

Adult Health, Social Care & Housing Partnership

What we do?

- Do you or someone you know need help to stay living at home?
- Are you disabled and need adaptations to your home?
- Would you like to take part in a learning activity? We may be able to help you on your learning journey.
- Do you want to find out more about affordable housing?
- Are you, or do you care for, an older person, someone who is disabled or having mental health difficulties?
- Are you a tenant or landlord wanting housing advice?

We may be able to help in these and many other situations. Would you like to find out more about what we do?

How to contact us:

This leaflet explains what we do in a Social & Housing Service. You can find out more by visiting our website on www.bathnes.gov.uk

Information sheets containing further details about the different services we provide are available on request.

Write to us:

Bath & North East Somerset Council
Adult Social Services & Housing
P.O. Box 3343
Bath BA1 2ZH

Visit us:

Guildhall Council Connect, High Street, Bath BA1 5AW
Riverside, Temple Street, Keynsham BS31 1LA
Info Plus. The Hollies, Midsomer Norton BA3 2DP

We are open:

Monday, Tuesday and Thursday 8.30 am - 5.00 pm.
Wednesday 9.30 am - 5.00 pm
Friday 8.30 am - 4.30 pm

Telephone:

01225 396000
01225 477815 (Minicom)
For out of hours emergencies about adults or children telephone 01454
615165 Minicom 01454 618966

For emergency Housing advice outside normal office hours, contact Shelterline 24 hour freephone Advice Line on 0808 800 4444

Email:

Access_team@bathnes.gov.uk (Social Services Adults)
housing@bathnes.gov.uk (Housing)

Health advice and information

For information and advice about local community health services contact the Patient Advice and Liaison Service on 01225 831717

For medical information call the free 24 hr nurse led national helpline - NHS Direct on 0845 4647

Bath & North East Somerset Primary Care Trust website - www.banes-pct.nhs.uk/

Adults

We work with people to help them continue to live as independently as possible in their own homes. The people we work with includes older people, people with learning difficulties, physically disabled people, people with mental health problems and those who misuse drugs and alcohol. We also assist carers - those regularly providing a lot of care for a friend or relative. If living at home is no longer possible, we can help with residential care.

Among the services we may be able to arrange or provide:

- Social work services
- Someone to help you look after yourself at home
- Meals delivered to your home
- Day services for older people with dementia and people of working age
- Support for carers, including respite - short breaks from doing the caring - or sitting services
- Help if you are leaving hospital or have had a serious illness
- Advice, equipment and adaptations to help you continue living at home
- Residential care, extra-care in sheltered housing or supported living schemes
- Provide information and advice about other services
- Support for you to organise and manage your own care
- Services to safeguard vulnerable adults

Children and Families

We provide a range of services and resources to support parents and carers in looking after their children, We help and encourage children and young people to realise their full potential.

Children Services are fully committed to working in partnership with parents and young people. We try to provide and develop our services to meet your needs and always promote the best interest of children.

If you have concerns about a particular child and wish to talk to a social worker please contact the Referral & Assessment Team on 01225 3963113/4. The address is Lewis House, Manvers Street in Bath. For out-of-hours emergencies about children please ring 01454 615165.

For more general enquiries about services for children please ring the Family Information Service on 0800 0731214

Community Learning

The Community Learning Service seeks to encourage people aged over 19 with few or no qualifications into learning and/or work opportunities.

The Service offers short taster activities including art and craft, cookery, confidence building, literacy and numeracy, computer skills and family learning as well as providing an Information and Advice service. The aim is for learners to progress onto further learning opportunities or feel more positive about seeking employment.

Learning Champions are recruited and trained to help support the work of the Service. They often prove excellent ambassadors for promoting activities. The Service is part of Bath & North East Somerset Council and is funded by the Learning and Skills Council.

In addition a small Community Development Team works across the area to build networks to address issues affecting communities, organise Interagency Forums to encourage partnership working between services and promote the sharing of skills, experience and resources.

For more details please contact:

Community Learning Service

The Hollies, Midsomer Norton BA3 2DP
Tel: 01225 396450

Fotec Centre

80 High Street, Twerton, Bath BA2 1DE
Tel: 01225 39 6192
email: community_learning@bathnes.gov.uk
www.bathnes.gov.uk

Housing

Bath and North East Somerset Council works to ensure that there is suitable housing for everyone in the area.

Among the services we may be able to arrange or provide:

- Access to social housing through the Homeseeker scheme
- Housing advice for tenants, landlords, homeowners and homeless people
- Advise and assistance to enable elderly, disabled, low income or otherwise vulnerable residents to undertake essential works of repair or adaptations to their homes.
- The provision of supported and extra-care sheltered housing, housing related support services such as re-settlement and floating support services, in partnership with a range of local providers.
- Advice and assistance on shared ownership and new affordable housing developments
- Advice and assistance for tenants and landlords concerning the condition of their rented property
- Assessment of housing health and safety hazards in domestic properties and licensing of houses in multiple occupation.
- Advice and information about improving home energy efficiency
- information to landlords about housing standards and the Council's Property Accreditation Scheme.

This document/publication/leaflet about 'What We Do?' can be made available in a range of community languages, large print, Braille, on tape, electronic and accessible formats from the Information Officer (information_officer@bathnes.gov.uk) - Tel (01225 477983) Minicom (01225 477043)