



# Phone book

for Gypsy and travelling families  
living in Bath and North East Somerset

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Bath & North East  
Somerset Council

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# 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 396364**

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# Health Services

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## 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](http://www.nhs.uk)



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## Minor Injury Unit

### Paulton Hospital Minor Injuries Unit

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.

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## Accident and Emergency

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

### Royal United Hospital (RUH) Bath

Combe Park, Bath, BA1 3NG

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

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## 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:



**Royal United Hospital**  **01225 824645**

**Paulton Hospital**  **01761 412107**

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.

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## 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. To find out who your health visitor is call the health visiting administrator on:

 **01225 831794**

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## 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](http://www.nhs.uk)

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## 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](http://www.nhs.uk)

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## 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

**Age UK**  **0800 169 6565** [www.ageuk.org.uk](http://www.ageuk.org.uk)

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## CaSH (Contraception and Sexual Health Service)

A free confidential service for men and women

Local clinics provide free confidential help and advice with sexual health including contraception. For information about clinic times and appointments call the number below.

 **01225 831593**

[www.sirona-cic.org.uk/services/contraception-and-sexual-health-services](http://www.sirona-cic.org.uk/services/contraception-and-sexual-health-services)

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## Sexual Health Clinic

The sexual health clinic offers friendly, non judgemental and confidential testing, treatment and advice for sexually transmitted infections.

Royal United Hospital (RUH) Bath  
Combe Park, Bath, BA1 3NG

 **01225 824617** [www.ruh.nhs.uk/sexualhealth](http://www.ruh.nhs.uk/sexualhealth)

# Keeping Safe

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## 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 accidents 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

### 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



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## 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.

**[www.goodeggcarsafety.com](http://www.goodeggcarsafety.com)**

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## 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.

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

**Fire Safety on Boats [www.gov.uk/government/publications/fire-safety-on-boats](http://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](http://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](http://www.direct.gov.uk/firekills)**

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## 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.

- 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](http://www.nhs.uk)

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## 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**

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## Southside

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

 **01225 331243**

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## 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 **396313**

 **01454 615165** (outside normal office hours)

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## Emergency Services

 **Ambulance** (for medical emergency) 999

 **Fire** 999

 **Police emergency** 999

 **Police non-emergency** 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.



# 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

Sirona Healthy Lifestyle Service 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

**Sirona**  **01225 831852** [www.sirona-cic.org.uk](http://www.sirona-cic.org.uk)

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## 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.

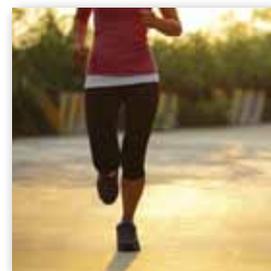
A free NHS Health Check can help you reduce these risks and stay healthy.

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 maintain a healthy lifestyle. Treatment or medication may be prescribed to help you maintain your health.

**For more information visit: [www.nhs.uk](http://www.nhs.uk) and search for NHS Health Checks**

Some local pharmacies in BANES 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](mailto:public_health@bathnes.gov.uk)



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## Giving up Smoking

Stopping smoking is one of the best things you can do to improve your health. Those who get support are four times more likely to quit than those who go it alone. Even if you don't want to stop smoking at the moment, support is available to help you. This might be because you want to cut down, or need help with those times when smoking is not allowed, or to stop for a while, for example whilst in hospital. Support is also there for those who have quit and are worried about starting again.

Call the Local Stop Smoking Service to choose an option that is good for you.

**Local Smoke Free Helpline**  **01225 831852**

**National Smoke Free Helpline**  **03001231044**

The local Stop Smoking Service offers FREE local support through individual face to face sessions, telephone consultations and group sessions. There are a number of drop-in sessions in various community venues throughout Bath and North East Somerset where you can have access to a trained advisor, who will help you put your stop smoking plan into action. Smokers aged 12 years and over can access the service.

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## 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.

**Bath Sports and Leisure Centre**  **01225 486905**

**Chew Valley Leisure Centre**  **01275 333375**

**Culverhay Sports Centre**  **01225 480882**

**Keynsham Leisure Centre**  **01225 439680**

**Midsomer Norton Sports Centre**  **01761 415522**

**Writhlington Sports Centre**  **01761 438559**

**[www.bathnes.gov.uk/getactive](http://www.bathnes.gov.uk/getactive)**

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## 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:

**The Healthy Lifestyles Service**  **01225 831852** **[www.sirona-cic.org.uk](http://www.sirona-cic.org.uk)**

For ideas and advice about healthy eating see Change4Life **[www.nhs.uk/change4life](http://www.nhs.uk/change4life)**

## 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 and Alcohol Service

**Drinkline National 24 hour helpline**  **0800 917 8282**  **01225 329411**

**[www.drinkaware.co.uk](http://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](http://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**

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## 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's getting to you.

**Samaritans**  **08457 90 90 90 or email [jo@samaritans.org](mailto:jo@samaritans.org)**

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## 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 316199** [www.bathmind.org.uk](http://www.bathmind.org.uk)

### **Gypsy Traveller and Boater Outreach Service**

run by Julian House  **01225 354650**

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## 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](http://www.wellbeingcollegebanes.co.uk)

# Education and Early Years

EMTAS (Ethnic Minority and Traveller Achievement Service) work with schools in Bath and North East Somerset and support children to access schools and home education. You can contact this service for educational advice and support.

 **01454 862620**



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## Early Years

If your child is 3 or 4 and not yet at school, you can get 15 free hours of free childcare. You can go to a nursery, pre-school or childminder who will arrange this for you. To find childcare, please call the Family Information Service (FIS) on the number below. The FIS can help with a range of other family related issues including parenting support and school.



 **01225 395343 or text 'childcare' to 07980 998 906 for a call back.**

There are also 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. The one nearest your home can be found by telephoning the Family Information Service on the number above. If your child is 2 and you are on a low income, you may also be able to get free childcare.

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## 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, going to an induction meeting, or other advice about your child's education, ring the EMTAS telephone number above.

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**

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## Further Education

If you are 16 or older and want to do college courses ring EMTAS. If you do not have qualifications already there are still lots of opportunities for you, speak to EMTAS.

**EMTAS**  **01454 862620**

# Places to Live

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## 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

**Home Search Team** 📞 **01225 396118** or online at [www.homesearchbathnes.org.uk](http://www.homesearchbathnes.org.uk)

Alternatively for information on the temporary pitches contact Elim Housing directly.

**Elim Housing** 📞 **01454 411172**

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## 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** [info@boatingcommunity.org.uk](mailto:info@boatingcommunity.org.uk)

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

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## 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**

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## Housing Options and Advice

If you would like 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**

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## 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](http://www.rtpi.org.uk/planning-aid)

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## Keeping Warm

There are services and initiatives that can help 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**



# Work, Money and Benefits

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## 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**

## 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**

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## 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