avontm.co.uk

*Guide Dogs for the Blind
Association*

Provides guide dogs for people
aged 16 or over; 0345 143 0229;
guidedogs.org.uk

Insight Gloucestershire

Supports sight impaired and blind
people so they can retain their
independence; 01242 221170;
insight-glos.org.uk

Retina UK

Supports people affected by
inherited progressive sight loss;
helpline 0300 111 4000;
retinauk.org.uk

*Royal National Institute of
Blind People*

Wide-ranging help to anyone with
sight loss; helpline 0303 123 999;
rnib.org.uk

*Thornbury Macular and Low
Vision Group*

A group for people living with
sight loss; 01454 885301

Vision West of England

Provides local services and
support to reduce the impact of
sight loss; helpline 01380 723 682;
visionwofe.org.uk

Visually Impaired Project

Helps visually impaired or blind
adults to learn how to better use
computers, tablets or mobile
phones; based at Yate Library;
01454 868006; wellaware.org.uk/
groups/visually-impaired-project-
yate-library

Brain or Head Injury

Brain Tumour Support

Help for anyone affected by any
type of brain tumour from

diagnosis on; support line 01454 422701; braintumourssupport.co.uk

Headway Bristol

Support for people with brain injuries, their families and carers; 0117 414 3222; national helpline 0808 800 2244; headwaybristol.org.uk

Cancer

Ask Eve

SEE UNDER WOMEN

Beating Bowel Cancer

Free publications and information; 020 7940 1760; bowelcanceruk.org.uk

Bosom Buddies Bristol

Support group for anyone in the Bristol area diagnosed with breast cancer; 0117 342 4940; bosombuddiesbristol.co.uk

Breast Cancer Now

Information and specialist support to anyone affected by breast cancer; helpline 0808 800 6000; breastcancer.org

Bristol Buddies

Practical help for people affected by cancer around the home and in the local area; 07543 248714; wellaware.org.uk/organisation/macmillan-bristol-buddies

Cancer Support UK

Practical and emotional support to people with cancer, during and

after treatment; 020 7470 8755; cancersupportuk.org

CLIC Sargent

Caring for families who have children with cancer; 0300 330 0803; clicsargent.org.uk

Macmillan Cancer Support

Physical, emotional and financial support; support line 0808 808 0000; macmillan.org.uk

Prospect

The Bristol and district prostate cancer support group; 0800 035 5302; prostatecancerbristol.org.uk

Prostate Cancer UK

Information and support for men, their families and friends; 0800 074 8383; prostatecanceruk.org

Target Ovarian Cancer

Works to improve diagnosis, fund research and provide support; support line 020 7923 5475; targetovariancancer.org.uk

Carers

Alzheimer's Society

SEE UNDER DEMENTIA

Carers Emergency Card

Tells emergency services that the holder is a carer and that the safety of the person cared for must be checked; in South Glos the scheme is run by the Carers Support Centre, *see next*.

Carers Support Centre
Support and advice to carers;
young carers section for children
aged 8-18; 0117 965 2200;
carerssupportcentre.org.uk

Carers UK
Expert advice, information and
support for carers; 020 7378
4999; carersuk.org

Dementia UK
SEE UNDER DEMENTIA

*Developing Health and
Independence*
Services to help disadvantaged
people and those living on the
margins of society; 01225 478730;
dhi-online.org.uk

Memory Cafés
SEE UNDER DEMENTIA

Support for carers
Information from South Glos
Council; southglos.gov.uk/health-
and-social-care/carers/

Children and Young People

1625 Independent People
Advice and sheltered housing for
people aged 16-25 years who are
homeless or at risk of becoming
homeless; support and advice 0117
969 5763; 1625ip.co.uk

Brook Young People's Clinic
Helps young people with their
sexual health and wellbeing; 0117
929 0090; brook.org.uk

Bullying UK
Advice on bullying at school, in
families or in the workplace; 0808
800 2222; bullying.co.uk

Child safeguarding
If concerned about a child or
young person's safety, call South
Gloucestershire Council 01454
866000; out of hours 01454
615165

Childline
Free and confidential help for
young people; helpline 0800 1111;
childline.org.uk

*Children's Chronic Arthritis
Association*
SEE UNDER ARTHRITIS

Children's Hospice South West
SEE UNDER HOSPICES

CLIC Sargent
SEE UNDER CANCER

*Hyperactive Children's Support
Group*
Dietary advice for parents with
children who have ADHD; 01243
539966; hacsg.org.uk

Jigsaw
Supporting families who have
children with any additional needs
or disabilities; 01454 416381;
jigsawthornbury.org.uk

Julian House
For children and young people
experiencing domestic abuse;
referral service 0117 942 4986;
julianhouse.org.uk

Kidscape

Works to keep children safe from bullying; parents advice line 020 7823 5430; 020 7730 3300; kidscape.org.uk

Krunch South West

Wide range of youth services, including Turnberries Youth Club; 01454 411514; krunch.org.uk/krunch-sw

The Mix

Helps young people face problems such as employment, mental health, money and homelessness; helpline 0808 808 4994; themix.org.uk

National Society for the Prevention of Cruelty to Children

Works to prevent abuse, help rebuild children's lives and support families; if worried about a child or need advice call 0808 800 5000; nspcc.org.uk

North Bristol Advice Centre

SEE UNDER DEBT

Off the Record

SEE UNDER MENTAL HEALTH

PHASE

Supports vulnerable young people and their families in the Thornbury area; email contact phasethornbury@gmail.com; phasethornbury.org

Reconstruct

Aims to improve the lives of vulnerable children and young people; 01895 549910; young

people's helpline 0800 389 1571; reconstruct.co.uk

South Glos Parents and Carers

For parents or carers with a child with special educational needs and disabilities; sglospc.org.uk

Supportive Parents

Support for children and young people with special needs and their parents; 0117 989 7725; supportiveparents.org.uk

Supportline

SEE UNDER VIOLENCE & SEXUAL ABUSE

WellChild

Giving children with serious health issues the best chance to thrive by being supported at home with their families; 01242 530007; wellchild.org.uk

Worth Talking About

NHS sexual health advice line for under-18s; 0300 123 2930; nhs.uk/live-well/sexual-health

Young and Free

A buddying and befriending service for disabled 16-25 year-olds in the Bristol area; 07468 524364; youngandfreecharity.co.uk

Young Minds

Services and advice about the mental health of children and young people; parents helpline 0808 802 5544; youngminds.org.uk

Coeliac Disease

Coeliac UK

Comprehensive information about the disease and other conditions linked to gluten; 0333 332 2033; coeliac.org.uk/home

Crime

Police

For emergencies call 999; if unable or afraid to speak dial 55 when operator answers; call 101 for non-emergencies

Action Fraud Alert

National centre for reporting fraud and financial cyber crime; 0300 123 2040; actionfraudalert.co.uk

Benefit Fraud Hotline

Call 0800 854 4400 to report somebody committing housing benefit fraud

Crimestoppers

To report a crime anonymously 0800 555 111; crimestoppers-uk.org

Cystic Fibrosis

Cystic Fibrosis Trust

Fights for lives not to be limited by cystic fibrosis; helpline 0300 373 1000; cysticfibrosis.org.uk

Cystic Fibrosis Care

Services and equipment, help and support; 01677 470469; cysticfibrosiscare.org.uk

Deafness, Deaf-blind and Hearing Impairment

Action on Hearing Loss

Supporting people with hearing loss or tinnitus; 0808 808 0123; textphone 0808 808 9000; actiononhearingloss.org.uk

British Tinnitus Association

Helpline 0800 018 0527; www.tinnitus.org.uk

Centre for Deaf and Hard of Hearing People

Information, demonstrations and expert advice; 0117 939 8653; text only 07749 313085; cfd.org.uk

Family Centre (Deaf Children)

Supporting families living with deafness; 0117 330 7575; fcdc.org.uk

Hearing Dogs for Deaf People

01844 348100; hearingdogs.org.uk

Sense

For people who are deaf-blind, have sensory impairments or complex needs; 0300 330 9250; sense.org.uk

Debt

Debtors Anonymous

A twelve-step programme for anyone who wants to stop incurring unsecured debt; 020 7117 7533; debtorsanonymous.org.uk

Money Advice Service

Free and impartial money advice;
0800 138 7777;
moneyadvice.service.org.uk

National Debtline

Helping you to take control of your debts; 0808 808 4000;
nationaldebtline.org

New Start Debt Advice Centre

Practical advice to help you with financial issues; 01454 419118 or 0800 028 4170;
newstartdebtadvice.org.uk

North Bristol Advice Centre

Advice and workshops to help people improve their financial skills and confidence; 07595 047278 or 07731 842763;
northbristoladvice.org.uk

Step Change Debt Charity

Free, confidential and expert debt advice online or by phone; 0800 138 1111; stepchange.org

Turn2Us

A national charity helping people when times get tough; financial support to help people get back on track; website contact only;
turn2us.org.uk

Dementia

Alzheimer's Society

Bristol and South Glos 0117 961 0693; national helpline 0300 222 1122 or 0333 150 3456;
alzheimers.org.uk

Dementia Friends

An Alzheimer's Society initiative to help people's understanding of dementia and turn it into action; 0300 222 5855; dementiafriends.org.uk

Dementia UK

Provides specialist Admiral Nurses for families affected by dementia; 0800 888 6678; dementiauk.org

Memory Cafés

People experiencing dementia and their carers can socialise in a fun and relaxed environment; two cafés in Thornbury, at the Methodist Church 01454 412941 or 01454 260371, and the United Reform Church 01454 414826.

Singing for the Brain

An Alzheimer's Society social group in St Mary's Church Hall, Thornbury, based around reminiscence and musical therapy; 0117 961 0693

Diabetes

Diabetes UK

Diabetes information or just someone to talk to; 0345 123 2399; diabetes.org.uk

Bristol Diabetes Support Network

Three support groups; 0117 930 9986; bristol-diabetes-support-network.diabetesukgroup.org/about

Disability

Accessibility Cribbs Causeway

Wheelchairs and scooters can be borrowed free; 0117 915 5326; mallcribbs.com/getting-here/accessibility

Blue Badge Scheme

Helping people with mobility problems to find places to park; apply online at www.gov.uk/apply-blue-badge; advice from South Glos Council 01454 868004; southglos.gov.uk/transport-and-streets/parking/parking-permits-blue-badge/applying-for-a-blue-badge

Bristol Centre for Enablement

Provides prosthetics, orthotics, wheelchairs and special seating, etc; wheelchairs: 0117 414 4900; out-of-hours emergency repairs 07720 353990; nbt.nhs.uk/bristol-centre-enablement

Bristol Shopmobility

Provides manual wheelchairs and mobility scooters at Cabot Circus and the Galleries; 0117 955 9083; bristolshopmobility.co.uk

DHS Disability Service Centre

SEE UNDER BENEFITS

Disability Rights UK

Disabled students helpline 0300 995 0414; equality advisory support service 0808 800 0082; personal budgets helpline 0330 995 0404; disabilityrightsuk.org

Driving and Mobility Centre West of England

Helps disabled and older people keep mobile and those affected by medical conditions stay safe on the road; 0117 965 9353; drivingandmobility.org

DWP benefits advice

SEE UNDER BENEFITS

Four Towns and Vale Link Community Transport

Helping residents to be self-sufficient and maintain their independence; 01454 250500; 4ttl.org.uk

Home library service

Thornbury Library 01454 414197 or 01454 868006; southglos.gov.uk/i-am/i-am-disabled/library-services-for-disabled-people

Mobile library service

For Almondsbury, Severn Beach and Pilning, served by North Somerset Council; 01934 426834; n-somerset.gov.uk/my-services/leisure/libraries

Multiple Sclerosis Peoples Help

Helps make MS sufferers' lives easier by carrying out DIY tasks etc around their homes; 01454 418144 or 07931 579987 or 07999 508477; mspeopleshelp.co.uk

National Bureau for Students with Disabilities

Free information and advice about all aspects of education, training

and employment; 0800 328 5050;
skill.org.uk

Occupational Therapy

Arrange an assessment by South
Glos Council to find household
adaptations to help you; 01454
868007

Remap Bristol

Custom-made equipment for
disabled people; bristol.remap.
org.uk

Research Institute for Disabled Consumers

Consumer guides on products and
services for older and disabled
people; 020 7427 2460;
ridc.org.uk

Revitalise

Respite breaks for disabled people
with or without carers; 0303 303
0145; revitalise.org.uk

Scope Helpline

Independent advice and support
on issues that matter to disabled
people and their families; 0808
800 3333; scope.org.uk

Shopmobility Gloucester

Scooters, wheelchairs etc for hire
in city centre, Docks and Quays;
01452 302871; shopmobility@
gloucester.gov.uk

Shopmobility South Glos

Scooter and wheelchair hire to
visit shops etc in Yate; 01454
868718; shopmobilitysouthglos
@yahoo.com

We Care Home Improvements
A Bristol-based agency providing
adaptations and alterations for the
disabled; 0300 323 0700; wecr.
org.uk

WECIL

Supports disabled people who
want choice and control in their
lives; 0117 947 9911; wecil.co.uk

Willow Trust

Enables disabled and seriously ill
people of all ages to enjoy a day
out on the water; 01285 651661;
willowtrust.org

Eating Disorders

BEAT

For people who have or are
worried they have an eating
disorder; helpline 0808 801 0677;
beateatingdisorders.org.uk

Overeaters Anonymous

SEE UNDER ADDICTIONS

STEPS Eating Disorders Service

For those experiencing anorexia or
bulimia; 0117 414 6645;
wellaware.org.uk

Epilepsy

Epilepsy Action

Works to improve the lives of
everyone affected by epilepsy;
Bristol family group 0784 141
6966; helpline 0808 800 5050;
epilepsy.org.uk

Epilepsy Society

Research, awareness campaigns, information resources and expert care; 01494 601400; epilepsysociety.org.uk

Families

Bristol Families & Friends

Support group for families and friends of LGB people; 01454 898644 or 0117 950 4104

Change4Life

Aims to ensure parents have the support and tools they need to make healthier food and other choices for their families; nhs.uk/change4life

Families Need Fathers

Helps dads, mums and grandparents to have personal contact with their children following parental separation; Bristol branch 0871 237 2375; national helpline 0300 030 0363; fnf.org.uk

Family Centre (Deaf Children)

SEE UNDER DEAFNESS, DEAF-BLIND AND HEARING IMPAIRMENT

Family Lives

Provides help and support to families who are struggling; 0808 800 2222; familylives.org.uk

Gingerbread

Provides expert advice and practical support for single parent families; helpline 0808 802 0925; gingerbread.org.uk

Home-Start Bristol

Supports struggling families, with at least one child under five living in South Gloucestershire; 0117 950 1170 or 0117 950 1197; homestartbristol.org.uk

PHASE

SEE UNDER CHILDREN AND YOUNG PEOPLE

Relate Avon

Helping people to understand their relationships and change them for the better; 0117 942 8444; relate-avon.org.uk

Fibromyalgia

Fibromyalgia Action UK

Information and support to sufferers and their families; benefits helpline 0300 999 0055, general helpline 0300 999 3333; fmuk.org

UK Fibromyalgia

Raises awareness and provides information; email at info@ukfibromyalgia.com; ukfibromyalgia.com

Food bank

At Thornbury Baptist Church; provides emergency supplies to people in crisis; 01454 419118; thornburybaptistchurch.org.uk

General Advice

Advisory, Conciliation and Arbitration Service

Free advice on employment rights; helpline 0300 123 1100; acas.org.uk/advice

Citizens Advice

Offers free confidential advice on many issues, including benefits; Yate office 01454 334961; national helpline 0344 411 1444; citizensadvice.org.uk

Floodline

Flood warnings; 0345 988 1188

Immigration Advice

The Office of the Immigration Services Commissioner can help you find an immigration adviser; 0345 000 0046

Legal Aid Agency

Provides civil and criminal legal aid and advice to help people deal with their legal problems; 0300 200 2020; gov.uk/government/organisations/legal-aid-agency

Mailing Preference Service

Enables consumers to have their details removed from lists used by the UK direct mail industry; 020 7291 3310

Money and Pensions Service

Free money guidance and debt and pensions advice online and by telephone; 0800 138 3944; pensionwise.gov.uk

Telephone Nuisance Calls

Report silent calls to Ofcom 0300 123 3333; report a spam text by forwarding it free to 7726; advice line for BT customers 0800 661 441

Telephone Preference Service

Opt out of unsolicited sales or marketing calls; 0345 070 0707

General Health

British Red Cross

Helps people in crisis; many local services; 0117 301 2600

Blood donation

Sessions in Armstrong Hall, Thornbury; national call centre for bookings 0300 123 2323

The Care Forum

Working for better outcomes for people using health and social care services; 0117 965 4444; thecareforum.org

The Harbour

Free counselling for people affected by cancer, heart and lung diseases, HIV/AIDS, hepatitis C, multiple sclerosis, and other conditions; 0117 925 9348; the-harbour.org.uk

Healthwatch South Gloucestershire

Speaking out on behalf of people who use local health and social care services; 07944 373235; healthwatchsouthglos.co.uk

Medicalert Foundation

Stores your medical record for access in emergency through bracelets, necklaces and discs; 01908 951045; medicalert.org.uk

NHS 111

Call 111 if you have an urgent medical problem and you're not sure what to do; 111.nhs.uk

NHS Health A to Z

Alphabetical listing leading to information pages; nhs.uk/conditions

One You South Glos

A healthy lifestyles and wellbeing service for adults to make lasting improvements to health; 01454 865337; oneyou.southglos.gov.uk

Organ Donor Register

Opt-out enquiries 0300 303 2094; general 0300 123 2323; organ donation.nhs.uk

Pain Concern

Supports and informs people with pain and those who care for them; helpline 0300 123 0789; painconcern.org.uk

The Patients Association

Campaigns for improvements in health and social care; national helpline 0800 345 7115; patients-association.org.uk

Sexual Health Line

NHS advice on contraception, STIs, and pregnancy; 0300 123 7123; nhs.uk/oneyou/for-your-body/sexual-health

Well Aware

Information to help you improve your health and wellbeing; 0808 808 5252; wellaware.org.uk

HIV and AIDS

Brigstowe Project

Works to enhance the quality of life for people living with HIV; 0117 955 5038; brigstowe.org

The Harbour

SEE UNDER GENERAL HEALTH

Terrence Higgins Trust

Services relating to HIV and sexual health; advice 0808 802 1221; tht.org.uk

Homelessness

1625 Independent People

SEE UNDER CHILDREN AND YOUNG PEOPLE

Caring in Bristol

Striving to create a society where everyone has a home; 0117 924 4444; caringinbristol.co.uk

Elim Housing Association

Provides housing and support services to those in need; 01454 411172; elimhousing.co.uk

HomeChoice

Information and help from South Glos Council if you are, or at risk of becoming, homeless;

01454 868005; in emergency out of hours 01454 615165; homechoice.southglos.gov.uk

Julian Trust

Night shelter for the homeless in Bristol; 0117 924 4604 (evenings only); juliantrust.org.uk

Missing Link Housing Service

Support for women with mental health issues who are homeless or in unsuitable accommodation; 0117 925 1811; missinglinkhousing.co.uk

Salvation Army Logos House Hostel

0117 955 2821; salvationarmy.org.uk/logos-house

Shelter

Help for people with housing problems; 0808 800 4444; england.shelter.org.uk

St Mungo's

Helping the homeless through outreach, hostels and other services; 020 3856 6000; mungos.org

Streetlink

Enables members of the public to connect people sleeping rough with local services; 0300 500 0914; streetlink.org.uk

Hospices

Children's Hospice South West

Cares for children with life-threatening conditions and

provides family support services; 01275 866611

St. Peter's Hospice

Aims to improve the quality of terminal patients' living and dying while extending care and support to their families; clinical advice line 0117 915 9430; stpetershospice.org.uk

Huntington's Disease

Huntington's Disease Association

Specialist advisers provide help; 0151 331 5444; Bristol branch email.events@hdabristol.org.uk; hda.org.uk

Inflammatory Bowel Disease

Crohn's and Colitis UK

Help for all inflammatory bowel diseases; 0300 222 5700; crohnsandcolitis.org.uk

Catherine McEwan Foundation

Helping people with Crohn's and Colitis; 0141 648 8800; catherinemcewanfoundation.com

Learning Disabilities

Afasic

For parents of children and young adults with speech and language impairments; helpline 0300 666 9410; afasic.org.uk

Brandon Trust

For children, young people and adults with a learning disability, autism or both; 0117 907 7200; brandontrust.org

Mencap

Supporting people with a learning disability and their families and carers; helpline 0808 808 111; mencap.org.uk

LGBTQ+

Bristol Families & Friends

SEE UNDER FAMILIES

Bristol Mind

SEE UNDER MENTAL HEALTH

Bristol Lesbian & Gay

Switchboard

Confidential support and information to gay men and lesbians; 0117 922 1328

Crossroads Transgender Support Group

Helpline for people who identify as transgender, gender fluid, non-binary etc; 07734 261242; bristol-crossroads.org.uk

Educational Action Challenging Homophobia

For young people affected by homophobic bullying; helpline 0808 100 0143

Families & Friends (Bristol)

Help and information for parents with a gay, lesbian or bisexual child or partner; 01454

852418 or 01454 898644;
outbristol.co.uk/
bristolfamiliesfriends

Galop

SEE UNDER VIOLENCE & SEXUAL ABUSE

Mindline Trans+

Confidential helpline for people who identify as transgender, non-binary etc; 0300 330 5468; bristolmind.org.uk/help-and-counselling/mindline-transplus

Stonewall

Information on issues affecting LGBT people or their families; 0800 050 2020; stonewall.org.uk

Switchboard

LGBT+ helpline; 0300 330 0630; switchboard.lgbt

Lupus

Lupus UK

Supporting people with systemic or discoid lupus; 01708 731251; lupusuk.org.uk

Men

Fertility Network UK

SEE UNDER WOMEN

Mankind

Support for male victims of domestic abuse and male victims of domestic violence; 01823 334244; mankind.org.uk

Marie Stopes Clinic, Bristol

SEE UNDER WOMEN

Men's Advice Line

Helpline for male victims of domestic abuse and those supporting them; 0808 801 0327; mensadvice.org.uk

National Domestic Abuse Helpline

SEE UNDER VIOLENCE & SEXUAL ABUSE

Prostate Cancer UK

SEE UNDER CANCER

Respect

For men who are subject to domestic abuse; 0808 801 0327; respect.uk.net

Survivors UK

Support for sexually abused men and those who care about them; 020 3598 3898; webchat at survivorsuk.org

Sexual Health line

SEE UNDER GENERAL HEALTH

Meningitis

Meningitis Now

Helps ensure no-one has to face meningitis alone; helpline 0808 801 0388; meningitisnow.org

Meningitis Research Foundation

Supports people with meningitis and septicaemia; helpline 0808 800 3344; meningitis.org

Mental Health

Anxiety UK

For those affected by anxiety, stress and anxiety-based depression; 0344 477 5774; text 07537 416 905; anxietyuk.org.uk

Krunch South West

SEE UNDER CHILDREN AND YOUNG PEOPLE

Lifespace Counselling

Free or low cost service by UWE staff and trainees; 0117 328 3109; copsy.org.uk/lifespace.htm

Bristol Mind

Aims to contribute to mental and emotional wellbeing; helpline 0808 808 0330; information 0117 980 0370; bristolmind.org.uk

The Mix

SEE UNDER CHILDREN AND YOUNG PEOPLE

Off the Record

OTR is a mental health social movement by and for young people aged 11-25 in Bristol and South Glos; 0808 808 9120; otrbristol.org.uk

One You South Glos

SEE UNDER GENERAL HEALTH

PHASE

SEE UNDER CHILDREN AND YOUNG PEOPLE

Samaritans

SEE UNDER SUICIDE

Saneline

Helpline offering specialist emotional guidance, information and support; 0300 304 7000; sane.org.uk

Supportline

SEE UNDER VIOLENCE & SEXUAL ABUSE

Womankind

Bristol Women's Therapy Centre, helping women to improve their mental health and well-being; 0345 458 2914; womankindbristol.org.uk

We Are With You

SEE UNDER ADDICTIONS

Missing Persons

Message Home

Helpline for people who have left home or run away and for callers to send messages; 116 000 (call or text); missingpeople.org.uk

Missing Persons Unit

Report a missing person 101 or 999; missingpersons.police.uk

Salvation Army Family

Tracing Service

020 7367 4747; salvationarmy.org.uk/family-tracing

Muscular Dystrophy

Duchenne Family Support Group

By families for families affected by Duchenne muscular dystrophy; helpline 0800 121 4518; dfsg.org.uk

Muscular Dystrophy UK

Helps with all muscle-wasting conditions; 0800 652 6352; muscular dystrophyuk.org

Neurological Disorders

The Brightwell

Care and support of people with neurological conditions; 01454 201686; thebrightwell.org.uk/about

The Dyspraxia Foundation

Help and advice to people with dyspraxia, their parents, carers, and families; 01462 454986; dyspraxiafoundation.org.uk

The Dystonia Society

Support, information and advocacy for anyone affected; 020 7793 3651; dystonia.org.uk

FND FriENDS

Helping those with functional neurological disorder; 07955 211761; fndfriends.com

Motor Neurone Disease Association

Information on motor neurone disease and Kennedy's disease; 0808 802 6262; mndassociation.org

Multiple Sclerosis Trust

Free enquiry service about the condition; 0800 032 3839; mstrust.org.uk

Multiple Sclerosis Society
Research, support and
information; helpline 0808 800
8000; mssociety.org.uk

Myaware
Fighting myasthenia together;
01332 290219; myaware.org

Parkinson's UK
Helping everyone to feel in control
of life with Parkinson's; Cam &
Dursley Group 01453 731072;
national helpline 0808 800 0303;
parkinsons.org.uk

Older People

Adult safeguarding
If concerned about an adult's
safety, call South Gloucestershire
Council; 01454 868007; out of
hours 01454 615165

Age UK South Gloucestershire
Services and activities for older
people; 01454 411707; ageuk.org.
uk/southgloucestershire

Community Meals Service
Meals on wheels service of South
Gloucestershire Council; 01454
865996

Fish & Chips Lunch Club
At the Grace Care Centre
Twice monthly; 01454 549400

Independent Age
Advice on care and support,
money and benefits, health and
mobility; 0800 319 6789;
independentage.org

Lunch Club
At Alveston Methodist Church;
01454 418176

Lunch Club
At Thornbury Baptist Church;
01454 419118 or 07305 863903;
thornburybaptistchurch.org.uk

Lunch Club
At Thornbury Methodist Church;
01454 413116

Mad Hatter's Tea Party
At Turnberrie's; 01454 868485;
turnberries.co.uk/mad-hatters-
tea-party-club

Over 60s Tea Room
At Thornbury Town Hall; 01454
885058

Pension Wise
Advice on making your pension
work for you; 0800 138 3944;
pensionsadvisoryservice.org.uk

Re-engage
SEE UNDER BEFRIENDING

The Silver Line
SEE UNDER BEFRIENDING

South Glos Over 50s Forum
Seeks to address the concerns and
problems of everyone over the age
of 50 in the South Glos area;
07967 102141

Thornbury U3A
Enables retired or semi-retired
people to share educational, and
leisure activities; u3asites.org.uk/
thornbury/welcome

Osteoporosis

Royal Osteoporosis Society

Helpline about osteoporosis, osteopenia and bone health; 0808 800 0035; theros.org.uk

Versus Arthritis

SEE UNDER ARTHRITIS

Pituitary Disease

Pituitary Foundation

Information helpline 0117 370 1320; pituitary.org.uk

Poliomyelitis

British Polio Fellowship

Polio and post-polio syndrome; 0800 043 1935; britishpolio.org.uk

Preschool and Toddler Groups

Alveston Toddler Group

Babies or children under 5; 01454 418176

First Step Pre-School

At Christ the King School 01454 858580; at Crossways School 01454 867283; firststeppre-school.co.uk

Oldbury Busy Bees Playgroup

01454 412466

Oldbury on Severn Toddler Group

01454 851506 or 01454 501027

Olveston Playgroup

olvestontoddlers@yahoo.co.uk

Rainbow Teddies Pre-school

At Manorbrook Primary School; 01454 867231; rainbowteddies.org.uk

St Mary's Church Hall Play Group

01454 281900

Stepping Stones Pre-School, Elberton

07853 173221; steppingstoneselberton.co.uk

Sunbeams Toddler Group

At Thornbury Methodist Church; 01454 418176

Two by Two

At Thornbury Baptist Church; 01454 419118 or 07305 863903

Sepsis

Sepsis Trust UK

Campaigns for the better identification and treatment of sepsis; support 0808 800 0029; sepsistrust.org

Skin Conditions

Acne Support

acnesupport.org.uk

Changing faces

Supports anyone with a scar, mark or condition on their face or body; 0300 012 0275; changingfaces.org.uk

National Eczema Society
0800 089 1122; eczema.org

The Psoriasis Association
Helps people affected by psoriasis or psoriatic arthritis; 01604 251620; psoriasis-association.org.uk

Skin Support
List of support groups for specific conditions at skinsupport.org.uk/content/patient-support-groups

Stomas

Bristol Ostomates Self Support Group
For people in the West Country who have a stoma; 01934 248114; listeners 07773 869503; ostomy.org.uk

Colostomy UK
Supports people living with a stoma; 0800 328 4257; colostomyuk.org

Ileostomy and Internal Pouch Association
Avon group 01454 883309; avon.iasupport.org; 0800 018 4724; iasupport.org

Stroke

Stroke Association
Helping to rebuild lives after stroke; helpline 0303 303 3100; stroke.org.uk

Thornbury and District Stroke Support Group
Meetings, activities and outings; 01454 415161; thornburystroke.co.uk

Suicide

If you fear somebody is about to attempt suicide, call 999

CALM
Helps people at risk of suicide; helpline 0800 585 858; thecalmzone.net

Crisis Text Line
If intending suicide or other emotional crisis, text 85258

Samaritans
Helpline 116 123; samaritans.org/branches/bristol

Violence & Sexual Abuse

If in immediate danger ring 999; if unable or afraid to speak when operator answers, dial 55

The Bridge
For help after rape or sexual assault; 0117 342 6999; thebridgecanhelp.org.uk

Galop
LGBTQ+ anti-violence charity; 0800 999 5428; galop.org.uk

The Green House
Counselling for people affected by sexual abuse; adults service 07707 038024; children & young

people's service 07707 039861;
the-green-house.org.uk

Julian House

SEE UNDER CHILDREN AND YOUNG
PEOPLE

LGBT Foundation

Advice and support to LGBT
communities; also supports those
experiencing domestic abuse;
0345 330 3030; lgbt.foundation

Mankind

SEE UNDER MEN

Men's Advice Line

SEE UNDER MEN

National Domestic Abuse Helpline

0808 200 0247;
nationaldahelpline.org.uk

Next Link Housing

Services for women and children
suffering domestic abuse,
including safe houses; 0117 925
0680; text 07714 290 011;
nextlinkhousing.co.uk

National Society for the Prevention of Cruelty to Children

SEE UNDER CHILDREN AND YOUNG
PEOPLE

Resolve West

Formerly Bristol Mediation; works
to resolve conflict through
mediation rather than the law;
0117 941 5379; resolvewest.org

Somerset and Avon Rape and Sexual Abuse Support

For women and girls who have
experienced any form of sexual

violence at any time; helplines
0808 801 0456 or 0808 801 0464;
sarsas.org.uk

Stand Against Racism and Inequality

Support for victims of any type of
hate crime; 0800 171 2272;
sariweb.org.uk

Supportline

Telephone support on issues for
men, women, children and
young adults; 01708 765200;
supportline.org.uk

Survivors UK

SEE UNDER MEN

Victim Support

Help people feel safer and move
beyond crime; 0808 168 9111;
victimsupport.org.uk

Women

Ask Eve

Information about any questions
related to gynaecological health;
0808 802 0019; eveappeal.org.
uk/supporting-you/ask-eve

Bluebell

Helping with depression and
anxiety related to pregnancy and
birth; 0117 922 0746;
bluebellcare.org

Bristol Crisis Service for Women

Supporting girls and women
affected by self-injury; 0117 927
9600; selfinjurysupport.org.uk

Drink spiking and date rape drugs

If you think you have been a victim, call 999; for general advice see NHS at [nhs.uk/live-well/healthy-body/drink-spiking-and-date-rape-drugs](https://www.nhs.uk/live-well/healthy-body/drink-spiking-and-date-rape-drugs) or Drinkaware at [drinkaware.co.uk/advice/staying-safe-while-drinking/drink-spiking-and-date-rape-drugs](https://www.drinkaware.co.uk/advice/staying-safe-while-drinking/drink-spiking-and-date-rape-drugs)

Fertility Network UK

Information, emotional and practical support for anyone affected by fertility issues; support line 0121 323 5025; information line 01424 732361; [fertilitynetworkuk.org](https://www.fertilitynetworkuk.org)

Life Pregnancy Care Service

Offers free help, support and counselling relating to pregnancy and abortion issues; 0808 802 5433 or text 0786 007 7339; [lifecharity.org.uk](https://www.lifecharity.org.uk)

Marie Stopes Clinic, Bristol

Provides sexual and reproductive health services for women and men; national helpline 0345 300 8090; [mariestopes.org.uk/bristol](https://www.mariestopes.org.uk/bristol)

Miscarriage Association

Information if affected by molar pregnancy, miscarriage or

ectopic pregnancy; 01924 200799; [miscarriageassociation.org.uk](https://www.miscarriageassociation.org.uk)

Missing Link Housing Service

SEE UNDER HOMELESSNESS

Mothers for Mothers

Help for postnatal depression; helpline 0117 935 9366; [mothersformothers.co.uk](https://www.mothersformothers.co.uk)

National Childbirth Trust Support Line

0300 330 0700; [nct.org.uk](https://www.nct.org.uk)

Next Link Housing

SEE UNDER VIOLENCE & SEXUAL ABUSE

National Domestic Abuse Helpline

SEE UNDER VIOLENCE & SEXUAL ABUSE

Sexual Health Line

SEE UNDER GENERAL HEALTH

Silent Solution

In an emergency where you are afraid or unable to speak, call 999 then 55 when the operator answers

Stillbirth and Neonatal Death Charity

SEE UNDER BEREAVEMENT

Suzy Lamplugh Trust

Helps reduce the risk of violence and aggression for everyone; information on personal safety, stalking etc; 0808 802 0300; [suzylamplugh.org](https://www.suzylamplugh.org)

Tommy's

SEE UNDER BEREAVEMENT

The Willow Tree Centre

Information and support on all pregnancy related issues; 01454 324080; thewillowtreecentre.org.uk

Womankind

SEE UNDER MENTAL HEALTH

Women's Health Concern

Provides advice on all aspects of women's gynaecological and sexual health; 01628 890199; womens-health-concern.org/

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Thornbury Volunteer Centre

The Town Hall, 35 High Street, Thornbury, BS35 2AR

Telephone: 01454 413392

Email: mail@volunteer-thornbury.co.uk

Website: volunteer-thornbury.co.uk

We are the vital link helping people find voluntary work appropriate to their interests, skills, experience and availability – work which they enjoy, new interests, a chance to make friends and gain a feeling of doing something worthwhile.

We are an information centre.

Our information service includes:

- Details of local, regional and national voluntary groups and organisations.
- How to publicise your group and its activities.
- Information about training courses, meetings and conferences relevant to the voluntary sector.

We promote volunteering:

- We raise people's awareness of the extent and scope of volunteering and voluntary work in the whole community.
- We regularly publish articles in local media, parish magazines, websites and e-bulletins and on social media.
- We organise and participate in events and activities.
- We encourage 'good practice' in volunteering and give advice on the rights and responsibilities of volunteers.

We provide photocopying, at cost, for local voluntary and charitable groups.

*Our office is open between 10.30am and midday,
Monday-Friday. No appointment is necessary.*



Volunteer Centre

Thornbury