



# 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:

**Health Visiting Service**

**Sirona Care & Health**

 **01225 831794**

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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.

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.

[www.nhs.uk](http://www.nhs.uk) (NHS Choices website)  **111**

## Urgent Care

If you or someone else needs urgent care call your GP to make an appointment. If your GP practice is closed call 111 who will provide advice and if needed an appointment to see a GP or a nurse.

If you are a visitor to the area you can temporarily register with a local practice. To find a practice nearest to you visit the NHS Choices website or call 111.

[www.nhs.uk](http://www.nhs.uk) (NHS Choices website)  **111**

## Minor Injury Unit

Paulton Hospital Minor Injuries Unit  
Paulton Memorial Hospital, Salisbury Road, Paulton BS39 7SB

[click here for map](#)  **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 & Emergency Department.

## Accident & Emergency

Accident and Emergency departments are for a serious illness or injury needing **immediate** treatment. **Not all are 24 hours.**

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

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

## 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.

## 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**



## 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.



## Dentist

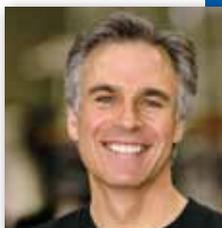
Everyone has the right to visit an NHS dentist.

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)**



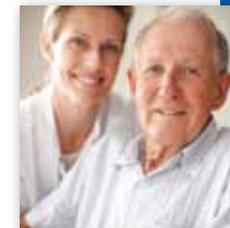
## Adult Care

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

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



## 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**

## 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

**[click here for map](#)**  **01225 824617**



# 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 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 too, such as:

### Poisoning

- Aspirin
- Paracetamol
- Iron tablets

Remember cleaning products can be dangerous – keep bleach, toilet cleaners, washing powders and spray cleaners out of reach.

Do not rely on child safety caps – put it away.

### Burns and scalds

Hot drinks are the main cause of scalds in young children.

Children and hot drinks don't mix

Take care with things like irons, hair straighteners and kettles.

## 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)

## 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



**0808 2000 247**

**National Domestic Violence Helpline (24-hour, Free)**

## 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 **396313**

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

## Emergency Services

If you have a medical emergency and require an ambulance

 **999**



## For a fire emergency

 **999**



## Avon and Somerset Police

 **999 in an emergency**

If you see anyone acting suspiciously or have information about a crime

 **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 bridge number if possible.



# 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

and services for you or a friend or family member, please call the Healthy Lifestyle Hub

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

**Some changes you could make are shown on the next page:**

## Giving up smoking

It's not easy but with help you can do it. You can get free help at your doctor's or chemist. Call these numbers for advice:

 **03001231044**  
**National Smoke free Helpline**

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.

 **01225 831852 for more information!**

## 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.



 **01225 486905 Bath Sports & Leisure Centre**

 **01225 395164 Keynsham Leisure Centre**

 **01761 415522 South Wansdyke Sports Centre**

 **01275 333375 Chew Valley leisure Centre**

 **01225 480882 Culverhay Sports Centre**

[www.aquaterra.org](http://www.aquaterra.org)



## 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.



## The eatwell plate

Use the eatwell plate to help you get the balance right. It shows how much of what you eat should come from each food group.

  
food.gov.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?



Small glass of wine = 1<sup>1</sup>/<sub>2</sub> units



Large glass of wine – 3 units



Pint of beer = 2 units (some beers are stronger)



1 measure of spirits (whiskey, gin, rum etc) = 1 unit

If you need help with cutting down or stopping drinking there is lots of help available. see your GP or contact local the local service which can help

## DHI Drug and Alcohol Service

 **01225 329411**

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

**[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. You can call Frank, the national drugs helpline to speak to a trained adviser. You do not need to give your name.



 **0300 123 6600 National Drugs Helpline (Frank)**

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

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

 **01225 329411**

Homeless health outreach service run by Julian House

 **01225 311991** or **07905916683**

# 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 862617



## 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 also 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. Telephone the number below. They will also be able to advise and support you if you have a school age child you think may be eligible for free school meals. You will need to know your National Insurance number.

 **01225 394317**

## School

Your child can go to school from the September after their 4th Birthday.

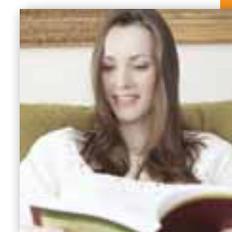
Even if you are only in the area for a short time you can put your child into school. It does not matter if they already have a school place in another area. The school your child attends most often (called a base school) will keep your child's place open while they are temporarily at a different school.

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.



## 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 01454 862620 or 862621.



# Places to live

## 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:

📞 **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:

📞 **01225 394041**

## 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** 📞 **0870 850 9807**

## 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:

📞 **0800 082 2234**

# Work, Money and Benefits

## Work

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

If you are a boater you will need to hold a roving traders licence from Canal & River Trust.

**[canalrivertrust.org.uk/boating/boating-businesses/starting-a-new-boating-business/low-risk-roving-trader](http://canalrivertrust.org.uk/boating/boating-businesses/starting-a-new-boating-business/low-risk-roving-trader)**

## 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

📞 **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

 **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 B&NES Council

 **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

 **0800 731 7898**

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

Opening Times:

Monday, Tuesday & Thursdays 08.30 – 5.00pm

Wednesdays 09.30 – 5.00pm

Fridays 08.30 – 4.30pm

Riverside, Temple Street, Keynsham, BS31 1LA

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

Opening Times:

Monday, Tuesday & Thursdays 08.30 – 5.00pm

Wednesdays 09.30 – 5.00pm

Fridays 08.30 – 4.30pm

Monday, Tuesday & Thursdays 08.30 – 5.00pm

Wednesdays 09.30 – 5.00pm

Fridays 08.30 – 4.30pm

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

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

Opening Times:

Mondays, Wednesdays, Thursdays 08.30-5pm

Tuesdays 09.30 – 5pm

Fridays 08.30 – 4.30pm



# Other Help and Support

## Local information

Contact Well Aware for information on health, wellbeing and community services in Bath and North East Somerset, Bristol and South Gloucestershire

 **0808 808 5252 Free** [www.wellaware.org.uk](http://www.wellaware.org.uk)

Contact 1 Big Database for 'family information at your fingertips', to find out about organisations, support, events and other useful things going on in your area

[www.1bigdatabase.org.uk](http://www.1bigdatabase.org.uk)

## Useful Gypsy & Travellers organisations in the UK

### Friends, Families and Travellers (FFT)

FFT work towards a more equal society where everyone has the right to travel and to stop without constant fear of persecution because of their lifestyle.

 **01273 234 777** [www.gypsy-traveller.org](http://www.gypsy-traveller.org)

### Kennet & Avon Boating Community

A resource for all boaters who live on and visit the Western end of the Kennet and Avon Canal

[www.kanda.boatingcommunity.org.uk](http://www.kanda.boatingcommunity.org.uk)

### Canal & River Trust – for information on stoppages and notices

[www.canalrivertrust.org.uk](http://www.canalrivertrust.org.uk)

### Irish Traveller Movement in Britain (ITMB)

ITMB work to raise the profile of Irish Travellers in Britain and get their views heard.

 **020 7607 2002** [www.irishtraveller.org.uk](http://www.irishtraveller.org.uk)

### Stand Against Racism & Inequality (SARI)

Provides free and confidential support to victims of racial harassment

 **0117 942 0060** [www.sariweb.org.uk](http://www.sariweb.org.uk)

### Community Law Partnership, Travellers Advice Team (TAT)

TAT can give advice on evictions, planning matters, issues involving official caravan sites and other matters.

 **0121 685 8677 Mon – Fri 9am – 5 pm,**

 **07768 316755 In an emergency**

### Victim Support

Victim Support gives free and confidential help to victims of crime, their family, friends and anyone else affected. They give information, emotional support and practical help.

 **0845 3030 900**

### Pest control and dog wardens, pollution and public safety

Report anti-social behaviour, noise and other pollution, risks to public health and safety, such as issues with pests or dogs

 **01225 394041 Neighbourhood Services**



# Your own useful numbers

Name \_\_\_\_\_

Number \_\_\_\_\_

Name \_\_\_\_\_

Number \_\_\_\_\_