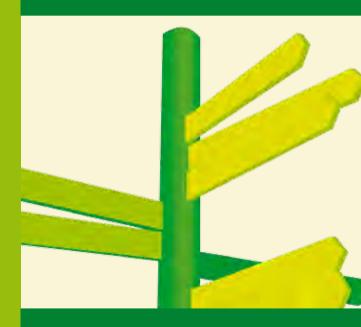
BATH HOMELESSNESS GUIDE

Where to get the help you need, when you need it



Produced on behalf of the Bath and North East Somerset Homelessness Partnership, Nov 2011

Sponsors

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Bath Abbey is a dynamic city-centre church which welcomes thousands of local people and visitors to worship each year. Its congregations have long shared an awareness and concern for the issue of homelessness and its continued effect on many in the city today.

In response to this, the Abbey, along with Future Bath Plus, appointed a Homelessness Initiative Manager to support and encourage the agencies working with the homeless in Bath.

In 2008, the congregation of he Abbey again demonstrated their commitment to support the Homelessness Initiative by funding the first edition of this Guide. This second edition reflects some changes in services, opening times and Agency locations, but we hope is every much as successful and well received as the original

This guide was produced by the Social Publishing Project. For further information contact jeff@socialpublishingproject.com.

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Introduction

Introduction

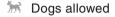
Bath's Homelessness Partnership have worked together to produce this guide, to offer support and information for anyone finding themselves homeless, or at risk of becoming homeless, in Bath and North East Somerset. It is intended to be a brief guide of the services available, when, and where, across the city and county.

For most services, you can self-refer or drop in, but others will need to be contacted on your behalf, by your keyworker or another agency. Other services may ask you to make an appointment and to call back, or redirect you to services more appropriate to your need. Opening times and costs are correct at the time this guide was printed but may have since changed. The symbols below each entry explain who the Service is for and other access issues – for example, if you can take your dog in, or if you can attend if you have been drinking.

The map on page 36 will help to guide you around the city.

Key Symbols

Key to Symbols



Mixed (male & female)

Male only

Female only

Families

Phone first

Bed for night

Local connection

Out of hours

Just go along

Need to be claiming benefits

Refugees/migrant workers

Rough sleepers

Interpreting service available

Disabled access/ facilities Hearing loop

Alcohol allowed

Prescribed drugs allowed

Age

18+ Age limit

Primary healthcare

Mental health services

Housing advice

Support from key workers

Showers, etc

Clothing / sleeping bags

Food

Advice on benefits

Training and education

Work or volunteering opportunities

Internet access available

CHAPTER 1 ADVICE AND INFORMATION

Whether you are homeless or facing homelessness, get advice as early as possible. You will need to get referred for many of your housing options, so getting the right advice quickly is important. This guide will help but if you can use the internet, you can do your own research about help available.

BATH & NORTH EAST SOMERSET COUNCIL HOUSING ADVICE (HOUSING OPTIONS AND HOMELESSNESS TEAM)

- □ Lewis House, Manvers Street, Bath
- □ The Hollies, Midsomer Norton
- **© 01225 396296**
- housingoptions_adviceteam@bathnes.gov.uk

Help to keep or put a roof over your head: claiming benefits, affordable rent deposits, dealing with debt and rent arrears, negotiating with landlords to prevent eviction, joining Homesearch (the housing register), temporary housing for vulnerable homeless people, referral to supported housing projects and private sector housing. Out of hours duty team: Tel 01454 615165

Open Mon, Tues, Thurs 8.30am-5pm, Weds 9.30am-5pm, Fri 8.30am-4.30pm. Council Connect Office in Keynsham on Thursday mornings 9.30 – 12.30 The Hollies open Tue 9.30am-12.30pm



BATH AND NORTH EAST SOMERSET HOUSING SUPPORT GATEWAY

- **© 01225 477972**
- Supporting_Peopleteam@bathnes.gov.uk

For housing related support in B&NES you can apply online for a service via Bath and North East Somerset Housing Support Gateway. This is a secure web-based 'Single Point of Access' and will enable people who need help to join a single waiting list and be 'matched' to services that can help.

CITIZENS ADVICE BUREAU

- □ 2 Edgar Buildings, George Street, Bath BA1 2EE
- ☑ Information Centre, Town Hall, Keynsham, BS31 1EF
- □ Town Hall, Midsomer Norton, BA3 2HQ
- **© 0844 8487919**
- www.cab-banes.org | www.adviceguide.org.uk

The CAB offer free impartial independent advice on Debt, Housing, Benefits, family, legal matters, immigration, and more. Sometimes you will need an appointment, others you can just drop in. See website for details.



CONNEXIONS

Connexions West is a targeted service providing information, advice, and guidance about planning for the future and looking for work, with young people aged 13-19. Support may be offered to age 25 if you have a physical or learning disability.



FREEDOM PROGRAMME

Information and education for women who have experienced domestic abuse. 12 weekly two hour sessions with crèche. Confidential and supportive environment with positive outcomes.



GENESIS TRUST LIFELINE CENTRE

☑ The Forum Buildings, Corn St Entrance, Bath BA1 1UF

🖔 01225 329263 🖳 www.genesistrust.org.uk

Drop-in centre offering listening, advice and signposting to other services (including benefits). The Lifeline Centre offers a friendly environment where clients can sit and enjoy a hot drink and a chat with others, including volunteers and befrienders.

Open Mon-Fri 2pm-4pm.



LIBRARY

□ First Floor, The Podium, Bath BA1 5AN

© 01225 394041

Information and internet access. Call for opening times.



OFF THE RECORD

□ Open House Centre, Manvers Street, Bath BA1 1JW

www.offtherecord-banes.co.uk

Free and confidential advice services for young people, including advocacy, information and counselling. Support also offered to Young Carers, Young parents and those with a Care history. Call for opening times



RACIAL EQUALITY COUNCIL

□ 5 Pierrepont Place, Bath BA1 1JX

© 01225 442352

Advice, information and advocacy on services and rights.

REACH FLOATING SUPPORT SERVICE

□ DHI Information Takeaway, 31 Monmouth Street, BA1 2AN

© 01225 422156/ 07917 637846

info@dhireach.org.uk www.dhireach.org.uk

Provides housing related support to those experiencing accommodation difficulties including rough sleepers. Practical and emotional support to develop independent living and life skills.

SAMARITANS

% 0845 7909090 (national) 01225429222 (local)

🖳 www.samaritans.org 🥏 jo@samaritans.org

Emotional support for anyone in crisis.

SHELTER

% 0808 8004444

www.shelter.org.uk

Housing advice helpline.

SSAFA FORCES HELP

© 0845 6099902

■ www.ssafa.org.uk info@ssafa.org.uk

Advice and support for those who serve or have served in the armed forces.

VETS



hopeproject@dogstrust.co.uk

The Dog Trust Hope Project provides a card and reference number, following registration, which allows owners to take their dog to any participating vet.

Julian House can make applications. See entry P12

Rough Sleeping

CHAPTER 2 ROUGH SLEEPING

Sleeping rough is dangerous but if you have no other choice, try to sleep near other people and never directly on the ground (at least on some cardboard). You'll stay warmer if you keep your head, hands and feet covered and if you eat or drink something warm before going to sleep. Remember that alcohol lowers your body heat.

ROUGH SLEEPERS OUTREACH WORKERS

□ DHI Information Takeaway, 31 Monmouth Street, BA1 2AN



info@dhireach.org.uk www.dhireach.org.uk

Reach provides outreach support to rough sleepers in Bath to help them access appropriate support and accommodation



Day Centres

CHAPTER 3 DAY CENTRES

Staff at Bath's day centres will usually be able to point you in the right direction for the services you need.

GENESIS TRUST LIFELINE CENTRE

☑ The Forum Buildings, Corn St Entrance, Bath BA1 1UF

© 01225 329263

www.genesistrust.org.uk

Drop-in centre offering listening, advice and signposting to other services (including benefits). The Lifeline Centre offers a friendly environment where clients can sit and enjoy a hot drink. Open Mon-Fri 2pm-4pm.



JULIAN HOUSE

Manvers Street, Bath, BA1 1JW

% 01225 311991

www.julianhouse.org.uk

Open Mon-Sat 9.30-12.30 for drop in, outside these hours for key work appointments, meaningful occupation and enquiries. Offer hot meal, showers, laundry, GP services, Local Connection assessment, signposting to other services.



CHAPTER 4 SOMEWHERE TO STAY

Bath is a small city. Services are good, but like many places, struggle to meet everyone's demands. You need to be referred to most of these services. Start by visiting Bath & North East Somerset's Housing Options & Homelessness Team (see page 6).

BARNABAS HOUSE

- □ Barnabas House, 2 Bladud Buildings, Bath BA1 5LS
- **% 01225 354650**
- supportedhousing@julianhouse.org.uk

12 bed temporary accommodation for those with low to medium support needs. Staff available Mon-Fri 9am-5pm, out of hours on call facility. Assessment process includes interview, references and visit.



BATH AND DISTRICT DEPOSIT BOND SCHEME

- ☑ Leigh House, 1 Wells Hill, Radstock BA3 3RN

Many landlords in the private sector accept a deposit bond rather than a normal deposit payment, so you don't need to find this money up front. Clients need a local connection and to be on a low income (eligible for housing benefit). The bond can last up to two years and covers rent arrears and damage.

Open 10-12pm Tues – Fri at Radstock, Tues and Thurs 1.30-3.30pm Rosewell Court, Bath.

BATH CHRISTIAN TRUST

☑ 1a Forum Buildings, St James parade, BA1 1UG

Low support Mens hostel. Contact direct for vacancy advice and information.

BATH NEXT LINK DOMESTIC ABUSE SERVICES

% 01225 466989

www.nextlinkhousing.co.uk

Specialist support services to women and children affected by domestic abuse throughout Bath & North East Somerset. Open Mon-Fri 9am-5pm. Out of hours, contact the Police.



DEVELOPING HEALTH AND INDEPENDENCE

□ 15-16 Milsom Street, Bath, BA1 1DE

© 01225 329411

www.dhi-online.org.uk

Two abstinent based supported housing projects for people whose lives have been disrupted by drug and alcohol use and need support to develop the skills required for independant living.

FIFTY STRONG

- ⋈ 55 New King Street, BA1 2BN
- **% 01225 354650**

Shared, supported accommodation and Meaningful Occupation for the over 50s. Meaningful Occupation groups are friendly and userled.

HOMEFINDERS

- □ Lewis House, Manvers Street, Bath
- **© 01225 396296**
- www.bathnes.gov.uk

This is a council-run scheme to help people move into a private rented home. Advice and financial assistance, is available.



HOMESEARCH

- □ Lewis House, Manvers Street, Bath
- **© 01225 396296**
- www.homesearchbathnes.org.uk

This is how to apply for a housing association home. You must be registered on Homesearch before you can bid for a home.



JULIAN HOUSE NIGHTSHELTER

Manvers Street, Bath BA1 1JW

Open 8pm-8am, doors close at midnight. Direct access night shelter offering hot meal, showers, laundry. Cost is £3 per night, first two nights free, local vouchers accepted. Referrals to Day Centre for ongoing support.



LIBRA PROJECT

□ 21 The Paragon, Bath BA1 5LY

Accommodation for women and children fleeing domestic violence. Ongoing resettlement support.



LIFE HOUSING

Bath LIFE House

01926421587

 ø referrals@lifecharity.org.uk

Supported Accommodation for young parents. Must be pregnant or have child under 5yrs, and be homeless. Offer Life Skills programme and support plans to all tenants.

PEOPLE

© 01761 402678

Accommodation for ex-offenders who have medium to low supported housing needs. Offer support, signposting, and work towards independence. Open Mon-Fri 9am-5pm.



PERCY PLACE (STONHAM)

≥ 21 The Paragon, Bath BA1 5LY

Temporary self-contained supported accommodation for men and women. Office hours Mon-Fri. Residents have access to an emergency on-call facility. Rent payable.



PETER HOUSE

© 01225 354650

supportedhousing@julianhouse.org.uk

Temporary accommodation for ex offenders with medium to low support needs. Work towards independence by addressing offending, assessing support needs, developing life skills and confidence. Access via referral only.



RACKFIELD HOUSE

⋈ Rackfield Place, Lower Bristol Road, Twerton,

Bath BA2 1HB

© 01225 339742

Temporary low-support accommodation for single homeless people. Accommodation is offered for up to one year. Open Mon-Fri 8.30am-5.30pm. Application forms from the Housing Options and Homelessness Team (see page 6). References and a risk assessment required. Service charges and rent payable.



SHAPE TEMPORARY ACCOMMODATION

□ Pathways, 18-24 Wells Road, Bath

% 01225 339330

Supported accommodation for low, medium and high support needs. Allocation dependent on support need and independent living skills. Participation in training a condition of placement.



SUPPORTED LODGINGS SCHEME

□ Lewis House, Manvers Street, Bath

% 01225 477802

supportedLodgings@bathnes.gov.uk

The Supported Lodgings Scheme gives young people the opportunity to develop the practical skills and emotional stability they need to live independently and achieve their full potential. Lodgings providers rent out rooms in their homes to young people who live as part of their household.



THE HAVEN (STONHAM)

□ 21 The Paragon, Bath, BA1 5LY

© 01225 464342

www.stonham.org.uk

Temporary, self-contained supported accommodation for women. Office open Mon-Fri. Residents have access to emergency on-call facility. Rent payable.



THE PARAGON (STONHAM)

□ 21 The Paragon, Bath BA1 5LY

Temporary supported accommodation for men and women. Office open Mon-Fri. Residents have access to an emergency on-call facility. Rent payable.



TURNKEY HOUSING SOLUTIONS

Available Mon-Fri 9am-5pm. Access to the Privately Rented Sector for those 18-35 yrs with housing need, low income, not priority need. Shared accommodation. Deposits and advance rents provided. Assessment and interview required.



YMCA

☑ International House, Broad Street Place, Bath BA1 5LH

Limited single rooms available for up to six months. (No en-suite rooms or cooking facilities, although a microwave is available to use). Low-level support. Housing benefit claims accepted.



General Health

CHAPTER 5 GENERAL HEALTH

Homeless people are at extra risk from ill health and getting well again is hard, even if you've found somewhere to live. Try to stay healthy – don't let ailments go unchecked and try to stay clean and eat well.

DENTIST

☐ Riverside Health Centre, James Street West, BA1 2BY

© 01225 474240

Dental service.



HOMELESS HEALTHCARE TEAM

© 01225 320182

www.nhs.uk.gpsearch

Provides a primary care practice for single homeless adults. Patients can be registered with the practice and records will be held in the usual way. Can also provide a substance misuse programme. The team consists of a specialist GP, a specialist nurse practitioner, a senior community psychiatric nurse and a medical secretary/receptionist.

Open Mon-Fri 9.30am-2.30pm.



General Health

NHS DIRECT



www.nhsdirect.nhs.uk

Telephone for health advice and information.

RIVERSIDE HEALTH CENTRE

☑ James Street West, Bath BA1 2BT

© 01225 474240

www.nhs.uk

Open every day between 8am and 6:30pm. You don't need an appointment and don't need to be registered.



ROYAL UNITED HOSPITAL (RUH)

□ Combe Park Road, Weston, Bath

© 01225 428331

Accident and Emergency department open all day every day.



Drugs & Alcohol

CHAPTER 6 DRUGS AND ALCOHOL

People with a dependency may find it difficult to think about support to help them in the long term, so these specialist agencies are probably the best place to start.

A guide to drugs and alcohol services, with more detailed information, was produced by Bath & North East Somerset council and is available from the services listed below.

SPECIALIST DRUG AND ALCOHOL SERVICE (SDAS)

- ⋈ 34 Oldfield Road, Bath, BA2 3ND
- **© 01225 359900**
- www.awp.nhs.uk

DEVELOPING HEALTH AND INDEPENDENCE (DHI)

- □ The Beehive, Beehive Yard, BA1 5BD
- □ The Recovery Hub High Street, Midsomer Norton BA3 2DP

Range of free services for people experiencing difficulties as a result of problematic drug or alcohol use. Includes outreach, harm reduction, counselling, group work. Evening appointments available on request.



Drugs & Alcohol

HOMELESS HEALTHCARE TEAM

See page 20.

PROJECT 28

≥ 28 Southgate St. Bath, BA1 7UA

© 01225 463344

www.in-volve.org.uk

Specialist Young People's drug treatment service with on-site doctor for prescribing. Harm reduction, advice and information. Open Mon-Fri 9.30-5pm. No cost to client.



Mental Health

CHAPTER 7 MENTAL HEALTH

Mental ill-health can be difficult to cope with on your own and specialist support is your best bet for staying on top of a condition. If you can, be open about your health issues.

BATHMIND

- □ 13 Abbey Church Yard, Bath BA1 1LY
- **%** 01225 319199
- www.bathmind.org.uk

Working towards a better life for people diagnosed, labelled and treated as mentally ill. Includes outreach and advocacy services.



HOMELESS HEALTHCARE TEAM

See page 20.

ST MUNGO'S MULBERRY HOUSE AND MEWS

- Weston Park, BA1 4AN
- **© 01225 427644**

Provide housing and support services for clients diagnosed with sever and enduring mental health needs. Referrals via CMHT. Expectation that residents will actively engage with support and treatment plans.'

Food, Clothing, Furniture, Laundry & Washing Facilities

CHAPTER 8 FOOD, CLOTHING, FURNITURE, LAUNDRY AND WASHING FACILITIES

Decent food, clean clothes and good personal hygiene are important for health and a sense of wellbeing.

GENESIS TRUST FURNITURE PROJECT

- **© 01225 421111**
- www.genesistrust.org.uk

Provide quality furniture and electricals at low prices to those on a low income in the Bath area. Food parcels are available to those in need, while stocks last. Open Mon-Fri 10am-4.30pm.

GENESIS TRUST LIFELINE PROJECT

Emergency food bags, clean clothes and sleeping bags available. See page 12.

GENESIS TRUST LUNCH BOX

- **© 01225 463549**
- www.genesistrust.org.uk

Low-cost lunchtime snacks (egg, bacon and beans, etc), Vouchers accepted. Open Mon-Wed 12.30pm-1.30pm.

Food, Clothing, Furniture, Laundry & Washing Facilities

GENESIS TRUST SOUP RUN

- □ The Old Cattle Market, Walcot Street, Bath
- **% 01225 463549**
- www.genesistrust.org.uk

Operates every day, 7pm-8pm. Free soup and sandwiches.

GENESIS TRUST SUNDAY CENTRE

- ☑ Nexus Methodist Church, London Street, Bath
- **© 01225 463549**
- www.genesistrust.org.uk

Low-cost Sunday lunch, drinks, and papers. Costs £1, vouchers accepted. No booking required. Open Sun 1pm-5pm.

JULIAN HOUSE

- Manvers Street, Bath, BA1 1JW
- **% 01225 311991**
- www.julianhouse.org.uk

Clothes and sleeping bags available. Low-cost lunches and drinks. Showers and laundry facilities.

See page 12.

CHAPTER 9 MONEY, WORK AND BENEFITS

CITIZENS ADVICE BUREAU

- ≥ 2 Edgar Buildings, George Street, Bath BA1 2EE
- □ Information Centre, Town Hall, Keynsham, BS31 1EF
- **6 0844 8487919**
- www.cab-banes.org | www.adviceguide.org.uk See page 7 for full details.

CLEAN SLATE TRAINING AND EMPLOYMENT

- ⋈ 31 Monmouth St, Bath, BA1 2NA
- □ The Cottage, Off the High Street, Midsomer Norton BA3 2DT
- Somer Housing Office, 11 High Street, Keynsham, BS31 1DP
- www.cleanslateltd.co.uk bath@cleanslateltd.co.uk

Walk-in centres offer support for any unemployed people and Clean Slate provides paid work for homeless people through its temp agency. Temp workers are paid by the hour for the work they do. Registration is required before paid work is offered. Open various days in different centres 10am-4.30pm. Check website.



CREDIT UNION

- ☐ The Cafe at Manvers Street Baptist Church, Bath
- □ DHI Information Takeaway, 31 Monmouth Street, Bath,
 □ BA1 2AN
- □ Rural Recovery Hub, High Street, Midsomer Norton, BA3 2DP

A savings and loan co-operative. The Cafe, Bath: Tuesday 11-12.30

DHI Information Takeaway, Bath: Wednesday 10-4

Keynsham: Monday 10-4

Midsomer Norton: Tuesday 10-4

DHI INFORMATION TAKEAWAY

≥ 31 Monmouth Street, BA1 2AN

© 01225 334185

Community resource and information centre, signposting to a range of services, activities and interests in and around Bath.Money Management worker available, access to WellAware database, Credit Union, Clean Slate, Reach.

GENESIS TRUST WOOD WORKS

- □ 1-3 James Street West, Bath, BA1 2BX
- **% 01225 429617**
- ☐ thewoodworks@genesistrust.org.uk

Furniture restoration workshop providing work placements for long-term unemployed people who have experienced homelessness, substance misuse and mental health issues. Training is provided in carpentry, upholstery and chair caning. Open Mon-Fri 9am-5pm. No cost to client.



HOUSING BENEFIT

- ☑ Revenues & Benefits, PO Box 2797 BA1 1WF
- **% 01225 477777**
- revenues_benefits@bathres.gov.uk

Help for people on a low income to pay their rent.

JOB CENTRE PLUS

- Somerset Hall, Somerset Street, BA1 1TS
- **© 01225 303200**
- www.jobcentreplus.gov.uk

Advice on benefits and returning to work.

RECYCLED

⋈ 35 Corn Street, BA1 1UF

07922 326590

 info@bath-bike-workshop.org.uk

Open Mon-Sat 9.30am-5pm. Social enterprise offering training and employment. Build and recycle bikes to be sold to general public or get your own. No referral needed.

MIII BOOK

THE BIG ISSUE

□ 1 and 2 Bridewell Lane, Bath BA1 1EA

Opportunity to earn by selling *The Big Issue* magazine. Vendors are self-employed and referred to specialist, local support. Open Mon-Fri 9am-1pm and 2-4pm, Sat 8am-1pm and 2-4pm.



TOMORROW'S PEOPLE

© 0117 9246815

advice@tomorrows-people.co.uk

Confidential one-to-one support before, during and after you get a job.

Training & Interests

CHAPTER 10 TRAINING AND INTERESTS

Keeping active and occupied is good for everyone's wellbeing. Training is a constructive way to spend time, especially if you are considering work opportunities. There are also ways to put your current skills and interests to use.

CLEAN SLATE TRAINING AND EMPLOYMENT See page 29.

DHI FRESH START

™ The Beehive, Beehive Yard, BA1 5BD

© 01225 329411

Social enterprise project offering a range of work and training opportunities including running weekly market stall and a recycling project.

GENESIS TRUST LIFE SKILLS

□ 1-3 James Street West, Bath BA1 2BX

© 01225 463549

www.genesistrust.org.uk

Life-skills courses and activities are generally Mon- Fri 9am-5pm. We also do some evening activities like skittles. All activities are free and include art, IT, back-to-work programmes and more.



Training & Interests

RECYCLED

⋈ 35 Corn Street, BA1 1UF

SPACE 2 MEANINGFUL OCCUPATION PROJECT

Meaningful occupation and training project for homeless and vulnerably housed people. Project focuses on skills, training and education with overall aim of encouraging and enabling reintegration into the community via access to external services. range of activities include cookery and five a side football, womens group and resettlement skills.



THE VOLUNTEER CENTRE

South Vaults, Green Park Station BA1 1JB

© 01225 787928

info@vol-centre.org.uk

Open Mon-Fri 10am-5pm, plus some early evening sessions. (Contact the project for a timetable). No cost to client. Provides volunteering opportunities across the local area.



CHAPTER 11 LEGAL

Although some homeless people find themselves on the wrong side of the law, they are also more likely to be the victims of crime.

AVON & SOMERSET PROBATION TRUST

□ The Old Convent, 35 Pulteney Road, Bath, BA2 4JE

© 01225 325809

All general enquiries for those subject to Probation orders or subject to Licence conditions following release from HMP/YOI.

COMMUNITY LEGAL ADVICE

Provides general advice about legal services and eligibility for legal aid.

POLICE

□ Bath Police Station, Manvers Street, Bath BA1 1JN

© 0845 4567000

Enquiry desk open every day, 7am-midnight.

YOU SHOULD ALWAYS DIAL 999 IN AN EMERGENCY

VICTIM SUPPORT

□ Probation Office, Wells Road, Bath BA3 3SG

№ 01761 432212 (local) 0845 3030900 (national)

