

Debt support

Business Debtline

Providing free, impartial, expert debt advice to small business owners and self-employed people.

Website: businessdebtline.org

Telephone: 0800 197 6026

Christians Against Poverty (CAP)

CAP offer free debt advice and other services if you are struggling with money.

Website: capuk.org

Telephone: 0800 328 0006

Email: contact@capuk.org

National Debtline

Providing free, impartial, expert debt advice; helping people take control of their debts.

Website: nationaldebtline.org

Telephone: 0808 808 4000

Step Change

Offering free, independent advice to help people deal with their debts.

Website: stepchange.org

Telephone: 0800 138 1111

Talking Money

Providing debt, energy and financial advice to residents of Bristol and South Gloucestershire. In person clinic at Kingswood One Stop Shop Thursdays 9.30am to 4.30pm, by pre-arranged appointment.

Website: talkingmoney.org.uk

Telephone: 0800 121 4511
or 0117 9543 990

Email: mail@talkingmoney.org.uk

Energy saving advice and support

Centre for Sustainable Energy (CSE)

Providing advice on saving money on energy bills and heating your home.

Website: cse.org.uk

Telephone: 0800 082 2234

Email: home.energy@cse.org.uk

Warm and Well

Offering energy advice and support to people who own or privately rent their home in Gloucestershire and South Gloucestershire, including access to grants to improve energy efficiency.

Website: warmandwell.co.uk

Telephone: 0800 500 3076

Food support

Foodbanks

Helping people who are struggling to afford food.

Food parcels are given in exchange for a voucher from a referring agency.

Website: nbsg.foodbank.org.uk

Telephone: 0117 472 5172

Email: info@nbsg.foodbank.org.uk

Government and Council support

Gov.uk

Details of cost-of-living support, including income and disability benefits, bills and allowances, childcare, housing, and travel.

Website: gov.uk/cost-of-living

One Stop Shop

Providing an in-person service to answer questions, resolve problems and receive advice. Various locations around South Gloucestershire – check website for details.

Website: beta.southglos.gov.uk/one-stop-shops

Telephone: 01454 868009

South Gloucestershire Council

Information about where to find advice, support and financial help with the cost of living.

Website: beta.southglos.gov.uk/community-and-living/cost-of-living-help/

Website: beta.southglos.gov.uk/financial-support-for-residents/

Telephone: 01454 868899

Health and wellbeing support

Community Welcome Spaces

Designed to signpost anyone in need of warmth and community to a warm space. Community Welcome Spaces may offer hot drinks, activities and information on local financial support, energy saving tips and help with the cost of living.

Website: southglos.gov.uk/community-welcome-spaces

Housing support

HomeChoice

Housing advice surgery for housing related difficulties such as possible eviction, rent or mortgage arrears, debt, and repairs.

Drop-in service at Kingswood One Stop Shop on Thursdays.

Telephone: 01454 868005

Shelter

National organisation offering housing advice and support.

Website: england.shelter.org.uk

Telephone: 0808 800 4444

We Care Home Improvements

Not for profit organisation improving homes so people can live independently for as long as they wish.

Website: wecr.org.uk

Telephone: 0300 323 0700

Email: info@wecr.org.uk

Technology

Good Things Foundation

Providing free sim cards, mobile data and devices to people who cannot afford them. Search the map on the website for local support from the National Databank and the National Device Bank.

Website: goodthingsfoundation.org/find-support/map

Telephone: 0114 349 1666

Email: hello@goodthingsfoundation.org

Information and advice

Age UK South Gloucestershire

Providing free information and advice to older people, carers, and family members on a large range of topics, from benefits to health and well-being.

Website: ageuk.org.uk/southgloucestershire

Local Telephone: 01454 411 707

National Age UK Advice Line:
0800 678 1602 8am-7pm

Email: info@ageuksouthglos.org.uk

Citizens Advice South Gloucestershire

Offering free, confidential, and impartial advice on a range of issues.

Website: southgloscab.org.uk

Telephone: 0808 278 7947

Email: bureau@sgloscab.cabnet.org.uk

MIND

Welfare benefits line for people with mental health problems who are navigating the benefits system.

Website: mind.org.uk

Telephone: 0300 222 5782

Email: info@mind.org.uk

Money Saving Expert

Website offering help with the cost-of-living crisis including a guide about what you can do if you are struggling with energy bills and budgeting.

Website: moneysavingexpert.com

Website on debt:
moneysavingexpert.com/budgeting-debt-help

North Bristol Advice Centre

Providing free and independent advice in Bristol and South Gloucestershire.

Website: northbristoladvice.org.uk

Telephone: 0808 278 7947

Minicom: 0117 952 7681

Email: team@northbristoladvice.org.uk

Turn2Us

Providing information to individuals facing financial hardship. By entering your details, their system can electronically search their database to connect you with relevant assistance and resources.

Website: turn2us.org.uk

WECIL

Providing advice and support to disabled people on a range of issues, including benefits advice.

Website: wecil.org.uk

Telephone: 0117 947 9911

Please note:

This is not an exhaustive list. In providing this information, the St Monica Trust is not providing recommendations for the listed organisations.

May 2025