

Are you sure that you are getting the benefits and support you are entitled to?

It is important to the Council, particularly in the current financial climate that its residents can get free help and advice.

The South Gloucestershire Welfare Advice Partnership can help anyone living in the area to find out what they're entitled to so they can make welfare benefit applications, deal with their debt issues and other related problems.

Membership of the advice agencies to the Welfare Advice Partnership brings assurance of quality and confidentiality to those seeking support.

If you have any compliments, suggestions or complaints about any of the Welfare Advice Partnership members please contact the agency directly



This information can be made available in other languages, in large print, Braille, email or on audio tape or CD. Please phone 01454 868009 if you need any of these or any other help to access Council services.

For more information about this publication contact Tel: 868009

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Free internet access is available at all South Gloucestershire libraries

[www.southglos.gov.uk](http://www.southglos.gov.uk)

The work of the Welfare Advice Partnership is funded and coordinated by South Gloucestershire Council to improve the lives of all South Gloucestershire residents.

[www.welfareadvicepartnership.co.uk](http://www.welfareadvicepartnership.co.uk)



South Gloucestershire

**Welfare Advice  
Partnership**

**A Guide to  
Welfare  
&  
Benefit  
Services**

Revision date: April 2011

**“Improving Access to Welfare  
Benefit and Debt Advice”**

## Age UK South Gloucestershire

Information and Advice for over 50s.

✉ 67 High Street, Thornbury,  
Bristol BS35 2AW

☎ 01454 411707

### Opening Times

Mon - Fri: 9.00am - 5.00pm

## Avon and Bristol Law Centre

Free legal advice.

✉ 2 Moon Street, Bristol BS2 8QE

☎ 0117 924 8662

### Opening Times:

Mon - Fri: 9.00am to 12noon

Mon, Tue & Thu:  
2.00pm - 4.00pm

## Brigstowe Project

Free, confidential and independent  
advice for people affected by HIV.

✉ 176 Easton Road, Easton,  
Bristol. BS5 0ES

☎ 0117 955 5038

### Opening Times:

Mon - Fri: 9.30am - 5.00pm

## Bristol Debt Advice Centre (BDAC)

Free debt advice.

✉ 2nd Floor, 48-54 West St,  
St Philips, Bristol. BS2 0BL

☎ 0117 954 3990

Minicom: 0117 954 3991

### Opening Times:

Lines are normally open

Mon - Fri: 9.30am - 5.00pm

## North Bristol Advice Centre

Free, independent and confidential  
advice on social welfare law

✉ 2 Gainsborough Square,  
Lockleaze, Bristol BS7 9XA

☎ 0117 951 5751

Minicom: 0117 952 7681

### Opening Times:

Mon - Fri: 9.00am - 5.00pm

## Children & Young People Information Service South Gloucestershire

Information about childcare,  
education provision, free school  
meals and other support services.

✉ PO Box 2082 Box Council  
Offices, Castle Street, Thornbury  
BS35 9BJ

☎ 01454 868008

### Opening Times:

Mon - Thu: 8.45am - 5.00pm

Fri: 8.45am - 4.30pm

## South Gloucestershire Citizens Advice Bureau

Free, confidential, and impartial  
advice to all.

✉ Kennedy Way, Yate, South  
Gloucestershire BS37 4DQ

☎ 08444 111 444

### Opening Times:

call 01454 334965

## South Gloucestershire Deaf Association

Information, signposting and  
referrals.

✉ Poole Court, Poole Court Drive,  
South Gloucestershire BS37 5PP

☎ 01454 316460

Minicom: 01454 314310

### Opening Times:

Mon, Tue, Thu and Fri: 9am - 1pm

Wed: 12noon - 4pm

## The Princess Royal Trust Carers Centre

Supporting adult and young family  
carers.

✉ The Carers Centre, The Vassall  
Centre, Gill Avenue, Fishponds,  
Bristol BS16 2QQ

☎ 0117 965 2200 (CarersLine)

### Opening Times:

CarersLine

Mon - Sat: 10.00am to 1.00pm

## South Gloucestershire Chinese Association

Welfare Benefit Advice and  
information for Chinese People

✉ Elton Room, The Chantry,  
52 Castle Street, Thornbury,  
South Gloucestershire BS3 1HB

☎ 01454 865134

### Opening Times:

Monday only: 9.00am - 4.30pm

## South Gloucestershire Council Home Energy Efficiency

Home Energy Efficiency Advice

✉ PO Box 2083  
South Gloucestershire Council,  
Private Sector Housing,  
Council Offices, Castle Street,  
Thornbury BS35 1HF

☎ 01454 865453

Fax: 01454 864505

### Opening Times:

Mon - Fri: 8.45am - 5.00pm

## Orchard and Shipman

Housing advice focusing on  
homelessness prevention

✉ South Gloucestershire Housing  
Advice, PO Box 23988,  
Edinburgh EH3 1BVP

☎ 0117 2033007

### Opening Times:

Monday, Thursday & Friday:  
11.00am - 3.00pm

## Welfare Advice Team

Welfare benefit advice

✉ Council Offices, Castle Street,  
Thornbury BS35 1HF

☎ 01454 865245

Type Talk Friendly

### Opening Times:

Mon - Thurs: 8.45am - 5.00pm

Fri: 8.45am - 4.30pm