

**Bath & North East
Somerset Council**

Improving People's Lives



Contact book

**For Gypsy and Traveller families
living in Bath and North East
Somerset**

Hello and welcome to Bath and North East Somerset

This booklet has some useful telephone numbers and information on how you can contact local services such as health, education, housing, benefits and emergency services.

If you would like this information in a different format, for example, braille, audio tape, other languages, large print or computer disc please contact us using the details below.

For any further information please contact:

BANES Equality Team

☎ 01225 396698 or email equality@bathnes.gov.uk

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Health Services

GP (your local doctor)

Your doctor is the first person you call if you are not well and it is not an emergency. Your doctor is there to help you keep well. You don't have to be ill to ask for help.

If you are not registered with a GP, or need information about services near to you including GPs, dentists, hospitals and urgent care visit the NHS Choices website. If you are a visitor to the area you can temporarily register with a local practice.

NHS 111 is available 24 hours a day, 365 days a year and calls are free from landlines and mobile phones. Call the NHS 111 service if you need medical help or advice, but it is not a life-threatening emergency (in that case you should call 999). They will tell you about your local doctor, dentist, chemist, and other health services.




NHS Choices  **111** www.nhs.uk

Minor Injury Unit

Paulton Hospital Minor Injuries Unit

Address:

Paulton Memorial Hospital, Salisbury Road, Paulton BS39 7SB

 **01761 408114**

Open from 8:00 am to 9:30 pm seven days a week, to manage minor injury and minor illness which do not require the specialist services of an Accident and Emergency Department.



Accident and Emergency

Accident and Emergency departments are for a serious illness or injury needing **immediate** treatment.

Royal United Hospital (RUH) Bath

Address: Combe Park, Bath, BA1 3NG

 **01225 428331** [click here for map](#)



Having a Baby

If you think you may be pregnant it is important to see a midwife early in your pregnancy. Midwives look after you and your unborn baby while you are pregnant. Once your baby has arrived they will continue to provide care for you and your baby until you are passed on to the health visiting service. To find your local midwife call the Community Midwifery office on:



Chippenham Birthing Centre ☎ 01259 456434

Paulton Hospital ☎ 01761 412107

The Paulton Maternity Unit RUH also covers Frome Birthing Centre and Trowbridge Maternity Unit. For contact details please visit:

https://www.ruh.nhs.uk/patients/services/maternity/contact_us.asp

The Local Maternity & Neonatal System now have a website:

<https://bswtogether.org.uk/maternity/>

Maternity & Neonatal Voices Partnership (MNVP)

The Bath & North East Somerset, Swindon and Wiltshire (BSW) Maternity Voices Partnership Plus is a group of volunteer parents and birth workers, midwives, doctors and commissioners. The MVP is a voice for those who use local maternity service and is made up of volunteers who have recently used maternity services.

They collect feedback from women, birthing people and families across the BSW region on the care they received during:

- Pregnancy (Antenatal Care)
- Labour and birth
- NICU/SCBU care
- After their baby is born (Postnatal care and Health Visiting)
- Baby loss

Using your anonymous feedback as a guide the MNVP work together with hospital trusts to review and contribute to the development of local maternity services. Their website address is detailed below:

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

If you are feeling low after having your baby and not enjoying things as much as before, tell a friend or family member, midwife, health visitor or GP.

Health Visitors

Health visitors visit all families with children under 5. They give advice on health issues, your child's development and local services. Local health visitors are based mainly in Children's Centres and work closely with other local agencies to offer a wide range of services.



The designated Health Visitor for Travellers is Lorraine Dooley - Contact her via email at Lorraine.dooley@hrcrgcaregroup.com. Or contact the Parkside Health Visiting Team on ☎ 01225 831829.

To find out who your health visitor is, call the health visiting administrator on ☎ **01225 831 794**

or visit <https://bathneshealthandcare.nhs.uk/childrens/health-visiting/> for the latest schedule.

Immunisations (vaccinations, injections, needles)

Immunisations are the best way to protect you and your family from some illnesses. They are available free of charge at your doctor's surgery. It is important to have all the doses and these will be offered at certain times but it is never too late to catch up.

It is especially important to be protected from Measles as people who move around are more likely to come into contact with someone who has Measles. You will need to have two doses to be protected.

You may be able to have the flu injection, please ask your doctor or visit www.nhs.uk.



Covid-19 Vaccinations

For more information on Covid-19 or to find a vaccination centre near you can visit www.nhs.uk website.



Dentist

Everyone has the right to visit an NHS dentist. It may be free if you are on certain benefits, are pregnant, or have just had a baby.

It is free for all children.

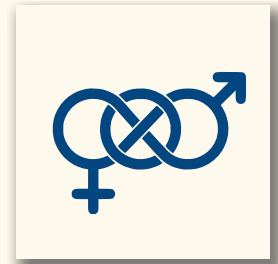
To find a local dentist go to NHS choices website or call NHS 111.

☎ **111** www.nhs.uk

Visit <https://www.nhs.uk/service-search/find-a-dentist> to find an NHS dentist near you.

Sexual Health

The Sexual Health and HIV team, (previously sited at the Royal United Hospital) and the Contraceptive and Sexual Health (CaSH) team are now situated together as one team at The Riverside Health Centre.



They offer free, friendly, non-judgemental and confidential testing, treatment and advice for sexually transmitted infections, as well as a wide range of contraceptive options including emergency contraception, contraceptive pills, implants and injections, intrauterine devices/systems (also known as coils), and condoms.

For information about clinic times and appointments visit ruh.nhs.uk/sexualhealth or call ☎ **01225 826855** 8:30am - 1pm, Monday to Thursday and 8:30am 12 noon on Friday. The Riverside Clinic, Riverside Health Centre, James Street West, Bath, BA1 2BT.

Adult Care

Contact Adult Social Care and Health for advice and information on services for adults with care needs.



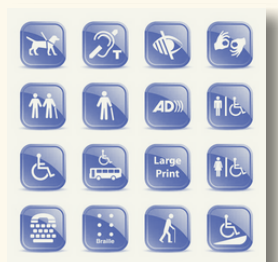
☎ **01225 396000**

Age UK is a national organisation offering general advice and information on issues and services for older people. You can find them online at www.ageuk.org.uk

☎ **0800 169 6565**

Disability

Live Well B&NES adults is a free resource providing a range of information, signposting, resources, and activities to support you, or the person you care for, to live a full and independent life. This may be a Care Home, social club, local care providers or services to help around the home. Visit our [webpage](#) for more information.



Live Well B&NES provides details of the [SEND Local Offer](#), supporting young people with special educational needs and/or Disabilities and their parent carers. Including details of schools within B&NES and direct links to their SEN Information reports, age related information about Education Health and Care Plans (EHCP's), services offering information advice and support, health and wellbeing, keeping safe, learning and training opportunities and dedicated pages supporting young people preparing for adulthood.

Keeping Safe

Safety at Home

It is important for children to play and explore their world but you need to make sure they are safe.

If you would like to talk about home safety call your health visitor.

The two most common unintentional injuries are poisoning and burns and scalds in children under 2 years. Most people are careful with tablets they get on prescription from their doctor, but other medicines can be harmful, as can products we have around in the home. These include:

Poisoning

- Aspirin
- Paracetamol
- Iron tablets
- Cleaning products such as bleach, toilet cleaners, washing powder, dishwasher tablets and cleaning sprays
- E cigarette liquids
- Alcohol
- Cosmetics



Button Batteries

If your child swallows a button battery it can get stuck in their food pipe. It can burn through to the main artery and badly harm or even kill them. This can happen very quickly. Your child can find button batteries in things like:

- Remote controls
- Key fobs or key finders
- Musical Cards & books
- Light-up toys and novelty items
- Night lights
- Digital scales
- Thermometers
- Old toys in the toybox



Children may also find spare batteries that are stored within reach or have fallen from the pack. Even used 'flat' batteries still hold enough charge to be dangerous.

Burns and Scalds

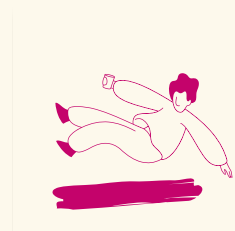
- Hot drinks are the main cause of scalds in young children.
- Take care with things like irons, hair straighteners and kettles.
- Keep children away from wood burning stoves



Avoiding Serious Falls

To avoid serious falls:

- Change nappies on the floor
- Don't put baby chairs/ seats on raised surfaces
- Don't leave babies unattended on a raised surface (eg. bed, changing table)
- Always use the harness correctly for a child in a highchair. Use a 5 point harness on highchairs and pushchairs
- Use safety gates until age 24 months to avoid falls on steps. Ask your health visitor to see whether you qualify to have these fitted
- Use the correct safety gate for location and always close them
- Carpets and handrails can make stairs safer
- Supervise and teach children where not to climb
- Use window locks and restrictors



Child Accident Prevention Trust has a fact sheet on preventing serious falls in children - <https://capt.org.uk/wp-content/uploads/2022/07/Falls-fact-sheet.pdf>

Safer sleep for under 1's

Always put your baby on their back for every sleep, day and night, as the chance of SIDS is particularly high for babies who are sometimes placed on their front or side. Give your baby a clear, safe sleep space in the same room or area as you.



Some parents choose to share a bed with their baby. It is important for you to know how to do this safely and that there are some circumstances in which bed-sharing with your baby can be very dangerous. Make sure that your baby's sleeping area is a comfortable temperature.

With so many products on the market, it can be easy to get confused about what babies should sleep in or on. Remember, the safest mattresses for your baby are firm and flat and have a waterproof cover. The Lullaby Trust offers more information on safe sleep.


www.lullabytrust.org.uk/safer-sleep-advice/

For more information about keeping safe at home, visit Child Accident Prevention Trust at <https://capt.org.uk/>

Fire Safety

Fires can spread quickly on a boat or in a caravan. Smoke alarms save lives. Carbon Monoxide detectors can protect you from CO gas poisoning. Test your alarm batteries once a week. Avon Fire & Rescue Services can sometimes provide free carbon monoxide alarms for boat dwellers.



Call  **01179 262 061** for further information.

Further information on how to avoid fires in caravans or on boats can be found in two other leaflets:

Fire Safety on boats - PDF

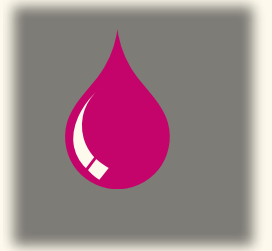
Fire Safety for Gypsies and Travellers - PDF

Fire Safety on Boats www.gov.uk/government/publications/fire-safety-on-boats
Fire Safety for Gypsies and Travellers www.gov.uk/government/publications/fire-safety-for-gypsies-and-travellers

These and other leaflets about fire safety can be found at www.direct.gov.uk/firekills

Water Safety

The chances of being infected by a serious water-borne infection are very low, however, our inland waters, such as in canals and rivers do contain bugs that can make you poorly. Some simple steps can help reduce the risk of this. (take a look at latest guidance)



- Never swallow canal, river or puddle water
- Wash your hands after touching this type of water especially before handling food.
- Cover cuts and abrasions so that water can not reach them

If you do feel ill after being in contact with canal or river water you will probably recover without the need for treatment. Get plenty of rest and drink lots of fluids. If symptoms persist or are very severe or if you have other medical conditions or it is a child that is ill then seek medical advice. This could be through your doctor or by visiting the NHS Choices website or calling 111.

NHS Choices  **111** www.nhs.uk

Further tips on water safety and avoiding drowning are available on the following pages:

<https://canalrivertrust.org.uk/enjoy-the-waterways/safety-on-our-waterways/water-safety-tips-for-boaters/winter-water-safety-tips-for-boaters>

<https://canalrivertrust.org.uk/enjoy-the-waterways/safety-on-our-waterways/water-safety-tips-for-boaters/summer-water-safety-tips-for-boaters>

Car Safety

Children under the age of 12 or 135cms tall need to have the correct car seat. Your health visitor can advise you on car seat safety further.

Visit www.goodeggcarsafety.com for more information.



Toy and Other Product Safety

Buy wise and be safe. Information to support informed purchases enabling families to buy with confidence when choosing equipment for children aged five and under can be found on the following web address:

<https://www.tssw.org.uk/work-areas/product-safety/>



Family Violence

Being hurt or bullied by someone close to you can make you feel alone and cut off from family and friends. It can leave you feeling worried or “nervy”. Being bullied by a partner or family member can make you feel worthless and useless.

It is abusive to force anyone to do sexual things they are not comfortable with when in a relationship or marriage.

Children are always affected by seeing a parent being bullied or controlled.

It is important to remember that it is not your fault. You will be believed no matter what has happened in the past.

There are lots of people that can help you. Do not suffer in silence, talk to someone



National Domestic Violence Helpline (24-hour, Free) ☎ **0808 2000 247**

Julian House RENEW Service ☎ **01225 354650**

Southside

Provides support for families in Bath and North East Somerset on a range of issues including domestic abuse.

☎ **01225 331243**

Keeping Children Safe

The Children and Families Assessment Team offer advice to anybody who may have concerns for their own children or anybody else’s children they believe are at risk of harm. Do not hesitate to call if you are worried.

☎ **01225 396312** or ☎ **01225 396313** ☎ **01454 615165** (outside normal office hours)

Emergency Services

Ambulance - for a medical emergency call 999



Fire - in event of a fire call 999

Police emergency - call 999


Police non-emergency - call 101

If you are on the canal please help emergency services find you as quickly and easily as possible. The best way to do this is to tell them your nearest bridge number if known.





 **999**
 **111** (non emergency)



 **999**




 **999** (Police emergency)
 **101** (non emergency)


Hate Crime

Hate crime is an offence committed against property, an individual, group or community that is motivated by the offender's hostility or prejudice because of a victim's sexuality, disability, religion or belief, race or ethnicity. Visit the [Council Website](#) to find out more. If you feel you are a victim of hate crime there is support available:

Sari (Stand Against Racism & Inequality) - Provides free and confidential support for anyone who is a victim of hate crime across Avon & Somerset. Visit their website at <https://saricharity.org.uk/>.

 0117 942 0060 (24 hours)


Victim Support - provide free and confidential help to people who have been affected by crime in Avon & Somerset.

 0845 456 6099 (Mon-Fri 8am-8pm)

LGBTQ+

SPACE aim to provide a safe space that you can be yourself in and get information and support on LGBTQ+ issues.

Visit their webpages at <https://www.offtherecord-banes.co.uk/space-lgbtq>.

 01225 312 481 Email: space@offtherecord-banes.co.uk

Healthy Living

Even small changes to your lifestyle can help you:

- Improve your health
- Cut the risk of illness
- Feel better in yourself and in better mood



The Community Wellbeing Hub offers FREE support and advice to help you make healthier choices. They offer individual face to face and/or telephone help to:

- Stop smoking
- Lose weight
- Eat a healthier diet
- Get more physically active
- Learn more family cooking skills

Community Wellbeing Hub Website ☎ 0300 247 0050
BATHNES.thehub@hcrccaregroup.com

Free NHS Health Checks

Even though you may be feeling great, if you're over forty you may be at risk of heart disease, stroke, kidney disease, diabetes or dementia. A free NHS Health Check can help you reduce these risks and stay healthy. If you are registered with a GP in Bath and North East Somerset, are aged between 40 and 74 years and do not have a related pre-existing condition you will be invited for a free NHS Health Check once every five years.



It takes about 20–30 minutes and includes simple tests to check cholesterol, blood pressure and Body Mass Index (BMI). You will receive the results of these tests at the end of the Health Check and a health professional will explain what they mean for you. You will be given personalised advice on how to lower your risk and stay healthy. Treatment or medication may be prescribed to help you maintain your health. (need to highlight this section with group)

For more information visit: www.nhs.uk and search for NHS Health Checks

For free tools and support to kickstart your health <https://www.nhs.uk/better-health/>

Some local pharmacies in B&NES also offer NHS Health Checks for those not able to get to a GP surgery.

For details of participating pharmacies call ☎ 01225 394067 or email public_health@bathnes.gov.uk

Giving up Smoking

Stopping smoking is one of the best things you will ever do for your health. It's never too late to quit smoking. Those who get support are four times more likely to quit than those who go it alone. Whether you've attempted to quit before, been thinking about it for a while, or are only just considering stopping, help is available.

There are lots of different support options and tools available, so you can find the right way to quit for you!



[Click here for the Better Health website](#) where you will find lots of useful information about stopping smoking. There is also the opportunity to get your free personalised quit plan. You can also download the free NHS Quit Smoking App through this website, allowing you to track your progress, see how much you are saving and receive daily support.

If websites and apps aren't your thing and you'd prefer to talk to someone, you can call the free National SmokeFree Helpline on **0300 123 1044** (England only) where you can talk to a trained advisor for advice and support. Lines are open Monday Friday 9am-8pm and Saturday and Sunday 11am-4pm.

There is also the B&NES local stop smoking service, provided by the HCRG Care Group, who has trained advisors that can arrange a chat over the phone, or face to face if you'd prefer. You can contact them on **0300 247 0050**, or can email [**BATHNES.thehub@hcrccaregroup.com**](mailto:BATHNES.thehub@hcrccaregroup.com)

The local service is available to smokers aged 12 years and over, who live and work in Bath and North East Somerset. There are also fully trained Health in Pregnancy Advisors who can support pregnant people to stop smoking during their pregnancies. This service is available directly through the midwife service and is completely free of charge.

There are a range of nicotine replacement treatments available to help you on your quit journey, including vaping devices. You can also choose to speak to your GP, or ask if there is a smoking cessation advisor at your local pharmacy (not available in all pharmacies across B&NES).

This is an NHS funded service and the service itself is therefore of no cost to you. However, if you pay for your prescriptions, some of our medications may incur a small prescription charge.

Good luck and don't give up, on giving up!

Doing More Exercise

Regular exercise makes you feel better and reduces your risk of a heart attack and stroke. It can also help with worry, bad nerves, and feeling down. Try to do 30 minutes each day. Visit your local leisure centre to find out about swimming, classes and using the gym.

You can find a more complete list of facilities on our website:

<https://beta.bathnes.gov.uk/find-leisure-centre-or-sport-facility>

www.bathnes.gov.uk/getactive

Here is a list of some of our GLL Centres

Bath Pavilion ☎ **0330 123 1500**

Bath Sports & Leisure Centre ☎ **01225 486905**

Culverhay Leisure Centre ☎ **01225 480882**

Keynsham Leisure Centre ☎ **01225 439680**

Odd Down Sports Ground ☎ **01225 300420**



Eating for Health

Small changes in what you eat can make a big difference to your health.

Try to eat more fruit and vegetables. Aim for 5 pieces a day.

Try to cut down on salt, sugar and fat.

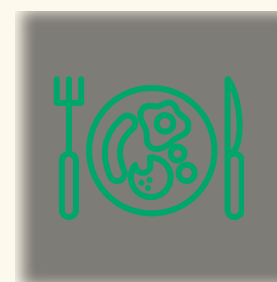
For local support around healthy eating and weight contact:

Wellbeing Service B&NES ☎ **0300 247 0050**

<https://bathneshealthandcare.nhs.uk/wellness/>

For ideas and advice about healthy eating visit Better Health at

www.nhs.uk/healthierfamilies



Healthy Start

If you are more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk.

Find out more at www.healthystart.nhs.uk or call ☎ **0300 330 7010**.

B&NES Food Finder

B&NES food finder is a list of food clubs and pantries available in Bath and North East Somerset provided by organisations offering affordable food or emergency food parcels for those who meet the qualifying criteria. You can access the service by visiting the following website:

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

Alcohol

Think about what you drink. Try to keep to lower risk drinking limits:

Men: no more than 3 – 4 units a day

Women: no more than 2 – 3 units a day

Try to have at least 48 hours without drinking alcohol. This gives your liver a chance to recover.



What is a unit?

1 unit is typically: Half-pint of regular beer, lager or cider; 1 small glass of low ABV wine (9%); 1 single measure of spirits (25ml)

The following drinks have more than one unit: A pint of regular beer, lager or cider, a pint of strong /premium beer, lager or cider, 440ml regular can cider/lager, 440ml 'super' lager, 250ml glass of wine (12%) or a bottle of wine.

If you need help with cutting down or stopping drinking there is lots of help available.

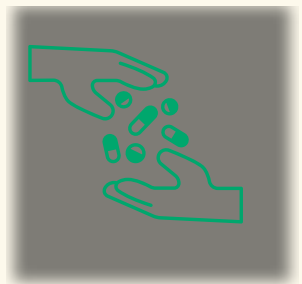
DHI Drug & Alcohol Service ☎ 01225 329 411

Drinkline National (24 hour helpline) ☎ 0800 917 8282 ☎ 01225 329 411

www.drinkaware.co.uk

Drugs

There are many ways to get help if you are worried about drugs. You can talk to someone about your own drug use or if you are worried about someone else. You can call Frank, the national drugs helpline to speak to a trained adviser. You do not need to give your name.



National Drugs Helpline (Frank) ☎ 0300 123 6600 www.talktofrank.com

For support for young people 11-17 years, contact Project 28 based in Bath

Project 28 ☎ 01225 329411

Homeless Health Outreach and drop in service run by Julian House

☎ 01225 311991 or ☎ 07905916683

Gypsy Traveller and Boater Outreach Service run by Julian House ☎ 01225 354650

DHI Drug and Alcohol Service

Drinkline National 24hr helpline ☎ 0800 917 8282 ☎ 01225 329411

www.drinkaware.co.uk

Emotional Health and Wellbeing

It is natural to feel different emotions and sometimes be sad. Good mental health is about knowing when you are struggling more than usual and need some support and advice. Mental health can be affected by relationships, bereavement, stress or looking after someone who couldn't manage on their own. If you are worried about your mental health, talk to your GP.



They will ask you about how you've been feeling and will be able to direct you to the help you need. You can also call NHS Direct on 111 if you are worried and can't get to your GP for any reason.

The Samaritans are also there to help. You can talk to them any time you like, in your own way, and off the record – about whatever is getting to you.

Samaritans ☎ **116 123** or email jo@samaritans.org

Mental Health

It is said that one in four of us will be affected by mental illness at some point in our lives. Whether you suffer from short term periods of anxiety or depression or chronic conditions like bipolar condition or schizophrenia, help and support is available. If you are looking after someone, it can take its toll on your mental health, so it's really important you get the support you need too.

The [Council Website](#) can link you to local services and further information

Bath MIND ☎ **01225 316 199** www.bathmind.org.uk

Gypsy Traveller and Boater Outreach Service

run by Julian House ☎ **01225 354 650**

Wellbeing College

The Bath and North East Somerset Wellbeing College runs courses that aim to help people gain knowledge, skills and confidence to manage their own health and wellbeing needs or those of someone they care for.




Wellbeing College ☎ **01225 831820**


www.wellbeingcollegebanes.co.uk

Education and Early Years

The Traveller Education Service (TES) work with schools and families in Bath and North East Somerset and support children to access and succeed in schools and home education. You can contact this service for educational advice and support on the following numbers:



 **07917 243 856** - Lucie Barber

 **07818 685 865** - Sharon Brown

Early Years

The Government provides a funded universal entitlement for all 2, 3 and 4 year old children to attend an early years provider, starting the term after the child's 2nd birthday. This is called Early Years Entitlement, or EYE. The entitlement is designed to be flexible (subject to availability), so that you can choose where you would like your child to go and what hours they will attend.

Visit the following pages for more information:

- [0 to 5 years | Bath and North East Somerset Council \(bathnes.gov.uk\)](https://www.bathnes.gov.uk)
- [Childcare for two, three and four year olds | Bath and North East Somerset Council \(bathnes.gov.uk\)](https://www.bathnes.gov.uk)

If your child is 3 or 4 and not yet in school, you can get 15 hours of free childcare. You can go to a nursery, pre-school or childminder who will arrange this for you.

[Live Well B&NES Children and Families](#) provides details of Ofsted registered childcare providers (including holiday club provisions) within Bath and North East Somerset, and is the best place to begin your search for childcare provision.



There are Children's Centres in different areas where you can go with your child. Children's Centres can provide advice and information about other services available to you and your child.

[Find a Children's Centre | Bath and North East Somerset Council \(bathnes.gov.uk\)](https://www.bathnes.gov.uk)

Full details of childcare funding, eligibility and how to apply can be found within the [Live Well B&NES Children and Families Childcare pages](#).

You will also find signposting to parenting and family support, health and wellbeing (including mental health), cost of living advice and guidance, training/skill development opportunities and social and community activities.

School

Your child can go to school from the September after their 4th birthday. Even if you are only in the area for a short time you can put your child into school. It does not matter if they already have a school place in another area. The school your child attends most often (called a base school) will keep your child's place open while they are temporarily at a different school.

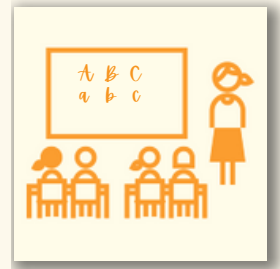
If you need help in finding a place for your child in school, help with applications, going to an induction meeting, or other advice about your child's education, ring the Traveller Education Service on:

☎ 07917243856 ☎ 07818685865.

If you are on a low income, you may also be able to get free school meals for your children. You will need to know your National Insurance number.

Free School Meal Service ☎ **01225 394317** or apply online at:

[Apply for free school meals | Bath and North East Somerset Council \(bathnes.gov.uk\)](http://bathnes.gov.uk)



Further Education

If you are 16 or older and want to do college courses you can ring the Traveller Education Service (TES) on any of the following numbers:



0145 486 262
07917 243 856
0781 865 865



Alternatively, contact Bath college on ☎ **01225 312 191** or email **info@bathcollege.ac.uk** for advice and information.

You can visit their website at **www.bathcollege.ac.uk**.

If you do not have qualifications already there are still lots of opportunities for you, speak to the Traveller Education Service for more information or read about what's on offer in Bath and North East Somerset **[here](#)**.

You can also get advice and support from **Youth Connect South West** - A charity that helps young people get back into education. Visit their website at **www.youthconnectsouthwest.org.uk**

☎ or call **01225 396 980 / 07530 263 214** or email **Contact@ycsw.org.uk**

Details of **[post 16 options](#)** that are available to young people can be found on the young people's pages on Live Well B&NES. These include details of colleges, apprenticeships, internships, additional learning courses, alternative provisions and more.

Elective Home Education (EHE)

The EHE Team provide support and advice for families who have chosen to home educate their children in B&NES. Please let the EHE team know if you move into the B&NES area and are already home educating your children. You can contact the EHE team by phone on

☎ **01225 394454** or via email at EHE@bathnes.gov.uk.

Sendias Bathnes

Sendias Bathnes offer impartial and confidential information advice and support to children and young people with special educational needs and disabilities (SEND), and their parents and carers.

If your child has additional needs or special educational needs (SEN) or disabilities, their educational setting can offer extra support.

Sendias Bathnes can provide information, advice and support to make sure that you have all of the information needed to be involved and make informed decisions in relation to your child or young person's education . Sendias Bathnes can also work directly with children and young people to ensure that their voices are heard, and they are empowered to plan for their future. They help from initial concerns through to complex appeals.

Visit them online at <https://sendiasbathnes.org.uk/form/get-in-touch>.

☎ 01225 394382 (landline)

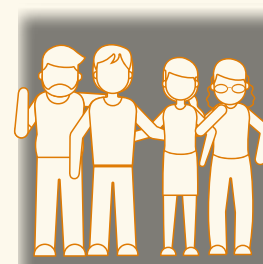
☎ or text 07530263401 (mobile)

Email – sendias@bathnes.gov.uk

Live Well B&NES provides details of the SEND Local Offer, supporting young people with special educational needs and/or Disabilities and their parent carers. Including details of schools within B&NES and direct links to their SEN Information reports, age related information about Education Health and Care Plans (EHCP's), services offering information advice and support, health and wellbeing, keeping safe, learning and training opportunities and dedicated pages supporting young people preparing for adulthood.

Young People

For older young people you can find dedicated [young people's information pages](#) providing relevant support and signposting to support groups, services and opportunities. This includes support for wellbeing and mental health, post 16 options, staying safe, and supporting young people with SEND and additional needs.



Places to Live

Pitches

The Council, in partnership with Elim Housing, have a number of permanent and temporary pitches for Gypsies & Travellers. For further information on the permanent pitches contact the Council's Homesearch Team. Visit them online at www.homesearchbathnes.org.uk.



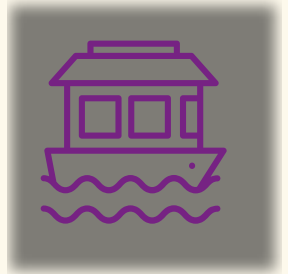
Home Search Team ☎ **01225 396118**

Carrswood View, Lower Bristol Road, Bath is managed by Elim Housing and has 11 residential pitches and 2 transit pitches at the site. For more information contact Elim Housing directly.

Elim Housing ☎ **01454 411172**

Moorings

In the Bath and North East Somerset area there are two marinas located on the River Avon:



Saltford Marina ☎ **01225 872226**

Phoenix Marine ☎ **0117 9864181**

If you are facing enforcement from Canal and River Trust (CRT) for non compliance of continuous cruising guidance, and would like advice, you can contact the following people.

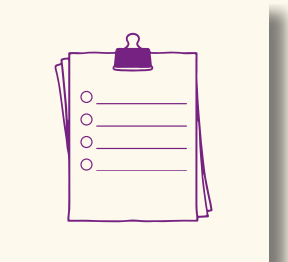
Gypsy, Traveller & Boater Support Service ☎ **01225 354650**

Kennet & Avon Boating Community - Email: info@boatingcommunity.org.uk

Sean Williams (Welfare Officer CRT) ☎ **07881002748**

Planning Advice

Planning Aid provides free, independent and professional planning advice and support to communities and individuals who cannot afford to pay planning consultant fees.



Planning Aid South West Helpline www.rtpi.org.uk/planning-aid

Social Housing

The council and housing associations have houses and flats for rent but they are in demand and you may have to wait a long time to get one. If you would like to apply for a council house or flat please contact the Homesearch Team.



Homesearch ☎ **01225 396118**

Housing Options and Advice

If you would like to talk to a housing adviser about any concerns you have about your current housing situation, call Housing Options on:

Housing Options ☎ **01225 396296**

If you are interested in buying land in the area and getting planning permission for living in a caravan on that land, you will need to get advice from the Council Planning Department. Contact them on:

Council Customer Services (press option 5 for Planning) ☎ 01225 394041

Keeping Warm

There are services and initiatives that can help keep you or your home safe and warm through the winter months if you are finding it difficult. You can call the Council's Housing Services advice line free on:



Council's Housing Services ☎ **0800 082 2234**

Julian House Outreach and Drop in Service, provide access to free hot meals, internet and telephone, showers, laundry, benefit and housing support. Visit Julian House at 1 Manvers Street Bath, BA1 2BN.

Julian House Outreach and Drop in Service ☎ **01225 311991**

Energy At Home Advice Line

For information and signposting on energy advice related to home improvements or grant schemes visit <https://www.energyathome.org.uk/>. Alternatively call ☎ **0800 038 5680** or **01225 396 444** if you prefer to call a landline.

Work, Money and Benefits

Work

If you are self-employed in the BANES area you may need a permit to do your work.



Scrap metal

All scrap metal dealers must register with their local authority. In BANES you need to register with the council's licensing team.

Pedlars' certificate

A pedlars certificate is a certificate that allows a person to sell goods (usually trinkets, household goods and other handmade objects), whilst on foot. You can get one from the chief of police in the area where you live. You must be aged over 17 to apply for a certificate.

Avon and Somerset Constabulary ☎ 101

Showmen's Guild of Great Britain

The main aim of the Showmen's Guild is to protect the interest of its members – travelling show people, who gain their livelihoods by attending funfairs.



Showmen's Guild Western Section 1 Broad Lane, Yate, Bristol, BS37 7LD

Showman's Guild Western Section ☎ 01454 228890

Visit <https://showmensguild.co.uk/> for more information.

Help with money and debt

One Stop Shops

You can access a wide range of Council Services and get help and advice from a number of other public and voluntary organisations in one place



Bath One Stop Shop, 3-4 Manvers Street, Bath, BA1 1JQ

Riverside, Temple Street, Keynsham, BS31 1LA

The Hollies, High St, Midsomer Norton, BA3 2DP

Cash First Leaflet

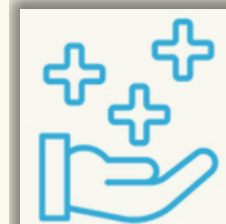
If you're struggling to make ends meet advice and support is available. The Cash First Leaflet and checklist will help you understand how best to get support. You can find the B&NES Cash First Leaflet and signposting checklist at

www.worryingaboutmoney.co.uk/bath-and-north-east-somerset.

Benefits

The benefits system provides practical help and financial support if you are unemployed and looking for work. It also provides you with extra income when your earnings are low, if you are bringing up children, are retired, care for someone, are ill or have a disability.

For advice about Housing and Council Tax Benefit visit one of the Council's One Stop Shops in Bath, Keynsham and Midsomer Norton or call the number below:



Council One Stop Shop ☎ **01225 477777**

Further financial support to help pay for essential daily living needs, household items or bills may also be available from the Welfare Support Scheme at Bath and North East Somerset Council.

Welfare Support Scheme ☎ **01225 477277**

For information and advice on Income Support and Incapacity Benefit call:

Job Centre Plus ☎ **0800 055 6688**

For information about Pension Credit call the Pension Service:

Pension Services ☎ **0800 731 7898**



Useful Contacts



Ambulance - In a medical emergency call **999**

Fire - in event of a fire call **999**

Police emergency - call **999**

Police non-emergency - call **101**



Sexual Health - For clinic times and appointments

visit ruh.nhs.uk/sexualhealth

or call **01225 826855**.



To find your local midwife call the **Community Midwifery office**.

Chippenham Birthing Centre - **01259 456434**

Paulton Hospital - **01761 412107**

Healthy Start

Call 0300 330 7010 or

visit www.healthystart.nhs.uk

if you are more than 10 weeks pregnant or have a child under 4 to find out if you are entitled to get help to buy healthy food and milk.



Lullaby Trust - For information and advice call - **0808 802 6869**.

For bereavement support call - **0808 802 6868**.



To find who your health visitor is, call the health visiting administrator on **01225 831 794**.



Call **111** or visit www.nhs.uk to:

- Find your nearest Dentist
- Find out about Covid-19 vaccination centres near you
- Health Checks



Royal United Hospital (RUH) Bath
Address: Combe Park, Bath, BA1 3NG
Call 01225 428331.



Paulton Hospital Minor Injuries Unit
Address: Paulton Memorial Hospital,
Salisbury Road, Paulton BS39 7SB.
Call **01761 408114**.



Adult Social Care and Health - for advice on services for adults with care needs.
Call **01225 396000**.

Age UK - Find them online at www.ageuk.org.uk or call **0800 169 6565**.



Call Avon Fire & Rescue Services on **01179 262 061** for information on free carbon monoxide alarms for boat dwellers.



Useful Contacts



National Domestic Violence Helpline

Call **0808 2000 247** (free, 24-hrs a day)

Julian House RENEW Service

Call **01225 354650**.

Southside (IDVA) - 01225 331 243

Provides support for families in B&NES on a range of domestic abuse issues.

The Children & Families Assessment Team

Call **01225 396312/ 01225 396313** or

Call 01454 615165 (outside office hours), for advice or if you have concerns about a child or feel they are at risk of harm.

Sari (Stand Against Racism & Inequality) -

Call **0117 942 0060** (24 hours).

For free & confidential support for anyone who is a victim of hate crime across Avon & Somerset.

Victim Support

Call **0845 456 6099** (Mon-Fri 8am-8pm), for free and confidential help if you have been affected by crime in Avon & Somerset.

SPACE - Call 01225 312 481 or

Email: space@offtherecord-banes.co.uk

for a safe space & information and support on LGBTQ+ issues.



Better Health

Visit <https://www.nhs.uk/better-health/> for free tools and support to kickstart your health.

Some local pharmacies in B&NES offer NHS Health Checks for those not able to get to a GP surgery.

For details of participating pharmacies call **01225 394067** or email public_health@bathnes.gov.uk.

Wellbeing Service B&NES

Call 0300 247 0050 for local support around healthy eating and weight.



Community Wellbeing Hub

Call **0300 247 0050** or email

BATHNES.thehub@hrcrgcaregroup.com.



GLL Centres:

Bath Pavilion - 0330 123 1500

Bath Sports & Leisure Centre - 01225 486905

Culverhay Leisure Centre - 01225 480882

Keynsham Leisure Centre - 01225 439680

Odd Down Sports Ground - 01225 300420



Useful Contacts



DHI Drug & Alcohol Service

Call **01225 329 411**

Drinkline National (24 hour helpline)

Call **0800 917 8282/ 01225 329 411**

or visit www.drinkaware.co.uk

Homeless Health Outreach and drop in service - run by

Julian House

Call **01225 311991** or

07905916683.

National Drugs Helpline (Frank)

Call **0300 123 6600** or visit

www.talktofrank.com.

Project 28, Bath

Call **01225 329411** if you are between
11-17 years old and looking for support.

Gypsy Traveller and Boater Outreach Service - run by Julian House - Call

01225 354650



National SmokeFree Helpline

Call free on **0300 123 1044**

Monday Friday 9am-8pm

Saturday and Sunday 11am-4pm.

to speak to an advisor.

((England only)

B&NES stop smoking service,

(HCRG Care Group),

Call **0300 247 0050** or email

BATHNES.thehub@hcr'gcaregroup.com

to speak to an advisor.



Samaritans - Call **116 123**

or email jo@samaritans.org

for mental health support.

Bath MIND - Call **01225 316 199**

or visit www.bathmind.org.uk.

Gypsy Traveller and Boater

Outreach Service run by

Julian House

Call **01225 354 650**.

Wellbeing College

Call **01225 831820** or email

www.wellbeingcollegebanes.co.uk

to find out about wellbeing courses.



Useful Contacts



Traveller Education Service (TES)

Call **0145 486 262**

Call 07917 243 856 - Lucie Barber

Call 07818 685 865 - Sharon Brown

for educational advice and support.

Youth Connect South West

Call **01225 396 980/ 07530 263 214.**

Email at Contact@ycsw.org.uk

Web: www.youthconnectsouthwest.org.uk

Bath college

Call **01225 312 191** or

email info@bathcollege.ac.uk

for advice and information.

Visit their website at www.bathcollege.ac.uk.

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They can be contacted by phone on

01225 394454 or via email at

EHE@bathnes.gov.uk.

SENDIAS - Call **01225 394382** (landline)

For help for children with additional needs.

Text 07530263401 (mobile)

Email – sendias@bathnes.gov.uk

Or visit them [online](#).

Free School Meal Service

Call **01225 394317** or apply [online](#).



Home Search Team

Call **01225 396118** for

information on pitches or to apply for a council house or flat.

Visit www.homesearchbathnes.org.uk.

Elim Housing - Call **01454 411172**

for information on temporary pitches.

Housing Options & Advice

Call **01225 396296**

to talk to an advisor if you

have housing related concerns.

Council Planning Department

Call Council Customer Services

on **01225 394044** then

press option 5 for Planning.



Moorings:

Saltford Marina - **01225 872226**

Phoenix Marine - **0117 9864181**

Gypsy, Traveller & Boater Support Service

Call **01225 354650** for advice & Support if

you are facing enforcement from the

Canal & River Trust (CRT)

Kennet & Avon Boating Community

Email: info@boatingcommunity.org.uk

Sean Williams (Welfare Officer CRT)

Call **07881002748**.



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Call **01225 311991**

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Avon & Somerset Constabulary

Call **101** for a pedlars certificate.



Showman's Guild Western Section

Call **01454 228890**

Visit <https://showmensguild.co.uk/> for more information.



Council One Stop Shop

Call **01225 477777**

Welfare Support Scheme

Call **01225 477277** for financial support and help paying for household items & bills.

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Call **0800 055 6688** for information and advice on income Support and Incapacity Benefit.

Pension Services

Call **0800 731 7898** for advice on pension credits.

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