

Directory of services available to people in West Somerset delivered by the community and voluntary sector

This directory has been put together to provide residents with brief information on services which are being delivered by the community and voluntary sector in West Somerset for the benefit of people seeking help with their health and wellbeing. The following tables of information have been grouped under a range of relevant headings. The last page illustrates services which may be of help from West Somerset Council.

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Activities		
Organisation	Service	Address, Telephone No, Email and Web Site
Somerset Active Living	<p>Alcombe Active Living Friendship Group Topic and information sessions for all as well as activities and outings. Wednesday T: 11 am - 2 pm F: Wednesday - fortnightly</p>	<p>C: Clive Wooldridge V: Alcombe Methodist Church Hall, Lower Meadow Road, Alcombe, TA24 6AN T: 01643 707 238 E: clive.wooldridge@btinternet.com</p>
	<p>WINN Club Afternoon of social interaction, sometimes speakers and outings. There is a small charge. T: 2.30 pm to 4.30 pm F: Monthly - 2nd Wednesday of each month</p>	<p>C: Pam Gascoyne V: Winsford Village Hall, TA24 7HW T: 01643 851 306 E: pam@gascoyne38.plus.com</p>
	<p>Dance & Fun Dulverton Exercise combined with music incorporating dance and fun. There is a small charge. T: Various times F: Monday & Tuesday weekly</p>	<p>C: Nicola Smith V: Dulverton Town Hall T: 01398 323922 E: dance.nicola@gmail.com</p>
	<p>Dulverton Dance Dance group for all abilities, a chance to keep active, have fun and meet new friends. There is a small charge. T: 10.30am to 1pm F: Tuesdays (term time only) weekly</p>	<p>C: Marion Silverlock V: Dulverton Town Hall T: 01398 341850</p>
	<p>Minehead Singing for the Brain and Memory Group activity designed for all people with memory difficulties and their carers, to receive the health benefits that come from the fun of singing. It is enjoyable, friendly and fun giving many people a much needed boost in confidence. There is a small charge. T: 10.30am to 12.30pm F: Thursdays weekly</p>	<p>C: Paul King V: Alcombe Methodist Hall T: 07889 604536 E: paul.king@alzheimers.org.uk</p>
	<p>Parks Active Living We provide a range of activities which include; Quizzes games, crosswords, trivia and</p>	<p>C: Wendy Hunt</p>

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	<p>puzzles, visiting speakers, Painting, flower arranging and crafts, knitting, poetry and short story sessions, flexercise and indoor activity, music and singing, calligraphy, computer skills & Wii games. T: 10.00am to 3.30pm F: Wednesdays and Fridays weekly</p> <p>Roadwater Weekly Art Group with monthly workshops taught by local artists/tutors. T: 2.00pm - 5.00pm F: Thursdays weekly</p> <p>Shibashi Tai Chi - Minehead Gentle exercises while seated or standing to improve balance, blood pressure, greater control over breathing, pain reduction and much more. We also hold sessions on Wednesdays at the Alcombe Friendship Centre from 10.00am to 11.00am. There is a small charge. T: 2pm – 3pm F: Tuesday weekly</p> <p>The Phoenix Centre Range of activities include sales of crafts, coffee mornings, outings and speakers. There is a small charge. 1st Monday of the month - Knit and Natter with a light lunch, all are welcome. Every Tuesday - Various activities and lunch. 10am to 3pm Every Wednesday and Friday 11am to 4pm- Activities, talks and lunch. We welcome people with disabilities and older people.</p> <p>The Reading Room Monthly talks, craft sessions, card game evenings, Internet cafe with tuition and a range of new activities being developed Weekly Thursdays - Card and Board Game Evenings (6.30 – 9pm) Surf and play on the Internet in comfort with guidance if needed - (6.30 – 9pm) Fortnightly Saturdays - Knitting, Crochet and Craft Sessions (8.30am-11.30) Monthly - Open Mic/Stage Night- first Tuesday in the month</p>	<p>V: Minehead Baptist Church T: 07749 301267</p> <p>C: Lorna Bryce V: Roadwater Village Hall T: 01984 640342 E: Lornabryce@hotmail.com</p> <p>C: Rieta Sillet V: The Lawns Club, Minehead T: 01643 706175</p> <p>E: Rietasillet@talktalk.net</p> <p>C: Fiona Darrell V: The Phoenix Centre, Watchet T: 01984 631295</p> <p>C: Lesley Culverhouse V: The Reading Room, 17 Friday Street, Minehead T: 01643 709199 E: lesley1.parks@orange.net</p>
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	T: 10am - 5.00pm F: Six days a week	
Ecotherapy (unavailable at present due to lack of funding)	Supervised physical activities in the great outdoors. For example, landscape management on the Quantock Hills.	T: 01823 334906 E: Davidtopham@mindtws.org.uk
Minehead and District U3A	Open to all retired and semi-retired people. It provides a framework for shared learning in groups of like-minded people, and also social occasions such as monthly coffee mornings, which give members a chance to meet and chat, and listen to a speaker on some interesting topic. Various groups meet locally, often in each others' homes or at Townsend House, at monthly intervals or more often. Members make new friends, learn from those who know, contribute what they can and often have a lot of fun. At present we have groups interested in allotment, archaeology, book groups, chess, classical music, creative textiles, creative writing, French conversation, general history, geology, jazz appreciation, knitting & crochet, literature, local history, luncheon club, mah-jong, nature walks, painting, paper craft, photography, play reading, poetry, science and scrabble.	If you are interested in joining this vibrant organisation, please contact our Membership Secretary, Phillip Cook T: 01984 639459 E: phillip@cookieworld.com W: http://u3asites.org.uk/minehead
PALS	Pro-Active Lifestyle and Swimming Water Activities Club organise 4 sessions per week where they do water aerobics for approximately 50 minutes for elderly, disabled or disadvantaged adults. The results from those sessions is remarkable in as much that those people with mechanical aids are not using them as much after a relative short time and they are looking much better in themselves than they were before. PALS also have a chair that lowers some of the members into the pool if they require it. When not exercising PALS keep their members busy with monthly socials ranging from garden centre visits to	To make a referral, please contact Louise Palmer M: 07923 03069 E: info@palswac.org.uk W: www.palswac.org.uk/

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	line dancing to Bath spa visits and many more. It is possible for people to be referred by doctors, hospitals and word of mouth.	
Reminiscence Learning	Provide specialist training in three areas: dementia care, planning activities and reminiscence therapy. The training is available to private individuals, carers and volunteers as well as professionals. There is a charge for this training. Archie Project - an intergenerational dementia awareness project linking schools, care homes, businesses, services and the community, which has been delivered in Williton, other areas of Somerset and beyond.	For more information, please contact Fiona Mahoney A: The Horizon Centre, Swingbridge, Bathpool, Taunton, Somerset, TA2 8BY E: fiona@reminiscencelearning.co.uk T: 01823 323752 or 01823 433720 W: www.reminiscencelearning.co.uk
The Royal Voluntary Service and Somerset's libraries service	This service is available to anyone who cannot easily visit a library they deliver books, DVDs and talking books from your local library. The Home Library Service Manager will match you to a local volunteer, who will pick up your books from the library and deliver them to you at a time that suits you.	T: 0845 3459177 E: kirsty.Jenssen@royalvoluntaryservice.org.uk W: www.somerset.gov.uk/libraries
Walk 4 Living	Minehead: Intermediate Walks 2014 Saturdays 10.15am (2/3 Miles). Meet at various locations Contact: Roy 01643 705928, Linda 01643708978, Janet 01984 641363 or Barry 01643 705185 Minehead: Advanced Walks 2014 Thursdays 1.30pm (3/5 Miles) Level 4- Strenuous Hills/ uneven, stiles. Meet at various locations. Contact: Maggie 07938235973, Cathy 01643 706662, Janet 07790400316, Barry 01643 705185, Linda 01643708978 Minehead Group Walks. AtWest Transport available at a small cost. Tuesday & Friday 10am meet at West Somerset Sports Centre Contact: 01643 708815 Minehead: Referral/Beginners Thursdays 10am (1 Mile) Mostly flat Meeting at searing behine the Bandstand in Blenheim Gardens. Contact: Cathy 01643 706662, Janet 01984 641363, Barry 01643 705185, Linda 01643 708978	Walk 4 Living

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	<p>Minehead: Advanced Walks 2014 Tuesdays Walks 9.30am (3/4 Miles) Level 4- Strenuous Hills/ uneven, stiles. Meet at various locations. Contact: Maggie 07938235973, Cathy 01643 706662, Lucy 07855708842, Janet 07790400316, Barry 01643 705185,</p> <p>Minehead: Intermediate Walks 2014 Tuesdays Walks 10.15am (2/3 Miles). Meet at various locations Contact: Roy 01643 705928</p> <p>Dulverton: Intermediate/Advanced Wednesdays once a fortnight 11am (3/4 Miles). Meet at various locations. Contact: Brian & Caroline Seward 01398 332044</p> <p>Williton Walks. These walks vary in length and duration. Fridays 12pm. Meet at Killick Way Car Park, Williton Contact: Colin 01984 632721</p>	
<p>Williton Wanderers Walking Group</p>	<p>Monthly Walks over Exmoor, the Quantocks and within West Somerset, six to seven miles</p>	<p>C: Jenny Giibson T: 01984 634899</p>

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Advice and Guidance		
Organisation	Service	Address, Telephone No, Email and Web Site
Domestic Abuse Freefone Supportline	For confidential advice, information and support.	Freefone Supportline—0800 6949 999 This number will not appear on BT landline phone bills. Other networks and mobiles cannot be guaranteed.
Terrence Higgins Trust	Health Promotion Specialist.	T: 01823 327 076 E: mark.rowland@tht.org.uk M: 07743 339 330
Reconnect	A service for people experiencing memory loss and dementia.	T: 01823 365 307 E: reconnect@rethink.org
Somerset Community Care Matters	Advice and legal action to ANY disabled person or their carer ,who are on a low income , to get the care or health services and funding they need.	SCCM, The Market Building, Canal Terrace, Canal Road, Taunton, TA1 1PQ T: 01823 334906 Email: sccmenquiries@mindtws.org.uk
Somerset Total Advocacy	An independent advocacy service supporting vulnerable people across Somerset	Total Advocacy 51 Staplegrove Road Taunton, TA1 1DG T: 01823 339 494 F: 01823 339 492 E: TotalAdvocacy@a4e.co.uk
Stroke Association	Information, advice and support service for people of any age recovering from stroke, carers and family members. Home visits can be arranged on request.	Somerset Stroke Association, Williton Hospital, North Road, Williton, TA4 4RA T: 01984 634 276 (answer phone)
Village Agents	<p>The Somerset Village Agents are part time, highly trained individuals living in the parish 'clusters' they support. They help to bridge the gap between isolated, excluded, vulnerable and lonely individuals and statutory and/or voluntary organisations which offer specific solutions to identified needs.</p> <p>Village Agents work with all ages dealing with a wide variety of issues, although a considerable number of their clients are elderly and involves social care issues. Helping to solve these problems may, ultimately, help the elderly to remain living independently for longer. Village Agents also have the role of helping to shape services by feeding back to the</p>	T: 01823 331222 E: jinny@somersetccc.org.uk W: http://somersetccc.org.uk/somerset-village-agents-project/

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	appropriate body information about gaps in service e.g. transport provision. They can also motivate and support a community to respond to a local need by working together to address issues e.g. by helping them to set up a coffee morning for a group of lonely people or start a volunteer car scheme.	
West Somerset Advice Bureau	Free, independent and confidential advice service. No appointment necessary.	Market House Lane, Minehead, TA24 5NW T: 01643 704624 W: www.westsomersetadvice.org.uk/
Carer/ Patient Support		
Parkinson's	Offering information, friendship and support to local people with Parkinson's, their families and carers. They organise regular events and social activities. An opportunity to meet other people affected by Parkinson's in your area. Williton Danesborough View Common Room, Dansborough View, Williton 2pm - 1 st Thursday of every month Minehead Sainsbury Hall, Sainsbury Road, Minehead, TA24 8JZ 2.30 pm-4.30 pm – 2 nd Tuesday of the month	C: Linda Bishop V: Danesborough View Common Room, Danesborough View, Williton T: 01984 631472 C: Nicole Kirbyshire V: Sainsbury Hall, Sainsbury Road Minehead, TA24 8JZ T: 0844 225 3695 E: bvso.southwest3@parkinsons.org.uk
Cinnamon Trust	The Cinnamon Trust operates throughout the UK, including West Somerset and offers: <ul style="list-style-type: none"> • support for the elderly and terminally ill people and their pets to protect the treasured relationship between them and try to keep them together for as long as possible; • network of volunteers to assist with the practical day to day care of pets, for example by walking dogs, helping with transport, feeding, grooming and medication; • short term foster care for pets who's owners face a spell in hospital; and • advice for people going into residential care, including a guide to Pet Friendly Care Homes. 	T: 01736 757900 W: www.cinnamon.org.uk
Compass Carers	Support service for carers across Somerset.	T: 01823 255 911

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		E: info@compassdisability.org.uk W: https://compasscarers.org.uk/
Somerset Cancer Care	Open to anyone affected by cancer. Every Monday from 2 pm – 4 pm at United Reform Church, Bancks Street, Minehead. Run by volunteers.	Supported by St Margaret's Hospice
West Somerset Group	Alternative Tuesdays (Fortnightly) 6-8pm. Age Range:8-18yrs (Mixed group)	V: Washford Memorial Hall, Washford, West Somerset, TA23 0PA C: Angela Vaughn T: 07919540089 W: www.somersetyc.org.uk/groups.htm
Stroke Association	Information, advice and emotional support service for people of any age recovering from stroke, carers and family members. Home visits can be arranged on request.	V: Somerset Stroke Association, Williton Hospital, North Road, Williton, TA4 4RA T: 01984 634 276 (answer phone)
West Somerset Stroke Club	Founded in 1977, the club is affiliated to the Stroke Association and is run by volunteers under the guidance of the 2 co-founders, a Speech and Language Therapist and an Occupational Therapist, who are both now retired. It is open to people who are recovering from stroke illness, with advice, activities and social integration being key components of the work carried out in the club. Transport is provided wherever possible, carers are given advice and support. The club is self-financing. Wednesday weekly session at St Johns Hall, North Road Minehead. 10.00 am – 1.30 pm	Hilary May T: 01643 702 512 Or Jane Jones T: 01643 821 620
Disability Support		
Compass Disability Services	Services include: transcribe documents to tape or compact disc. (There is a small charge for this service.)	A: 11-12 Belverdere Trading Estate, Taunton T: 0844 984 28 28 E: info@compassdisability.org.uk W: www.compassdisability.org.uk/index.php?page=for-commissioners

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Somerset Sight	Providing wide and varied support for people in Somerset who have a visual impairment: a Volunteer Visiting Service providing practical help at home, a resource and rehabilitation centre stocking aids for daily living, a Mobile Resource Unit which regularly visits towns across West Somerset, visual impairment awareness training, a 'Living With Sight Loss' course, activity groups, social groups, an audio library, Braille tuition and more.	Northfield House, 51 Staplegrove Road, Taunton, TA1 1DG T: 01823 366147 E: administration@somersetsight.org.uk W: www.somersetsight.org.uk
Energy Efficiency		
Quantock Eco	A grouping of villages around the Quantock Hills which involve themselves in the environmental enhancement of the area and of the AONB. Quantock Eco are concerned about habitat, climate change, fuel efficiency and the effects of man upon our planet.	E: quantockecocontact@gmail.com W: www.quantockeco.co.uk
Transition Minehead & Alcombe (TMA)	Energy Saving Centre , in the car park, Summerland Road (next to the Coop store) The Centre is run to provide information and assistance on energy conservation, government energy saving schemes and related matters such as DIY draught proofing to home owners and tenants. Opening hours are 10.00 am to 1.00 pm on Thursdays and Saturdays or by arrangement.	Contact: tma2009@hotmail.co.uk or call Hester on 01643 821768 More information on www.transitionmineheadandalcombe.org.uk
Family Support		
CLOWNS Outreach Service	Families can be referred for a number of reasons, and we are able to take the service to families no matter where they live in West Somerset. They must have at least one child under 5. CLOWNS reputation is for fun, informal, non-threatening delivery; we are trusted and reliable and we are able to provide early intervention for struggling families in our unique way. We can work with families for 1 hour per week for a maximum of 12 weeks, with the possibility of an extension in certain circumstances.	E: www.clownsproject@tiscali.co.uk W: www.clownsproject.btck.co.uk
Alzheimer's Society	Minehead Singing for the Brain : is a group activity which has been designed for all people with memory difficulties and their carers, to receive the health benefits that come from the fun of singing. It is enjoyable, friendly and fun giving many people a much needed boost in confidence. All sessions are led by a trained facilitator. Minehead Memory Café : Take place on alternative weeks to the 'Singing for the Brain' sessions.	C: Paul King E: paul.king@alzheimers.org.uk M: 07889 604 536

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	Venue: The Methodist Hall, Lower Meadow Road, Alcombe, TA24 6AN Day: Thursdays Time: 10.30 am to 12.30 pm Frequency: Weekly There is a small charge for activities.	
Home-Start West Somerset	We support parents as they grow in confidence, strengthen their relationships with their children and widen their links with the local community. We work with families with at least one child under the age of seven in the West Somerset area. We have also recently developed a breastfeeding support service.	Janet Costello The Old Coach House Martlet Road Minehead TA24 5QD T: 01643 707304 E office@homestart-westsomerset.org.uk W: www.homestart-westsomerset.org.uk
Watchet Roots	Parent-run charity for (mainly pre-school) children and their families with a focus on health and happiness. Current projects for 2014 include a community orchard, cookery courses for parents, and an outdoor community gym. We work closely with West Somerset Children's Centres, Contains Art and other community organisations. Watchet Roots is always keen to take new volunteers; it's a great way to meet other parents whilst making a difference to the community. We meet around once a month in Watchet and meetings are always informal and friendly.	Contact: Sarah Ellwood (Chair) T: 01984 248362 E: sarah_ellwood@hotmail.co.uk W: www.watchetroots.org.uk
Food		
Transition Minehead & Alcombe (TMA)	Friends and Family Allotment , Harepark Terrace, Alcombe: The allotment is run to provide opportunities to learn about growing food using organic methods and the benefits to mental and physical health in which this can result. No previous experience is needed and produce is shared amongst those working on the allotment and the Food Cupboard. Everyone welcome.	Contact TMA on tma2009@hotmail.co.uk or phone Maureen on 01643 709478 More information on www.transitionmineheadandalcombe.org.uk
Finance and Funding		
Moorvale – Taunton Deane and West Somerset Credit Union	MOORVALE is a savings and loans co-operative formed, owned and run by its members. Part of any profits are returned to members as a dividend on their savings. MOORVALE has the following main aims: * To encourage savings * To provide loan facilities to members at low interest rates * To provide a range of services to members, including helping them to manage their financial affairs, when requested * To assist in community, social and economic regeneration	NB: The office is not staffed full time so you may need to leave a message. Full up-to-date information can be obtained from MOORVALE office. The office is normally staffed each weekday morning between 9.30 am and 12 noon.

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	<p>SAVINGS are covered by the FINANCIAL SERVICES COMPENSATION SCHEME up to £85,000 on individual accounts (MOORVALE individual investment is limited to £15,000.) There is a joining and annual fee of £1.</p> <p>LOANS are normally based on the amount of savings which a member has.</p> <p>MOORVALE has collection/information points at various venues all over the West Somerset and Taunton Deane districts.</p>	<p>A: Moorvale, c/o Taunton YMCA Lisieux Way, Taunton, TA1 2LB T: 01823 336 425 E: moorvale@fsmail.net W: www.moorvale.co.uk</p>
Dulverton – Streamcombe Allotment Charity	<p>The charity provides relief to residents in the parish of Dulverton who are in conditions of need, hardship or distress by making grants of money or providing/paying for items, services or facilities calculated to reduce the need, hardship or distress of such persons.</p>	<p>For further information on how to apply for a grant, please contact: Cllr. Keith Ross OBE, T: 01398 323 818 or E: kjross@westsomerset.gov.uk</p>
Fredericks Foundation Business Loan Scheme	<p>The Frederick’s Foundation Business Loan scheme is aimed at would-be entrepreneurs in need of finance for their business ventures. The scheme is open to business start-ups and existing businesses which have been turned down by mainstream lenders, providing a second chance of financial help for companies looking to expand. The loan scheme is available to West Somerset businesses through the support given to the Foundation by West Somerset Council. The aim of the loan scheme is to tackle barriers to business and to provide opportunities for local enterprises to grow, offering loan assistance up to a maximum of £10,000 for start-up businesses and up to £20,000 for established businesses with a sound financial track record. In order to apply applicants need to have been rejected by a main steam funder first.</p>	<p>For further information on how to apply for a grant, please contact: T: 01823 680042 E: mail@fredericksfoundation.net W: www.fredericksfoundation.org/somerset</p>
Forum 21	<p>Surviving Winter Project: Grants up to £250 to help those over 50 years old to keep warm and healthy in winter. Forum 21 grants to people over 50 who are having difficulty keeping warm in winter, especially if they have health or mobility problems.</p> <p>C: Forum 21 A: 8 Severn Terrace, Watchet TA23 0AS</p>	<p>Lorna Scott T: 01984 634 242 E: mail@forum21.org.uk</p>
Meals on Wheels		
Magna	<p>Meals on Wheels to anyone living within a ten mile radius of Watchet who is vulnerable, disabled or has long term health needs (they do not have to be a Magna tenant). A hot meal including a dessert is from £5.50.</p> <p>Other services from Magna include the Gardener / Handyperson service, Home Help service, and Careline Service.</p>	<p>C: Kimberley Mason Freephone: 0800 138 6107 W: http://www.magnaws.org.uk/services/magna-meals-on-wheels/</p>

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Support Services		
Age UK Somerset	Provide a range of support services to older people, their relatives and carers. In West Somerset activities include: fly fishing, flexercise, gym work, keep fit classes, tai chi, tea dance and yoga all for the 65 year olds and over.	Ash House Cook Way, Bindon Road, Taunton TA12 6BJ T: 0845 6434709 E: ianda@ageuksomerset.org.uk W: www.ageuk.org.uk/somerset
Contact the Elderly Group	Referral of older people to our service especially those experiencing depression, as regular social contact can help to alleviate this. Our free, monthly tea parties allow elderly people to remain independent in their homes, whilst ensuring they re-connect with their local communities and can be discretely monitored for signs of anxiety and depression.	T: 0800 716 543 E: info@contact-the-elderly.org.uk W: www.contact-the-elderly.org.uk
Somerset Care and Repair	Support to help people live safely, securely and independently at home. Advice services include: falls prevention, energy efficiency, hospital discharge, housing options, advice on home adaptations and home maintenance. All advice services are free and many include home visits. Our practical services include a handyperson service and a contractor recommendation scheme for larger work as well as project management. Available to vulnerable members of the community.	E: office@somersetcareandrepair.co.uk T: 01749 345379 W: www.somersetcareandrepair.org.uk
Mind in Taunton and West Somerset	Do you need an Advocate? Do you have Mental Health issues? Advocacy in Mind can help to get your voice heard. We can support or speak for you at GP appointments, Community Health Team meetings, with employers. We can help you find out information and options.	T: 01823 334906 E: mail@mindtws.org.uk W: www.mindtws.org.uk
Mindline	Confidential listening service for those either in distress or they know of someone in distress	T: 01823 276 892 Wed, Fri-Sun 8pm-12 Midnight. W: www.mindtws.org.uk/our-services/mindline.html
Somerset Suicide Bereavement Support Service	Available to anyone in Somerset who has recently been bereaved by suicide.	T: 0300 330 5463 E: bereaved@mindtws.org.uk
Taunton Association for the Homeless	TAH provide a needs led service for individuals (clients) to help them remain in their homes. The service includes: <ul style="list-style-type: none"> • Individually tailored support for clients • Encouraging full client participation 	The Community Support Team A: Taunton Association for the Homeless, 90-91 East Reach, Taunton, TA1 3HF T: 01823 271 326

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	<ul style="list-style-type: none"> • Supporting clients to access all available local services • Pathways to independence, specifically for young people 	
Transport in the Community		
Organisation	Service	Address, Telephone No, Email and Web Site
ATWEST Accessible Transport West Somerset	<p>Community Transport including:</p> <p>SLINKY Dial-a-Ride, door to door, fully accessible minibus transport for everyone in West Somerset. Ideal transport for the less able, elderly, disabled and those without their own transport. Picked up at home and taken to their appointment. Book a return if required. All passengers with a West Somerset concessionary/travel pass are able to travel free of charge on SLINKY.</p> <p>SHOPPING BUSES Atwest provide 11 different Shopping Bus services every week for residents in parishes and villages throughout West Somerset, see list of parishes visited below. These door to door, Shopping services are particularly helpful for the less able who can maintain their independence by doing their own shopping. The minibus will pick up everyone up from their home and drop off at the main shops and supermarkets of Minehead and Williton. The driver or escort (available on some Shopping Buses) will return after a couple of hours and on return to their home will provide help to carry the shopping bags to the doorstep.</p> <p>A nominal charge of £2 or £3 per passenger is made to help cover the costs incurred. <i>Carhampton, Cutcombe, Dunster, Exford, Luxborough, Minehead, Old Cleeve, Porlock, Sampford Brett, Selworthy, Timberscombe, Williton, Winsford, Withypool and Withycombe.</i></p> <p>WEST SOMERSET CAR SCHEME Door to door service provided by Volunteer drivers, who use their own vehicles to help residents who may have difficulty accessing or using public transport. Health and care related appointments are by far the most common for this service, particularly to hospitals, such as Minehead, Williton, Taunton, Exeter and Bristol. In most cases the driver will wait for the passenger to bring them home after their appointment. Minimal charge is based on mileage travelled. A travelling companion, friend or relative may travel free of charge.</p>	<p>Acorn Park, Brunel Way, Minehead</p> <p>SLINKY enquiries T: 01643 707090</p> <p>SHOPPER BUS enquiries; T: 01643 709701</p> <p>CAR SCHEME enquiries: T: 01643 709701 E: atwestoffice@aol.com W: www.atwest.org.uk</p>

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<p>Community Transport</p>	<p>The following are community car schemes operating within West Somerset for the benefit of local people. The most common types of journey requested are to get to doctor, hospital and care-related appointments, though journeys can be made for other purposes.</p> <p>Bicklifts Bicknoller, Culverhayes, Newton, Sampford Brett and West Quantockhead</p> <p>Brompton Parish Lifts Brompton Regis, Upton, Skilgate and Withiel Florey</p> <p>Brushford Voluntary Lifts Dulverton, Brompton Regis and Exford</p> <p>Crowcombe Cars Parish of Crowcombe</p> <p>KHARS Kilve, Holford, Dytch, Doddington & East Quantoxhead</p> <p>Minehead Community Car Scheme Running times: 6am - 6pm Monday - Friday, not Bank Holidays For residents of Minehead and surrounding areas.</p> <p>Porlock Pals Peter Wellstood, The Eaves, Doverhay, Porlock, TA24 8QB</p> <p>Stogumber Community Cars (Stogo) For residents of Stogumber parish.</p> <p>Stogursey Parish Stagecoach For residents of Stogursey parish.</p> <p>West Somerset Car Scheme – See ATWest at beginning of directory.</p> <p>Wheels – Watchet & Williton - Low-cost transport for those living in Watchet, Williton,</p>	<p>T: 01984 656489</p> <p>T: 01398 371145</p> <p>T: 01398 323776</p> <p>T: 01984 618263</p> <p>T: 01278 741384, E: brian@moonrakers03.fsnet.co.uk</p> <p>T: 01643 709701 (9am - 4.30pm Monday - Friday, with 48 hours' notice)</p> <p>T: 01643 863544, M: 07836 717889 E: maggil-pete@mail.com</p> <p>T: 01984 656145 (48 hours' notice)</p> <p>T: 07908 239609 (48 hours' notice) E: browndl.1@icloud.com</p> <p>T: 01984 634378</p>
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Directory of services available to people in West Somerset delivered by the community and voluntary sector

	<p>Washford, Old Cleeve and Doniford, particularly for elderly and disabled.</p> <p>Withycombe Wheels - Withycombe parish only</p> <p>Wivey Link – Wiveliscombe community transport service is available to all residents in Wiveliscombe and surrounding parishes.</p>	<p>To book transport T: 07891 821861</p> <p>T: 01984 640983</p> <p>A: The Wiveliscombe Community Office, The Square, Wiveliscombe, TA4 2JT</p> <p>T: 01984 624666 9am - 1pm</p> <p>W: www.wiveliscombe.com/the_wivey_link</p>
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Services provided by West Somerset Council

CUSTOMER SERVICES: T: 01643 703 704 or E: customerservices@westsomerset.gov.uk or W: www.westsomersetonline.gov.uk

ENVIRONMENTAL HEALTH

- **Pest Control:** West Somerset do not provide a pest control service. Information and advice is available on the West Somerset council website.
- **Dog Warden Service:** To report a stray dog contact West Somerset Council customer services on T: 01643 703704.
- **Dog fouling:** Contact Environmental Protection Team T: 01643 703 704.
- **Private Water Supplies and drainage:** Concerns about a private water supply and water quality contact Environmental Protection Team on T: 01643 703 704.
- **Noise/light/odour/dust nuisance:** Guidance on how deal with noise, light and dust nuisance which is causing distress or disruption visit: <http://www.westsomersetonline.gov.uk/Environment/Pollution/Noise-Control> or contact Customer Services above.
- **Food hygiene including food poisoning, inspections and complaints:** Contact Food Safety Team on T: 01643 703 704 or visit: <http://www.westsomersetonline.gov.uk/Environment/Food-Safety/Food-Poisoning>
- **Waste management:** for complaints regarding rubbish accumulation and complaints of commercial and domestic waste contact the Environmental Protection Team on T: 01643 703 704.

HOUSING

- **Landlord and Tenant Services:** Low interest loans (landlords only – for essential repairs, maintenance or energy efficiency); grants and adaptations, eg: disabled facilities; people suffering abuse. For more information: W: <http://www.swpshp.org> or T: 01643 703 704 or E: customerservices@westsomerset.gov.uk
- **Advice for Homeowners:** Low interest loan schemes (as for landlords above) and mortgage issues. T: 01643 703 704 or E: customerservices@westsomerset.gov.uk
- **Heating Fuel Loans:** 0% interest loans up to £500 to purchase heating fuel, where it is bought in bulk – oil, wood or coal. Available to private tenants and home owners. T: 01643 703 704 or E: customerservices@westsomerset.gov.uk
- **Handihelp Services:** Subsidised service for small repairs and jobs around a resident's house. The aim of the service is to reduce accidents and help make their home secure. The service costs £15 + VAT per hour (reduced rate for those on means tested benefits - £10 + VAT per hour). Aster Living: T: 01823 629 909 W: <http://www.asterliving.co.uk/>
- **Home from Hospital:** To help with little changes to enable a resident to settle back into their home. Available free of charge to those over 60 years old, 18 years + with a disability, living alone and living with a partner with limited means or have no family living nearby.
- Help can include moving beds and furniture, installing/moving telephone, setting up food delivery, fitting key safes, organising minor adaptations or improvements, sort out benefit adaptations, telcare with six week free trial and home safety checks. Aster Living: T: 01823 692900 E: somerset@ridgewaycommunity.org.uk
- **Home Energy Advice Line:** Centre for Sustainable Energy provide expert knowledge about improving energy efficiency of West Somerset dwellings. T: 0800 082 2234.
- **Housing Advice:** Suitability of housing, Homefinder Somerset Scheme and options available for people threatened with homelessness. Housing Options Team T: 01643 703 704 W: www.westsomersetonline.gov.uk/housing