

**Bath & North East  
Somerset Council**

# **Directory of Supporting People Services in Bath and North East Somerset**

**This directory contains information about  
Supported Housing and floating support  
services**

**Helping people to live independently in the community**

# ***Introduction***

---

## **Many people living in Bath and North East Somerset require support to enable them to live independently in their own homes.**

For some people this may mean practical help with dealing with rent arrears, getting help settling in a new home or support to deal with neighbour disputes or organising repairs to their homes. For others it may mean living in a Supported Housing scheme with more day to day support available..

Housing-related support can include help with tasks such as:

- managing finances and benefits
- finding accommodation
- sustaining tenancies
- accessing other services such as drug or alcohol support or wellbeing services.
- accessing services to help people get back to work
- developing independent living skills
- establishing and maintaining contact with family, friends and the community
- keeping a property safe and secure

Many of the services can be accessed via the Housing Support Gateway - **This is a web-based single access point where you can apply for a wide range of support services to help you to live independently, to remain in your own home or to avoid homelessness. For more information see [www.housingsupportgatewaybathnes.org.uk](http://www.housingsupportgatewaybathnes.org.uk)**

This booklet is a directory of all Supporting People services available in the Bath and North East Somerset area. They are listed according to the different service user groups who use them.

# *Using the Directory*

---

**The information in this booklet is arranged according to the needs of service users, into the following categories:**

1. Older People's Services
2. Mental Health Services
3. Learning Difficulties Services
4. Young People's Services
5. Homelessness Services
6. Domestic Violence Services
7. Services for Offenders & Those at Risk of Offending
8. Services for People with a Physical or Sensory Disability
9. Drug and Alcohol Services

**Services are run by various different Providers. Some Providers run a number of different Services.**

**For each provider, the directory shows:**

- **Location** of the services.
- **Accommodation type** – where accommodation is part of the service (not all services are accommodation based).
- **Capacity** – the number of people/units which the service can serve.
- **Type of support provided** – such as whether it is accommodation based or floating support (where support workers visit people in their own homes).
- **Primary client group** – who the service is intended for.
- **Age group** – some services only accept certain age groups.
- **Household type** – whether service caters for single people or families.
- **Support duration** – how long the service is available to users for – whether it is short-term or long-term.
- **The referral route** – how to access the service.

**The following Providers are listed in this booklet. Each offers a number of different Services.**

<b>Older People's Services</b>	<b>Page</b>
Guinness Care & Support	6
WE Care and Repair	7
Knightstone Housing Association	8
Methodist Homes Housing Association	9
Curo	10-12
<b>Mental Health Services</b>	
Virgin Care - Rural Floating Support	13
Virgin Care –Sedgemoor Accommodation	14
Bath Mind – Marlborough Lane	15
St Mungo's Community Housing Association Ltd	16
Second Step Housing Association	17
<b>Learning Difficulties Services</b>	
Keyring Supported Living Networks	18
SWALLOW Ltd	19
Freeways Floating Support	
<b>Autistic Spectrum Conditions</b>	
Julian House – Henrietta Street	21
<b>Young People's Services</b>	
B&NES Council – Supported Lodgings Scheme	22
Developing Health & Independence – Reach	23
Curo	24-25
<b>Homelessness Services</b>	
Julian House	26-28
Developing Health & Independence - Reach	29
Curo - Temporary Accommodation	30
Solon South West Housing Association	31
Home Group (Stonham)	32-33

**Domestic Abuse Services**

Julian House – Domestic Abuse Services 34-36

**Services for offenders & those at risk of offending**

Developing Health & Independence 36-37

Julian House – Peter House 38

**Physical & Sensory Disability Services**

Freeways 39

**Drug & Alcohol Services**

Developing Health & Independence 40

# ***Older People's Services***

---

**Provider: Guinness Care & Support**

Building C, Estune Business Park

Wild Country Lane

Long Ashton

Bristol, BS41 9AF

Tel: 01275 395300

<b>Service Name:</b>	<b>Avondown House</b>
<b>Location:</b>	Twerton, Bath
<b>Accommodation Type:</b>	Sheltered Housing and Extra Care Housing, comprising one- and two-bed flats, with communal areas.
<b>Capacity:</b>	16 sheltered flats 30 Extra Care flats
<b>Type of Support:</b>	Sheltered Housing Extra Care - 24 hr on site care delivered by Sirona extra care team Please note that Extra Care is not funded by Supporting People.
<b>Primary Client Group:</b>	Frail Elderly
<b>Age Group:</b>	60+ (55+ in certain circumstances)
<b>Household Type:</b>	Couples without dependent children Single People
<b>Support Duration:</b>	Long term (2+ years)
<b>Referral Route:</b>	Through B&NES Council's Homesearch on 01225 477000 <a href="http://www.homesearchbathnes.org.uk">www.homesearchbathnes.org.uk</a> or direct applications to Guinness: 0117 9473 757. Subject to approval through the Extra Care panel.

# Older People's Services

---

**Provider: WE Care & Repair**  
5 Hide Market  
Waterloo Road  
St Philips  
Bristol  
BS2 0BH

**Telephone:** 0300 323 0700  
[www.wecareandrepair.org.uk](http://www.wecareandrepair.org.uk)

**Service Name:**

**WE Care & Repair**

**Location:**

Throughout Bath & North East  
Somerset

**Accommodation Type:**

N/A

**Capacity:**

N/A

**Type of Support:**

Provide information and advice,  
technical support for those wishing to  
make adaptations to their home,  
handyperson and other minor building  
works, home independence and  
mobility support

**Primary Client Group:**

Older People with Support Needs

**Age Group:**

55+

**Household Type:**

Couples with/without Children  
Single People

**Support Duration:**

Short term

**Referral Route:**

Through Voluntary/Non-statutory  
agencies, self-referral by telephone,  
letter or in person, or statutory bodies  
(social services, housing or health).  
Telephone or visit website

# ***Older People's Services***

---

**Provider: Knightstone Housing Association  
Station Road  
Worle  
Weston Super Mare  
BS22 6AP**      **Tel: 01934 524300**

**Service Name:**

**The Orchard**

**Location:** Bath

**Accommodation Type:** Extra care Housing for Older People

**Capacity:** 20 Units (all Extra Care)

**Type of Support:** Alarm/On Call System  
Floating/Visiting Support  
Extra Care - 24 hr on site care  
delivered by Sirona extra care team

**Primary Client Group:** Older People with Support Needs

**Age Group:** 60+

**Household Type:** Couples without dependent children  
Single People

**Support Duration:** Long term (2+ years)

**Referral Route:** Through B&NES Homeseach Team  
on 01225 477000  
[www.homeseachbathnes.org.uk](http://www.homeseachbathnes.org.uk)  
Or contact the provider directly



# Older People's Services

---

## **Provider: Methodist Homes Housing Association**

MHA Care Group

Epworth House

Stuart Street

Derby DE1 2EQ

Tel: 01332 296200

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

[enquiries@mha.org.uk](mailto:enquiries@mha.org.uk)

**Service Name:** \* **Walcot Court – Bath (Extra Care)**

Tel. 01225 428476

**Location:** Bath

**Accommodation Type:** Sheltered Housing in one-bed flats and bedsits. Virtual Extra care

**Capacity:** Walcot Court: 37 units

**Type of Support:** Alarm/On Call System  
Day Time Staff on Site with  
Emergency Call Out

**Primary Client Group:** Older People with Support Needs

**Age Group:** 60+ (55+ in some circumstances)

**Household Type:** Couples without dependent children  
Single People

**Support Duration:** Long term (2+ years)

**Referral Route:** Contact Regional/Head Office or contact service directly or through B&NES Council's Homesearch on 01225 477000  
[www.homesearchbathnes.org.uk](http://www.homesearchbathnes.org.uk)

**\* NB: Walcot Court provides the "Well Being" package for which there is an additional charge**

# Older People's Services

---

**Provider: Curo**

The Maltings

River Place

Lower Bristol Road

Bath BA2 1EP

Tel: 01225 366000

<https://www.curo-group.co.uk/independent-lives/>

<b>Service Name</b>	<b>LiveWell &amp; Livewell+</b>
<b>Accommodation Type:</b>	N/A – Community Support
<b>Capacity:</b>	N/A
<b>Type of Support:</b>	Support and activities to help older people connect to their community and remain independent.
<b>Primary Client Group:</b>	Older People with Support Needs who live in Curo sheltered housing
<b>Age Group:</b>	60+
<b>Household Type:</b>	Couples without dependent children Single People
<b>Support Duration:</b>	Short and Long term (2+ years)
<b>Referral Route:</b>	<b>Contact Curo via the website or on 01225 366000</b>

Livewell and Livewell+ is available throughout B&NES

# *Older People's Services*

---

Curo continued...

<b>Service Name:</b>	Older Persons Independent Living Service
<b>Location:</b>	Bath & North East Somerset
<b>Accommodation Type:</b>	N/A. Floating support only.
<b>Type of Support:</b>	Floating/Visiting Support This is a banded service offering varying levels of support from a Sheltered Housing Officer
<b>Primary Client Group:</b>	Older People with Support Needs
<b>Age Group:</b>	60+
<b>Household Type:</b>	All adult household, single people
<b>Support Duration:</b>	Long or short term
<b>Referral Route:</b>	Contact Curo via the website or on 01225 366000

Curo also provides sheltered housing throughout B&NES. Please see the Curo website for more information or contact Homesearch on 01225 477000/[www.homesearchbathnes.org.uk](http://www.homesearchbathnes.org.uk)

# Older People's Services

---

Curo continued...

<b>Service Name:</b>	<b>Curo Extra Care Services</b> St Johns Court – Bath Greenacres Court – Midsomer Norton Hawthorns Court – Keynsham
<b>Location:</b>	Bath & North East Somerset
<b>Accommodation Type:</b>	Extra Care Housing, comprising one- and two-bed flats, with communal areas.
<b>Capacity:</b>	St Johns Court – 30 Units (plus 21 Sheltered) Greenacres Court – 30 Units Hawthorns Court – 30 Units
<b>Type of Support:</b>	Extra Care units: 24 hr on site care delivered by Sirona extra care team Please note that Extra Care is not funded by Supporting People.
<b>Primary Client Group:</b>	Frail Elderly
<b>Age Group:</b>	60+ (55+ in certain circumstances)
<b>Household Type:</b>	All adult household, single people
<b>Support Duration:</b>	Long term
<b>Referral Route:</b>	Through B&NES Council's Homesearch on 01225 477000 <a href="http://www.homesearchbathnes.org.uk">www.homesearchbathnes.org.uk</a> Subject to approval through the Extra Care panel.

# ***Mental Health Services***

---

**Provider : Virgin Care**

Ash House 2

St Martins Hospital

Bath BA2 5RP

01225 831317

[www.virginicare.co.uk/service-hub/bath-north-east-somerset-health-and-care/#](http://www.virginicare.co.uk/service-hub/bath-north-east-somerset-health-and-care/#)

<b>Service Name:</b>	Rural Floating Support Service
<b>Location:</b>	North East Somerset
<b>Accommodation Type:</b>	N/A
<b>Capacity:</b>	10 -15 units
<b>Type of Support:</b>	Floating Support – will offer support by visiting homes or meeting in community space. Practical and emotional support around housing related needs and linking into community support
<b>Support Duration:</b>	Short Term (up to 18months)
<b>Primary Client Group:</b>	People affected by Mental Health needs.
<b>Age Group:</b>	18 +
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# ***Mental Health Services***

---

**Provider : Virgin Care  
Ash House 2  
St Martins Hospital  
Bath BA2 5RP  
01225 831317  
[www.virgincare.co.uk/service-hub/bath-north-east-somerset-health-and-care/#](http://www.virgincare.co.uk/service-hub/bath-north-east-somerset-health-and-care/#)**

<b>Service Name:</b>	Sedgemoor Accommodation Based Support Service
<b>Location:</b>	Combe Down area of Bath
<b>Accommodation Type:</b>	* Supported Housing * 4 x self-contained single flats * fully furnished
<b>Capacity:</b>	4 units
<b>Type of Support:</b>	Low level supported housing with visiting support to help service users to live as independently as possible.
<b>Support Duration:</b>	Short Term (up to 2yrs)
<b>Primary Client Group:</b>	People with Mental Health needs
<b>Age Group:</b>	18 +
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# ***Mental Health Services***

---

**Provider: Bath Mind**

13 Abbey Churchyard

Bath BA1 1LY

Tel: 01225 316199

Email: [information@bathmind.org.uk](mailto:information@bathmind.org.uk)

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

<b>Service Name:</b>	Bath Mind
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Supported Housing
<b>Service Name:</b>	<b>Marlborough Lane</b>
<b>Capacity:</b>	5 units
<b>Type of Support:</b>	Low-level accommodation-based housing support to help service-users achieve and maintain independence.
<b>Primary Client Group:</b>	People with Mental Health Problems Service specifically prioritises people from black and minority ethnic communities in Bath.
<b>Age Group:</b>	18+
<b>Household Type:</b>	Single people
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# ***Mental Health Services***

---

**Provider: St Mungo's Community Housing  
Association Limited**

Griffin House  
161 Hammersmith Road  
London  
W6 8BS  
Tel: 020 8762 5500  
<https://www.mungos.org/>

<b>Service Name:</b>	<b>Mulberry House Mulberry Mews</b>
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Supported Housing - shared and self-contained flats
<b>Capacity:</b>	Mulberry House: 8 units Mulberry Mews: 5 units
<b>Type of Support:</b>	Day time staff on site with emergency call out
<b>Primary Client Group:</b>	People with Mental Health Problems
<b>Age Group:</b>	18+
<b>Household Type:</b>	Single People
<b>Support Duration:</b>	Medium term (less than 4 years)
<b>Referral Route:</b>	Avon & Wiltshire Mental Health Partnership, Primary Care Trust, Social Services, Health Services, Voluntary agencies



# ***Mental Health Services***

---

**Provider: Second Step Housing Association**

9 Brunswick Square

Bristol BS2 8PE

Tel: 0117 909 6630

[www.second-step.co.uk/support-housing/floating-support-bath-and-north-east-somerset](http://www.second-step.co.uk/support-housing/floating-support-bath-and-north-east-somerset)

<b>Service Name:</b>	<b>Second Step Floating Support Service</b>
<b>Location:</b>	Throughout Bath & North East Somerset
<b>Accommodation Type:</b>	N/A
<b>Capacity:</b>	32 units
<b>Type of Support:</b>	Floating/Visiting Support Range of practical and emotional support services for people with mental health issues and and housing related support needs.
<b>Primary Client Group:</b>	People with mental health problems and people with a dual diagnosis
<b>Age Group:</b>	18+
<b>Household Type:</b>	Single People
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# ***Learning Difficulties Services***

---

## **Provider: Keyring Supported Living Networks**

Regional Office

Unit 21a, Easton Business Centre

Felix Road, Easton

Bristol BS5 0HE

Tel: 0117 9415355

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

[enquiries@keyring.org](mailto:enquiries@keyring.org)

**Service Name:** Bath Keyring Network

**Location:** Based in Bath city centre

**Accommodation Type:** N/A

**Capacity:** 13 units

**Type of Support:** Floating/Visiting Support  
Peer support network  
Low level support to people based in city centre flats, facilitated by a Community Living Volunteer.  
Aims to supplement/reduce reliance on traditionally delivered support.

**Primary Client Group:** People with Learning Disabilities/affected by mental health

**Age Group:** All age groups

**Household Type:** Single People  
Couples with/without children

**Support Duration:** Long term (2+ years)

**Referral Route:** Through B&NES Housing Support Gateway  
[www.housingsupportgatewaybathnes.org.uk](http://www.housingsupportgatewaybathnes.org.uk)

# ***Learning Difficulties Services***

---

**Provider: SWALLOW Ltd**

Old Engine House

Old Pit Road

Midsomer Norton

Radstock BA3 4BQ

Tel: 01761 414034

Fax: 01761 417444

<https://swallowcharity.org/>

<b>Service Name:</b>	<b>Redfield Road &amp; The Hawthorns</b>
<b>Location:</b>	Midsomer Norton
<b>Accommodation Type:</b>	Supported Housing in flats
<b>Capacity:</b>	Redfield Road (6 units) The Hawthorns (4 units)
<b>Type of Support:</b>	24 hour cover with Sleep in Staff Warden Support on Site
<b>Primary Client Group:</b>	People with Learning Disabilities
<b>Age Group:</b>	18+
<b>Household Type:</b>	Couples without dependent children Single People
<b>Support Duration:</b>	Long term (2+ years)
<b>Referral Route:</b>	Through self referral or someone acting on the client's behalf, contact SWALLOW

# ***Learning Difficulties Services***

---

**Provider: Freeways**

Leigh Court Centre  
Pill Road  
Abbots Leigh  
Bristol  
BS8 3RA

Tel:01275 37151  
[www.freewaystrust.co.uk](http://www.freewaystrust.co.uk)

<b>Service Name:</b>	<b>Freeways Floating Support B&amp;NES</b>
<b>Location:</b>	Bath & North East Somerset
<b>Accommodation Type:</b>	Floating Support
<b>Capacity:</b>	39 units
<b>Type of Support:</b>	Floating/Visiting Support Service
<b>Primary Client Group:</b>	People with Learning Disabilities & Physical Sensory Impairment
<b>Age Group:</b>	16+
<b>Household Type:</b>	Families, singles and couples
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# ***Autistic Spectrum Conditions***

---

**Provider: Julian House**

55 New King Street

Bath BA1 2BN

Tel: 01225 354 650

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

<b>Service Name:</b>	<b>Henrietta Street</b>
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Supported Housing
<b>Capacity:</b>	10 units
<b>Type of Support:</b>	Day time support, overnight on call emergency support
<b>Primary Client Group:</b>	Autistic Spectrum Conditions
<b>Age Group:</b>	18+
<b>Household Type:</b>	Single people
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# Young People's Services

---

**Provider: B&NES Council – Supported Lodgings Scheme**

Young Person's Accommodation Officer

PO Box 3343

Bath BA1 2ZH

Tel: 01225 477802

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

<b>Service Name:</b>	<b>Supported Lodgings Scheme</b>
<b>Location:</b>	Throughout Bath & North East Somerset
<b>Accommodation Type:</b>	Supported Lodgings in private homes
<b>Capacity:</b>	20 units
<b>Type of Support:</b>	Young Person lives in a private family home as a lodger. Lodging provider gives practical and emotional support and pass on independent living skills. Help finding move-on accommodation. Help with benefits and finances. Help accessing other agencies.
<b>Primary Client Group:</b>	Homeless Young People Young People Leaving Care
<b>Age Group:</b>	16-18
<b>Household Type:</b>	Single people
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Contact Young Person's Accommodation Officer (see above) for more information. Referrals through the Children, Young People and Families Support Service 01225 396964/963

# Young People's Services

---

**Provider: Developing Health & Independence**

15/16 Milsom Street

Bath BA1 1DE

Tel:01225 329411

[www.dhi-online.org.uk/do/bath/the-reach-floating-support-service/](http://www.dhi-online.org.uk/do/bath/the-reach-floating-support-service/)

<b>Service Name:</b>	<b>Reach</b>
<b>Location:</b>	Throughout Bath & North East Somerset
<b>Accommodation Type:</b>	Floating Support Service
<b>Capacity:</b>	N/A
<b>Type of Support:</b>	Floating/Visiting Support
<b>Primary Client Group:</b>	Young people in Supported Lodgings who do not have an allocated social worker.
<b>Age Group:</b>	16+
<b>Household Type:</b>	Single People
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# Young People's Services

---

**Provider: Curo**

The Maltings

River Place

Lower Bristol Road

Bath BA2 1EP

Pathways: 01225 339330

Tel: 01225 366000

The Foyer: 01225 405004

[www.curo-group.co.uk/independent-lives/other-curo-services/support-for-young-people/](http://www.curo-group.co.uk/independent-lives/other-curo-services/support-for-young-people/)

**Service Name: Young People's Services**

Time to Talk Mediation Service  
(8 units)

Pathways  
(14 units)

Bath Foyer  
(31 units)

Young Parents  
(6 Units)

**Location:**

Bath and North East Somerset

**Accommodation Type:**

Supported Housing & Mediation to prevent homelessness

**Capacity:**

See above

**Type of Support:**

Alarm / On Call System  
Floating/Visiting Support  
Day Time Staff on Site with  
Emergency Call Out  
24 hour cover with night-time  
concierge/security staff (Pathways  
only)



# ***Young People's Services***

---

Curo (Young People's services)
--------------------------------

<b>Primary Client Group:</b>	Young People at Risk / Care Leavers / young parents
<b>Age Group:</b>	16 – 25 (see above)
<b>Household Type:</b>	Single people and Young Parents
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# Homelessness Services

---

**Provider: Julian House**

55 New King Street

Bath BA1 2BN

Tel: 01225 354 650

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

<b>Service Name:</b>	Manvers Street Hostel Tel: 01225 311991
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Direct Access Hostel
<b>Capacity:</b>	20 Bedspaces (5 women only) Space for 1 couple. 9 bed spaces at Second Tier site.
<b>Type of Support:</b>	Staffed 24 hrs. Needs Assessments / Support Plans. Help accessing support. Advice and support around housing, benefits and documentation. On site Homeless Health Team.
<b>Primary Client Group:</b>	Rough Sleepers
<b>Age Group:</b>	18+
<b>Household Type:</b>	Single people
<b>Support Duration:</b>	Short term (less than 9 months)
<b>Referral Route:</b>	Open Access/Self-referral

# Homelessness Services

---

Julian House continued...

<b>Service Name:</b>	<b>Barnabas House</b> Tel: 01225 780318
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Single bedrooms and shared communal facilities
<b>Capacity:</b>	12 single bedrooms
<b>Type of Support:</b>	Needs Assessments/Support Plans. Help accessing other support agencies. 24 hour on-call cover overnight.
<b>Primary Client Group:</b>	Single Homeless with Support Needs. May also have substance misuse or mental health needs.
<b>Age Group:</b>	18+
<b>Household Type:</b>	Single people with low-medium support needs.
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# Homelessness Services

---

Julian House continued...

<b>Service Name:</b>	<b>Assertive Outreach Service</b> <b>(This service is delivered jointly by DHI &amp; Julian House)</b> Tel: 07940992822
<b>Location:</b>	Bath and North East Somerset.
<b>Type of Support:</b>	Provides support for those living a street based life. Support to access suitable accommodation; Support to access other services and link into Homeless Health Team. Reconnection for those with services/housing out of area
<b>Client Group:</b>	Rough Sleepers with support needs including substance misuse or mental health needs.
<b>Age Group:</b>	18+
<b>Household Type:</b>	Rough Sleepers.
<b>Support Duration:</b>	Short term until no longer sleeping rough.
<b>Referral Route:</b>	<b>Online through Streetlink</b> <a href="https://streetlink.org.uk">https://streetlink.org.uk</a> or via tel: <b>07940992822</b>

# Homelessness Services

---

**Provider: Developing Health & Independence**

15/16 Milsom Street

Bath BA1 1DE

Tel: 01225 329411

[www.dhi-online.org.uk/do/bath/the-reach-floating-support-service/](http://www.dhi-online.org.uk/do/bath/the-reach-floating-support-service/)

<b>Service Name:</b>	<b>Reach</b>
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Floating Support Service
<b>Capacity:</b>	N/A
<b>Type of Support:</b>	Floating/Visiting Support
<b>Primary Client Group:</b>	Offender or People at risk of offending, People with Drug / Alcohol Problems, Rough Sleeper, Young people at risk, Young people leaving care, Single Homeless with Support Needs
<b>Age Group:</b>	16+
<b>Household Type:</b>	Single People
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# Homelessness Services

---

**Provider: Curo**

64-76 Dartmouth Avenue

Oldfield Park

Bath BA2 2AE

Tel: 01225 484916

[www.curo-group.co.uk/independent-lives/](http://www.curo-group.co.uk/independent-lives/)

<b>Service Name:</b>	<b>Dispersed Temporary Accommodation Scheme &amp; Dartmouth Avenue</b>
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Bedsits sharing kitchens and self-contained flats
<b>Capacity:</b>	Dispersed temporary accommodation scheme: 11 units
<b>Type of Support:</b>	Alarm/On Call System Floating/Visiting Support 24 hour cover with waking night staff
<b>Primary Client Group:</b>	Homeless families, singles and couples with support needs
<b>Age Group:</b>	All age groups
<b>Household Type:</b>	Families, singles and couples
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	B&NES Housing Options and Homelessness Team

# Homelessness Services

---

**Provider : Solon South West Housing Association**

1 Newfoundland Court

Newfoundland Street

Bristol BS2 9AP

Tel: 0117 924 4071

[www.solonswha.co.uk/Support---advice/Supported-Housing-\(1\)/Rackfield-House.aspx](http://www.solonswha.co.uk/Support---advice/Supported-Housing-(1)/Rackfield-House.aspx)

<b>Service Name:</b>	<b>Rackfield House</b> 01225 339742
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Temporary Supported Housing.
<b>Capacity:</b>	20 units (including 4 Post alcohol detox units (PAD))
<b>Type of Support:</b>	Each client has a keyworker and a support plan. Day Time Staff on Site with emergency callout. Help to access other support agencies
<b>Primary Client Group:</b>	Single Homeless with Support Needs/recovery from alcohol abuse
<b>Age Group:</b>	18+
<b>Household Type:</b>	Single People
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# Homelessness Services

---

**Provider: Home Group Ltd (Stonham)**

21 The Paragon

Bath BA1 5LY

Tel: 01225 464342

[www.homegroup.org.uk/Care-and-Support](http://www.homegroup.org.uk/Care-and-Support)

<b>Service Name:</b>	<b>The Paragon</b>
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Single rooms with support
<b>Capacity:</b>	10 units
<b>Type of Support:</b>	Each client has a keyworker and a support plan. Day Time staff on site.
<b>Primary Client Group:</b>	Single homeless adults with support needs
<b>Age Group:</b>	16+
<b>Household Type:</b>	Single People
<b>Support Duration:</b>	Short term
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>



# Homelessness Services

---

Stonham continued...

<b>Service Name:</b>	<b>Newbridge Road</b>
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Supported Housing - self-contained studio and one-bedroom flats
<b>Capacity:</b>	4 units
<b>Type of Support:</b>	Visiting Support
<b>Primary Client Group:</b>	Single homeless women with Support Needs
<b>Age Group:</b>	18+
<b>Household Type:</b>	Single Women
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# ***Domestic Abuse Services***

---

**Provider: Julian House**

55 New King Street  
Bath BA1 2BN

Tel: Direct No:01225 354 661

**E-Mail for Serena House:** [serenainfo@julianhouse.org.uk](mailto:serenainfo@julianhouse.org.uk)

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

<b>Service Name:</b>	<b>Domestic Abuse Services</b> 01225 354660
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Refuge services for women only, and dispersed refuge services for women and men
<b>Capacity:</b>	10 units refuge plus 6 units of dispersed refuge called Serena House.
<b>Type of Support:</b>	Accommodation-based with on site staff during office hours for refuge. Dispersed refuge is visiting support
<b>Primary Client Group:</b>	Refuge: Single Women and Women with children fleeing domestic violence, including women with substance abuse issues and low to medium mental health issues. Serena House is for women or men fleeing DA including those who may have more complex needs
<b>Age Group:</b>	18+
<b>Household Type:</b>	Single people or people with children or pets.

# ***Domestic Abuse Services***

---

- Support Duration:** Short term (less than 1 year for refuge)
- Referral Route:** Referrals can come from anywhere in the UK. Referrals are taken from a range of agencies including Housing, Social Services, mental health teams, Police , Self- referrals are also taken. via the direct number above or by contacting:  
<https://www.womensaid.org.uk/information-support/helpline/>  
Or by phone : 0808 2000 247

# ***Services for offenders, and those at risk of offending***

---

**Provider: Developing Health & Independence**

15/16 Milsom Street

Bath BA1 1DE

Tel: 01225 329411

[www.dhi-online.org.uk/do/bath/](http://www.dhi-online.org.uk/do/bath/)

<b>Service Name:</b>	<b>Barton Buildings Burlington Street</b>
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Supported Housing (Dry house)
<b>Capacity:</b>	Barton Buildings - 6 units Burlington Street – 9 units
<b>Type of Support:</b>	Accommodation based - day time staff with emergency call out Help to access other support agencies Developing independent living skills Help finding move-on accommodation Emotional support and advice
<b>Primary Client Group:</b>	Offenders or People at Risk of Offending (Service Users will have a history of alcohol or substance misuse and have to be abstinent to use this service)
<b>Age Group:</b>	16+
<b>Household Type:</b>	Single People
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# ***Services for offenders, and those at risk of offending***

---

Developing Health & Independence continued...

<b>Service Name:</b>	<b>Reach</b>
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Floating Support Service
<b>Capacity:</b>	N/A
<b>Type of Support:</b>	Floating/Visiting Support
<b>Primary Client Group:</b>	Offender or People at risk of offending, People with Drug / Alcohol Problems, Rough Sleeper, Young people at risk, Young people leaving care, Single Homeless with Support Needs
<b>Age Group:</b>	16+
<b>Household Type:</b>	Single People
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# ***Services for offenders, and those at risk of offending***

---

**Provider: Julian House**

55 New King Street

Bath BA1 2BN

Tel: 01225 354 650

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

<b>Service Name:</b>	<b>Peter House</b>
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Single rooms
<b>Type of Support:</b>	Accommodation based with support
<b>Primary Client Group:</b>	Offenders or people at risk of offending
<b>Age Group:</b>	18+
<b>Household Type:</b>	Single People
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway and criminal justice services referral. <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# ***Physical & Sensory Disability Services***

---

**Provider: Freeways**

Leigh Court Centre  
Pill Road  
Abbots Leigh  
Bristol  
BS8 3RA

Tel:01275 37151  
[www.freewaystrust.co.uk](http://www.freewaystrust.co.uk)

<b>Service Name:</b>	<b>Freeways Floating Support B&amp;NES</b>
<b>Location:</b>	Bath & North East Somerset
<b>Accommodation Type:</b>	Floating Support
<b>Capacity:</b>	39 units
<b>Type of Support:</b>	Floating/Visiting Support Service
<b>Primary Client Group:</b>	People with Learning Disabilities & Physical Sensory Impairment
<b>Age Group:</b>	16+
<b>Household Type:</b>	Families, singles and couples
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>

# ***Drug & Alcohol Services***

---

**Provider: Developing Health & Independence**

15/16 Milsom Street

Bath BA1 1DE

Tel: 01225 329411

[www.dhi-online.org.uk/do/bath/](http://www.dhi-online.org.uk/do/bath/)

<b>Service Name:</b>	<b>Barton Buildings Burlington Street</b>
<b>Location:</b>	Bath
<b>Accommodation Type:</b>	Supported Housing (Dry house)
<b>Capacity:</b>	Barton Buildings - 6 units Burlington Street – 10 units
<b>Type of Support:</b>	Accommodation based - day time Staff with emergency call out Advice and Advocacy Help to access other support agencies Developing independent living skills Help finding move-on accommodation Emotional support and advice
<b>Primary Client Group:</b>	Offenders or People at Risk of Offending (Service Users will have a history of alcohol or substance misuse and have to be abstinent to use this service)
<b>Age Group:</b>	16+
<b>Household Type:</b>	Single People
<b>Support Duration:</b>	Short term (less than 2 years)
<b>Referral Route:</b>	Through B&NES Housing Support Gateway <a href="http://www.housingsupportgatewaybathnes.org.uk">www.housingsupportgatewaybathnes.org.uk</a>