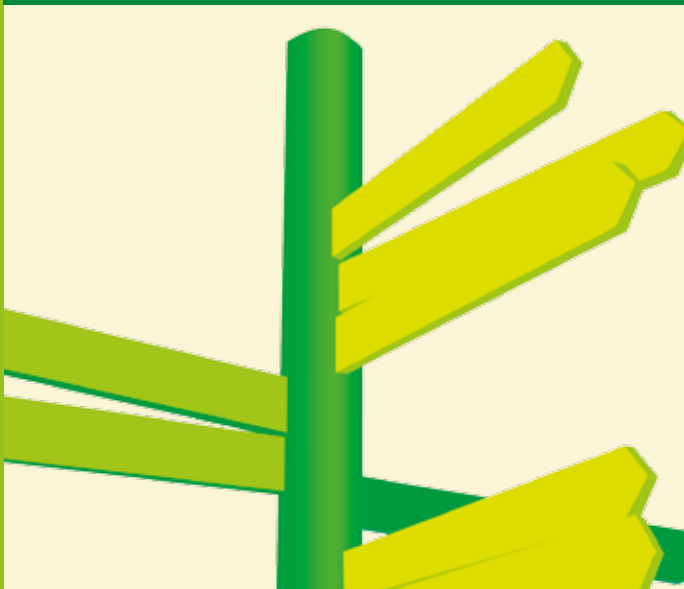


2014  
EDITION

# 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

## Sponsors

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 has supported and encouraged the agencies working with the homeless in Bath.

Over the last five years, the congregation of Bath Abbey has demonstrated its commitment to and concern for, the issue of homelessness in the City by funding the first and second editions of this guide. This third edition includes further updates and changes in services, opening times and agency locations and we hope it is every bit as useful and well received as the previous two editions.

This guide was produced by the Social Publishing Project on behalf of the Abbey. For further information on the Social Publishing Project and its range of print and publishing services contact [steve@socialpublishingproject.com](mailto:steve@socialpublishingproject.com).

## Contents

- 4 INTRODUCTION
- 5 KEY SYMBOLS
- 6 CHAPTER 1 ADVICE AND INFORMATION
- 12 CHAPTER 2 ROUGH SLEEPING
- 14 CHAPTER 3 DAY CENTRES
- 15 CHAPTER 4 SOMEWHERE TO STAY
- 21 CHAPTER 5 GENERAL HEALTH
- 23 CHAPTER 6 DRUGS AND ALCOHOL
- 25 CHAPTER 7 MENTAL HEALTH
- 26 CHAPTER 8 FOOD, CLOTHING, FURNITURE,  
LAUNDRY AND WASHING  
FACILITIES
- 28 CHAPTER 9 MONEY, WORK AND BENEFITS
- 32 CHAPTER 10 TRAINING AND INTERESTS
- 33 CHAPTER 11 INTERNET ACCESS
- 35 CHAPTER 12 LEGAL
- 36 MAP































## 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 may ask you to make an appointment or call back. Talk to a keyworker or support agency for more help on finding the services most 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 to Symbols

- |   |  |
|---|--|
|  Dogs allowed                     |  Hearing loop                         |
|  Mixed (male & female)            |  Alcohol allowed                      |
|  Male only                         |  Prescribed drugs allowed             |
|  Female only                       |  Age                                  |
|  Families                         | <b>18+</b> Age limit   |
|  Phone first                      |  Primary healthcare                   |
|  Bed for night                    |  Mental health services               |
|  Local connection                 |  Housing advice                       |
|  Out of hours                     |  Support from key workers             |
|  Just go along                    |  Showers, etc                         |
|  Need to be claiming benefits     |  Clothing / sleeping bags             |
|  Refugees/migrant workers        |  Food                               |
|  Rough sleepers                 |  Advice on benefits                 |
|  Interpreting service available |  Training and education             |
|  Disabled access/facilities     |  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](mailto: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

- Bath One Stop Shop – Open Mon, Tues, Thurs 8.30am-5pm, Weds 9.30am-5pm, Fri 8.30am-4.30pm.
- Keynsham Town Council Offices - Housing Advice, Thursday mornings 9.30 – 12.30.
- The Hollies Midsomer Norton – Housing Advice, Tuesday morning appointments 09:30 – 12:30 (call 01225 396296 to make appointment) and drop in 13:30 – 16:00

- The Hollies Midsomer Norton – Help with finding private rented, Thursday morning 09:30 – 12:30 (01225 396819 for more information).



---

## BATH AND NORTH EAST SOMERSET HOUSING SUPPORT GATEWAY

✉ B&NES Housing Support Gateway, Trust HQ, St  
Martins Hospital, Clara Cross Lane, Bath, BA2 5RP

☎ **01225 477972**

✉ **Supporting\_Peopleteam@bathnes.gov.uk**

🌐 **[www.housingsupportgatewaybathnes.org.uk](http://www.housingsupportgatewaybathnes.org.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. Through this Gateway you can access services from Barnabas House, Rackfield house, The Paragon, The Haven, Peter House, Reach and more. Access also to young people's services including Pathways and Bath Foyer.

---

# Advice & Information

## CITIZENS ADVICE BUREAU

✉ 2 Edgar Buildings, George Street, Bath BA1 2EE

✉ Riverside Building, Temple Street, Keynsham BS31 1LA

✉ Town Hall, Midsomer Norton, BA3 2HQ

☎ **0844 8487919**

🌐 **[www.cab-banes.org](http://www.cab-banes.org) | [www.adviceguide.org.uk](http://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.



---

## FREEDOM PROGRAMME

☎ **01225 354659** 📧 **[amandam@julianhouse.org.uk](mailto:amandam@julianhouse.org.uk)**

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

✉ Abbey Vaults, 12 Kingston Buildings, Bath BA1 1LT

☎ **01225 439384** 🖥 [www.genesistrust.org.uk](http://www.genesistrust.org.uk)

✉ **office@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.



---

## JULIAN HOUSE

✉ Manvers Street, Bath BA1 1JW

☎ **01225 311991** 🖥 [www.julianhouse.org.uk](http://www.julianhouse.org.uk)

Open Mon – Fri 9.30am – 1.30pm for drop in. Open in the afternoon for meaningful occupation sessions, key working and enquiries. Advice, hot food, laundry and showers available for rough sleepers. Also open on Sat and Sun 2pm -4pm



# Advice & Information

## LIBRARY

✉ First Floor, The Podium, Bath BA1 5AN

☎ **01225 394041**

Information and internet access. Call for opening times.



---

## NEXT LINK DOMESTIC ABUSE SERVICE

☎ **01225 466989** 🌐 [www.nextlinkhousing.co.uk](http://www.nextlinkhousing.co.uk)

Specialist advice and information service for women experiencing domestic abuse (or fleeing abuse), in the Bath and North East Somerset area. We offer advice and information on a range of matters including, housing, welfare benefits, and options available to you and your children.



---

## OFF THE RECORD

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

☎ **01225 312481** 📧 [office@offtherecord-banes.co.uk](mailto:office@offtherecord-banes.co.uk)

🌐 [www.offtherecord-banes.co.uk](http://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



## REACH FLOATING SUPPORT SERVICE

✉ 15-16 Milsom Street, Bath BA1 1DE

☎ 07917 637846

✉ [info@dhireach.org.uk](mailto:info@dhireach.org.uk) 🌐 [www.dhireach.org.uk](http://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) 01225 460888 (local)

🌐 [www.samaritans.org](http://www.samaritans.org) ✉ [jo@samaritans.org](mailto:jo@samaritans.org)

Emotional support for anyone in crisis.

---

## SHELTER

☎ 0808 8004444

🌐 [www.shelter.org.uk](http://www.shelter.org.uk)

Housing advice helpline.

---

## SSAFA FORCES HELP

☎ 0845 241 7141

🌐 [www.ssafa.org.uk](http://www.ssafa.org.uk) ✉ [info@ssafa.org.uk](mailto:info@ssafa.org.uk)

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

---


## TIME TO TALK

 **07966 140779**  **timetotalk@curo-group.co.uk**

A mediation service for families in Bath and North East Somerset going through difficulties. The service is aimed at bringing families together and helping young people (aged 16-25) stay in or return to the family home. If this is not possible we will support the young person to find suitable accommodation and support.

---

## THE DOGS TRUST

 **020 78370006**

 **hopeproject@dogstrust.org.uk**

The Dog Trust Hope Project provides a veterinary entitlement card, which allows owners to take their dog to any participating vet. Julian House can make applications. See entry P13

---

## 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

✉ 15-16 Milsom Street, Bath BA1 1DE

☎ 07917 637846

✉ [info@dhireach.org.uk](mailto:info@dhireach.org.uk) 🖥 [www.dhireach.org.uk](http://www.dhireach.org.uk)

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



## 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

✉ Abbey Vaults, 12 Kingston Buildings, Bath BA1 1LT

☎ 01225 439384 🖥 [www.genesistrust.org.uk](http://www.genesistrust.org.uk)

📧 [office@genesistrust.org.uk](mailto:office@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 1.30pm-3.30pm.



---

### JULIAN HOUSE DAY CENTRE

✉ Manvers Street, Bath, BA1 1JW

☎ 01225 311991

🖥 [www.julianhouse.org.uk](http://www.julianhouse.org.uk)

Open Mon – Fri 9.30am – 1.30pm for drop in. Open in the afternoon for meaningful occupation sessions, key working and enquiries. Advice, hot food, laundry and showers available for rough sleepers. Also open on Sat and Sun 2pm -4pm



## 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 p6).

---

### BATH AND DISTRICT DEPOSIT BOND SCHEME

✉ Leigh House, 1 Wells Hill, Radstock BA3 3RN

☎ **01761 432445** 🌐 **[www.swan.btck.co.uk](http://www.swan.btck.co.uk)**

✉ **[swan.housing@btconnect.com](mailto:swan.housing@btconnect.com)**

Some 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 giving you time to save a cash deposit and covers rent arrears and damage.

Open 10-12pm Mon – Fri at Radstock, Tues and Thurs 1.30-3.30pm One Stop Shop, Manvers Street, Bath.

---

### BATH CHRISTIAN TRUST

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

☎ **01225 463556** ✉ **[tony@bathcitychurch.org.uk](mailto:tony@bathcitychurch.org.uk)**

Low support men's hostel. Contact direct for vacancy advice and information.

---

# Somewhere to Stay

## NEXT LINK DOMESTIC ABUSE SERVICE

 **01225 466989**  **[www.nextlinkhousing.co.uk](http://www.nextlinkhousing.co.uk)**


Specialist support services for women and children affected by domestic abuse or fleeing abuse, in the Bath and North East Somerset area. We also offer support with resettlement and provide outreach services. Our phone-line is available Monday-Friday 9am-5pm. Outside hours please contact the Police on 999 (or 101), Women's Aid 0808 2000 247 (Free 24 hrs helpline)



---

## FIFTY STRONG

 **55 New King Street, BA1 2BN**

 **01225 354650**


 **[admin@julianhouse.org.uk](mailto:admin@julianhouse.org.uk)**

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](http://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.





# Somewhere to Stay

## HOMESearch

✉ Lewis House, Manvers Street, Bath

☎ 01225 396118

💻 [www.homesearchbathnes.org.uk](http://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.



---

## HOME TURF LETTINGS

☎ 0117 301 2560 ✉ [hello@hometurflettings.co.uk](mailto:hello@hometurflettings.co.uk)

Not-for-profit lettings agency specialising in rentals to people who are homeless, inadequately housed or threatened with homelessness. Applicants must be capable of living independently with no or low support needs. Rents set at housing benefit rates.

---

## JULIAN HOUSE MANVERS STREET HOSTEL

✉ Manvers Street, Bath BA1 1JW

☎ 01225 311991 💻 [www.julianhouse.org.uk](http://www.julianhouse.org.uk)

24 hour direct access hostel offering key working, food, laundry and showers. Cost is £3 per night (including three meals per day). Local vouchers accepted.



# Somewhere to Stay

## LIBRA PROJECT

✉ 55 New King Street, Bath BA1 2BN

☎ **017671 402687** 📧 **admin@julianhouse.org.uk**

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



---

## LIFE HOUSING

✉ Bath LIFE House

☎ **01926 421587** 📧 **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

✉ 55a High Street, Midsomer Norton, Radstock BA3 2DQ

☎ **01761 402687**

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



# Somewhere to Stay

## CURO TEMPORARY ACCOMMODATION

✉ 64-76 Dartmouth Avenue, Bath BA2 1AT

☎ 01225 484916

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



---

## SUPPORTED LODGINGS SCHEME

✉ 4th Floor, Lewis House, Manvers Street, Bath

☎ 01225 477802

💻 [supported\\_lodgings@bathnes.gov.uk](mailto:supported_lodgings@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.



# Somewhere to Stay

## TURNKEY HOUSING SOLUTIONS


 **01225 354650**  ***admin@julianhouse.org.uk***

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

 **01225 325900**  ***www.bathymca.co.uk***

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. Referrals only. Need to be claiming benefits.



## 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

☎ **111**

Dental service.



---

### HOMELESS HEALTHCARE TEAM

✉ Julian House, Manvers Street, Bath BA1 1JW

☎ **01225 320182** 🖥 [www.julianhouse.org.uk](http://www.julianhouse.org.uk)

Available as a walk in service or by appointment from Monday to Friday 9.30am to 2.30pm. Patients are asked to access the building via Manvers Street Julian House entrance. The team can provide specialist services in drug and alcohol advice and treatment, treatment for minor injuries, treatment of long term conditions such as diabetes and asthma, and many health promotion services including cervical smears, smoking cessation advice and healthy eating.



# General Health

## NHS DIRECT

 **111**


 **[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)**

Telephone for health advice and information.

---

## ROYAL UNITED HOSPITAL (RUH)

 **Combe Park Road, Weston, Bath**

 **01225 428331**

Accident and Emergency department open all day every day.



## 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.

### ALCOHOLICS ANONYMOUS


 **0845 769 7555**

 **[help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk)**


Support group for recovering alcoholics that meets in Bath.

---

### DEVELOPING HEALTH AND INDEPENDENCE (DHI)

 The Beehive, Beehive Yard, Walcot Street BA1 5BD

 The Recovery Hub, High Street, Midsomer Norton BA3 2DP

 **01225 329411**  **01761 417519**

 **[dhi-online.org.uk](http://dhi-online.org.uk)**

Range of free services for people experiencing difficulties as a result of problematic drug or alcohol use. Includes outreach, harm reduction, counselling, group work, needle exchange service. Also refers to specialist young person's service Project 28.

Opening hours: Mon-Fri 9am-7pm, Sat 9.15am-1pm



## HOMELESS HEALTHCARE TEAM

See page 21.

---

## NARCOTICS ANONYMOUS

 **0300 999 1212**  ***www.ukna.org***

Support for people recovering from substance misuse.



## 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.

---

### BATH MIND

✉ 13 Abbey Church Yard, Bath BA1 1LY

☎ 01225 319199 🌐 [www.bathmind.org.uk](http://www.bathmind.org.uk)

✉ [admin@bathmind.org.uk](mailto:admin@bathmind.org.uk)

Independent voluntary organisation affiliated to Mind, working towards a better life for people diagnosed, labeled and treated as mentally ill. Services provided include supported housing, mentoring and advocacy, befriending, a social club for people from ethnic minority groups and mental health first aid training.



---

### HOMELESS HEALTHCARE TEAM

See page 21.

---

### ST MUNGO'S MULBERRY HOUSE AND MEWS

✉ Weston Park, BA1 4AN

☎ 01225 427644

Provide housing and support services for clients diagnosed with severe and enduring mental health needs. Referrals via Bath Community Mental Health Team.

---

# 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

✉ **31A West Avenue, Oldfield Park, Bath BA2 3QB**

☎ **01225 421111** 📧 **office@genesistrust.org.uk**

🌐 **www.genesistrust.org.uk**

Provide quality furniture and electricals at low prices to those on a low income in the Bath area. Open Mon-Fri 9:15-13:00 and 14:00-16:00.

---

### GENESIS TRUST LIFELINE PROJECT

Emergency food bags, clean clothes and sleeping bags available. See page 14.

---

### GENESIS TRUST LUNCH BOX

✉ **St. Michael's Church, Broad Street (opp. Waitrose)**

☎ **01225 463549** 📧 **office@genesistrust.org.uk**

🌐 **www.genesistrust.org.uk**

Low-cost lunchtime snacks (egg, bacon and beans, etc), Vouchers accepted. Open Mon-Wed 12.30pm-1.30pm. No dogs.

---

# Food, Clothing, Furniture, Laundry & Washing Facilities

## GENESIS TRUST SOUP RUN

✉ **The Old Cattle Market, Walcot Street, Bath**

☎ **01225 463549** 📧 **office@genesistrust.org.uk**

💻 **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** 📧 **office@genesistrust.org.uk**

💻 **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 14.

---

## CHAPTER 9 MONEY, WORK AND BENEFITS

---

### BATH BIKE WORKSHOP

✉ 35 Corn Street, BA1 1UF

☎ 01225 463350 📧 [info@bath-bike-workshop.org.uk](mailto: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.



---

### CITIZENS ADVICE BUREAU

See page 8 for full details.

---

### CLEAN SLATE TRAINING AND EMPLOYMENT

✉ Parkside Children's Ctr, Charlotte St, Bath BA1 2NE

✉ Centretrack, Snow Hill, Bath BA1 6DE

✉ The Hub, Off the High Street, Midsomer Norton BA3 2DT

☎ 01225 302 200

🌐 [www.cleanslateltd.co.uk](http://www.cleanslateltd.co.uk) 📧 [bath@cleanslateltd.co.uk](mailto:bath@cleanslateltd.co.uk)

Walk-in centres offer support for any unemployed people and Clean Slate provides paid work for homeless people in a range of enterprises and on behalf of employers. Workers are paid by the hour for the work they do. Registration is required before paid

# Money, Work & Benefits

work is offered. Free access for jobseekers to IT and the internet. Open various days in different centres. Call or check website.



---

## CREDIT UNION

✉ One Stop Shop, Manvers Street, Bath BA1 1JQ

✉ Rural Recovery Hub, High Street, Midsomer Norton,  
BA3 2DP

☎ **0117 986 5888** 🖥 [www.banescu.org.uk](http://www.banescu.org.uk)

A savings and loan co-operative.

One Stop Shop, Bath: Thursday 1-3pm

Midsomer Norton: Monday 2-4, Friday 10-4

---

## HOUSING BENEFIT

✉ One Stop Shop, Manvers Street, Bath BA1 1JQ

☎ **01225 477777**

🖥 [benefits@bathnes.gov.uk](mailto:benefits@bathnes.gov.uk)

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

---

## JOB CENTRE PLUS

✉ Somerset Hall, Somerset Street, BA1 1TS

☎ **0845 6043719** 🖥 [www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)

Advice on benefits and returning to work.

---

# Money, Work & Benefits

## THE BIG ISSUE

✉ Lombard House, 30 St James Parade, Bath, BA1 1EJ

☎ **01225 337050** 🖥 **[www.bigissue.org.uk](http://www.bigissue.org.uk)**

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 (morning only Wednesdays), Sat 8am-1pm and 2-4pm.



## 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.

---

### BATH BIKE WORKSHOP

✉ 35 Corn Street, BA1 1UF

☎ 01225 463350 ✉ [info@bath-bike-workshop.org.uk](mailto:info@bath-bike-workshop.org.uk)

See page 28 for details

---

### CLEAN SLATE TRAINING AND EMPLOYMENT

See page 28.

---

### GENESIS TRUST LIFE SKILLS

✉ 1-3 James Street West, Bath BA1 2BX

☎ 01225 463549

💻 [www.genesistrust.org.uk](http://www.genesistrust.org.uk)

Life-skills courses and activities are generally Mon- Fri 9am-5pm. All activities are free and include art, IT, back-to-work programmes and more.



# Training and Interests

## GENESIS TRUST WOOD WORKS

✉ 1-3 James Street West, Bath, BA1 2BX

☎ 01225 429617 📧 [thewoodworks@genesistrust.org.uk](mailto:thewoodworks@genesistrust.org.uk)

Our trained staff enable disadvantaged and disabled adults to learn woodworking techniques and re-upholstery in a fully supportive environment. Trainees can take certified qualifications in woodworking to help them move on in their lives. Our furniture is sold to members of the public from our Wood Works shop, next to the workshop in James St West



---

## SPACE 2 MEANINGFUL OCCUPATION PROJECT

✉ 55 New King Street, Bath BA1 2BN

☎ 01225 354663 📧 [admin@julianhouse.org.uk](mailto:admin@julianhouse.org.uk)

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, women's group and resettlement skills.



---

## THE VOLUNTEER CENTRE

✉ Bath Central Library, 19 The Podium, Northgate St, Bath BA1 5AN

☎ 01225 338 105 📧 [info@vol-centre.org.uk](mailto:info@vol-centre.org.uk)

Volunteering opportunities across the local area.





## CHAPTER 11 INTERNET ACCESS

For people with no fixed abode, access to the internet can be important. It can be useful for finding out your rights, looking up services that can help you and for getting in touch with family and friends who are not nearby. Some benefits and services are also best accessed online.

There are plenty of places offering access to computers and the internet but some restrict access to parts of the internet (even Facebook), others are only for limited time, and few have support on hand. Try these places:

---

✉ One Stop Shop, Manvers Street, Bath BA1 1JQ

☎ 01225 477777

💻 [benefits@bathnes.gov.uk](mailto:benefits@bathnes.gov.uk)

B&NES-approved website access only but includes all local services. Limited support available

---

### THE LIBRARY

✉ Bath Central Library, 19-23 The Podium, Northgate St, Bath, BA1 5AN

✉ Weston Library, Church St, West, Bath, BA1 4BU

✉ Moorland Road Library, Moorland Road, Bath, BA2 3PL

Members only – but free to join. You don't need any ID nor an address.

---

## JOB CENTRE PLUS

✉ Somerset Hall, Somerset Street, BA1 1TS

Free for JSA claimants. Access limited to 1 hour. 9am (10am Weds) – 4.30pm, Mon-Fri.

---

## GENESIS TRUST LIFELINE CENTRE

✉ Abbey Vaults, 12 Kingston Buildings, Bath BA1 1LT

Free drop-in for homeless and vulnerable people. 1.30pm – 4.30pm, during session times

---

## DEVELOPING HEALTH AND INDEPENDENCE (DHI)

✉ The Beehive, Beehive Yard, Walcot Street BA1 5BD

PCs available to use for current or previous DHI service users. Offers support

---

## CLEAN SLATE TRAINING AND EMPLOYMENT

✉ Parkside Children's Ctr, Charlotte St, Bath BA1 2NE

✉ Centretrack, Snow Hill, Bath BA1 6DE

✉ The Hub, Off the High Street, Midsomer Norton BA3 2DT

Priority access to jobseekers but full support on offer if quiet

---

## CHAPTER 12 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

☎ 03000 49 2550

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

---

### COMMUNITY LEGAL ADVICE

☎ 0845 3454345    🌐 [www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-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

✉ Police Station, Manvers Street BA1 1JN

☎ 0845 456 6099 (local) 0845 3030900 (national)

Open Monday to Friday 08:00 - 20:00 and sat 09:00 - 17:00

---

# Map



NEXUS CHURCH

ST MICHAELS CHURCH

THE PODIUM

BATH ABBEY

POLICE STATION

SOUTHGATE

BUS STATION