

**WORRIED
ABOUT THE
COST OF
LIVING?**

**FIND OUT
HOW FROME
CAN HELP**

MESSAGE FROM THE MAYOR

There has been so much in the press recently about the cost of living crisis and the rise in energy bills that it is easy to feel overwhelmed. But while life may look different for most of us this year, the Frome community is always here to support each other. We've created this leaflet to share the projects, places, community groups along with help and support that might be needed this coming winter.



Frome is well known for looking out for our neighbours, by sharing and staying connected. As a town we can't do much about fuel bills or food prices in the short term but there is support in place to ensure that no one goes hungry and that we can all stay warm over the colder months. And most importantly, if you're feeling isolated or anxious, are struggling to heat your home, or just in need of somewhere to be, there are places that we can all go to get a warm and friendly welcome.

- Cllr Sara Butler, Mayor of Frome

GET IN TOUCH

If you can't find what you're looking for in this leaflet, give Frome Town Council a call on 01373 465 757 or email info@frometowncouncil.gov.uk and we can point you in the right direction for further support. You can also visit us at Frome Town Hall.

Opening hours:

9:00-17:00 Monday to Thursday

9:00-16:30 Friday

Closed weekends

ENERGY & BILLS

Somerset Energy Saver

Helping people in Mendip reduce their energy bills and learn more about what financial assistance is available.

www.somersetenergysaver.co.uk

Wessex Water

Apply for a reduced water bill based on your ability to pay.

0345 600 3 600 || www.wessexwater.co.uk/your-account/help-paying

Priority Services Register

This gives you free support and services – for example, you might be given advance notice of power cuts or offered alternative heating facilities if your supply is disrupted. Contact your energy supplier directly.

See what cost of living support you could be eligible for:

helpforhouseholds.campaign.gov.uk

Winter Fuel Payment/Warm Homes Discount

www.gov.uk/winter-fuel-payment

08007 310 160



**More
energy
advice
on pg11**

MONEY MATTERS

Citizens Advice Mendip

Citizens Advice give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

Access free confidential advice online and over the phone.

0808 278 7842 || www.citizensadvicemendip.org.uk

Frome CAP Debt Centre

Free advice to anyone in debt.

0800 328 0006 || www.capdebthelp.org

Frome Jobcentre Plus

Resources for job searchers, training information and benefits administration.

0800 169 0190 || www.gov.uk/contact-jobcentre-plus

Benefits Calculator

To find out what benefits you may be entitled to claim, you could use this free Benefits Calculator. If you need extra support, contact Citizens Advice Mendip.
benefits-calculator-2.turn2us.org.uk

find
lots more support
with money matters at
bit.ly/find-money-matters

SAFE HOUSING

Streetlink

Concerned about someone sleeping rough? Streetlink will connect them with the correct local homelessness outreach team to access support. The phone line can get busy, so please send your alert online where possible.

0300 500 0914 || www.streetlink.org.uk

Mendip YMCA

Safe accommodation for 16-25 year olds, plus access to advice and support if you are homeless or at risk of homelessness.

01749 679553 || www.mendipymca.org.uk/what-we-do/accommodation

Housing Options Team

Individuals and families at risk of homelessness should contact Mendip's Housing Options Team. In certain situations the council may have a duty to provide emergency accommodation.

0300 303 8588 || www.mendip.gov.uk/housing

Out of hours, contact the social care emergency team on 0300 1232327

STAYING HEALTHY

Frome GP Practices

Your GP practice can support your health needs - or see below for information regarding the practices' Health Connectors.

Frome Medical Practice: 01373 301 301 || www.fromemedicalpractice.co.uk

Beckington Family Practice: 01373 464 731 || www.beckingtonfamilypractice.co.uk

Get Vaccinated - Flu & Covid

If you are over 50, pregnant or with long term health conditions make sure you book your free NHS Flu vaccination and Covid booster.

Flu: visit www.nhssomerset.nhs.uk/seasonal-flu or call your GP practice

Covid: visit www.nhs.uk/coronavirus or call 119 (8am-8pm weekdays)

Mindline Somerset

A confidential listening service for people in Somerset experiencing issues with mental health or needing emotional support.

0800 138 1692 or 01823 276892 || www.mindinsomerset.org.uk

Mendip Health Walks

Group walks for all abilities arranged by Somerset Activity & Sports Partnership.

01823 653990 || www.sasp.co.uk/health-walks

Park Run

Free, weekly 5km runs in the Old Showfield at 9.00am every Saturday. Everyone is welcome and you can walk, jog or run.

www.parkrun.org.uk



Living and feeling better can start with a simple step - connecting.

Whatever you're experiencing, from long-term health issues to simply wanting to meet new people, Health Connections Frome is provided by Frome's GP practices to help connect you with the groups, support and resources to improve your wellbeing.

Call us on 01373 468 368 to book a one-to-one appointment, or browse our online directory at www.healthconnectionsfrome.org

STAY CONNECTED

Digital and Online Support

Health Connections Frome provide free support for getting online.

01373 468 368 || www.healthconnectionsfrome.org

Healthy Lifestyles Group

Do you want to move more and feel healthier? To meet others and look at topics such as sleep, exercise, healthy eating and relaxation? Join in with this free Health Connections Frome programme - whether you can come along to one session or every week. Tuesdays 10.30-11.30am at Frome Medical Practice.

01373 468 368 || www.healthconnectionsfrome.org

Active & In Touch

One to one and group befriending service in Frome and surrounding villages.

07539 795 261 || www.activeandintouch.org

Frome and District Friendship and Day Centre

Meeting every Monday and Thursdays at the Assembly Rooms these social days provide hot lunches and additional activities and entertainment.

Monday 11am – 3.30pm; Thursdays 11am – 1.30pm. The cost is £8 for the day.

For more information or to come along please ring Pete Dayman-Johns:

07974 702 642 or 01373 465 606

Talking Benches & Cafés

Come and meet a Frome Health Connector, have a chat and find out about local support. Taking place at the same time and place weekly:

Frome Talking Bench: Wednesday 10:30-11am outside Frome Library

Frome Talking Café: Monday 10-11:30am at the Cheese & Grain

Thursday 1-2pm at Coffee #1 (Westway precinct)

01373 468 368 || www.healthconnectionsfrome.org

SPARK a Change

Find out how you can become a volunteer in Frome, giving a little of your free time to support a good cause, meet new people and build new skills.

01458 550 973 || www.sparkachange.org.uk

Clink Stop and Chat

A relaxing place to have tea and coffee with friends and those within the community of Frome. Wednesday morning 10-12pm at Clink Evangelical Church on Clink Road, Frome.

Email for more information: contact@clinkevangelical.co.uk

EAT WELL

Fair Frome - Food at Five

Fair Frome host Food at Five - hot and nutritious meals that can cater to various dietary requirements. Free to anyone on benefits or low income. Just turn up at 5pm. Mondays at The Key Centre, Feltham Lane
Wednesdays at the Cricket Club, Rodden Rd
Thursdays at Trinity Church Hall
01373 488 578 || www.fairfrome.org

Pay it Forwards

Many places in Frome have a Pay it Forwards scheme, offering free or discounted food, drinks & more for those who need it, paid for by those with a little to spare.

See the full list at
[healthconnectionsmandip.org/
pay-it-forward](http://healthconnectionsmandip.org/pay-it-forward)

Frome Community Fridge at Frome Town Hall

Free food to combat food waste. Simply visit the Fridge and help yourself.

Health Connections Frome – resources

Plenty of free resources to support healthy eating.
healthconnectionsmandip.org/support-for-you/information-centre

Food Vouchers and Vitamins

If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops.
www.healthystart.nhs.uk

Edventure Food and Community with Make: Shed

A community safe space with food provided from 4-6pm on a Thursday before the Make: Shed session. Make: Shed is a weekly open workshop space for people aged 18-35 to work on practical and creative projects, individually or with others. Thursday 6-9pm at The Remakery, part of Welshmill Hub.
07434 667 373 || shed@edventurefrome.org

Supporting the food bank

Download the free Bank The Food app to help the Fair Frome food bank get what they need, when they need it. Donation points are available across Frome including in ASDA, Sainsburys, Lidl and Frome Wholefoods. The app can even send you a reminder when you're at the supermarket.

www.bankthefood.org

TRANSPORT

Buses & Public Transport

You can find information on local buses and other public transport on the Frome Town Council website, plus information on Frome's car parks and EV charging points. Timetables can be printed for a small charge at the Discover Frome Information Point at Black Swan Arts, or at Frome Town Hall.

www.frometowncouncil.gov.uk/transport

Patient Transport Advice Centre

For Somerset GP patients who need transport to their NHS appointments.

01278 727 444 || www.nhssomerset.nhs.uk/health/patient-transport

Frome Community Drivers

Volunteer drivers working to help people access the things they need safely and cheaply. The drivers will go as far as the RUH in Bath if needed. A contribution of a £3 booking fee + 60p per mile is requested to cover drivers expenses with 50% discount if you have a bus pass.

07596 591 391

[www.activeandintouch.org/
frome-community-drivers](http://www.activeandintouch.org/frome-community-drivers)

Co-Wheels Car Club

Car sharing scheme providing a cheaper and more environmentally friendly alternative to owning a car.

0191 375 1050

www.co-wheels.org.uk/frome

Cycle Together

Get a free 4-week ebike loan and all of the equipment you'll need to cycle safely. Join weekly, friendly group rides to build your cycling skills and confidence on the road.

bit.ly/cycle-together || info@frometowncouncil.gov.uk

Plan your journey

Use the Think Travel online tool to find out how to get from A to B with public and community transport.

somerset.thinktravel.info

OTHER SUPPORT

Fair Frome

Fair Frome provides help and offers practical support such as ensuring that everyone has access to food, furniture, and other essentials. Their new Baby Basics Bank can also help provide baby items to those who need them.

01373 488 578 || www.fairfrome.org

Frome Library

The library provides lots more than free books. You can use their computers and study/work area for free, borrow an iPad to look for work, and join in with a variety of social groups. The library also houses the Mendip District Council and Police help points, and the new Frome Seed Library.

0300 123 2224 || www.somerset.gov.uk/libraries

Advice for parents

If you have young children download the little orange book app for useful advice when your child is unwell.

bit.ly/little-orange-pdf

Samaritans

Whatever problems you are facing, Samaritans are there to listen 24/7.

text: 116 123 || www.samaritans.org

Somerset Carers

Support for people caring for family, friends and loved ones.

0800 31 68 600 || www.somersetcarers.org

Somerset Direct

Support for the welfare of children and adults including those with disabilities, sensory loss, general frailty and mental health problems.

03001 232 224 || www.somerset.gov.uk/social-care-and-health

SARSAS (Somerset & Avon Rape & Sexual Abuse Support)

Support for anyone who has experienced rape or sexual abuse.

0808 801 0456 or 0808 801 0464 || www.sarsas.org.uk

Farming Community Network

Support for the farming community.

03000 111 999 || www.fcn.org.uk

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SIDAS - Somerset Integrated Domestic Abuse Service:

call 0800 69 49 999 or visit www.somersetsurvivors.org.uk

Support for anyone affected by domestic abuse, regardless of age or gender. If you, or someone you know, is in danger call the Police on 999.

Find

Frome's Family Information Network Directory, an easy to use platform to find the information you need for your family all in one place.

Communities, connections, services and resources for families and professionals to help support a resilient town.

findfrome.co.uk

Borrow an energy saving kit from SHARE and save money!

The kit contains a radiator key, fridge/freezer thermometers, room temperature/humidity monitors, and energy usage monitors. With handy instructions on how to use each item to help you lower your energy bills & carbon footprint.

Save energy with SHARE

Would you like to draughtproof your property but don't know where to start? Borrow our thermal imaging camera and see where your home is losing heat. There is limited funding available to those on low incomes to borrow the camera for free.

If you don't feel confident using the camera yourself, please email energyadvice@frometowncouncil.gov.uk and our trained Energy Champions volunteers may be able to assist you.



Worried about rising energy bills?


The Healthy Homes team are here to help.

Whether you have questions about lowering your energy bills, moving to low carbon heating, home insulation or dealing with energy debt, help is available through Healthy Homes.

Chat with trained energy advisers and pick up some helpful guides at our free energy advice sessions. Find out when the next one is: bit.ly/cse-advice
Can't make it in person? Call the Centre for Sustainable Energy's helpline on **0800 082 2234** or email our Energy Advice Champions: energyadvice@frometowncouncil.gov.uk

Funding for Energy Efficient Homes

Home improvement grants are available through Mendip District Council to support home energy efficiency measures for low income households.



There are also low interest loans available with Lendology. Find out more: bit.ly/mdc-homes

You may be eligible for Government grants to support home insulation and renewable technologies. To find out which schemes are currently available, contact CSE's free advice line on

0800 082 2234





Free or low-cost food available

	9-10	10-11	11-12	12-1	1-2	2-3	3-4	4-5	5-6	6-7
Mon		Frome Library								
		Trinity Church						Food at Five ☒		
		Talking Café								
Tues		Frome Library								
		Trinity Church		The Good Heart ☒						
			The Bridge Café ☒							
		Active Tuesday								
Weds		Frome Library								
			The Good Heart ☒							
			The Bridge Café ☒					Food at Five ☒		
			St Mary's Church							
Thurs		Frome Library								
		Trinity Church		The Good Heart ☒						
			The Bridge Café ☒					Food at Five ☒		
				Talking Café						
Fri		Frome Library								
		Trinity Church		The Good Heart ☒						
			The Bridge Café ☒							
Sat		Frome Library								
				The Good Heart ☒						
Sun				The Good Heart ☒						
				St Mary's Church						

Facilities vary by venue - please contact the spaces if you would like to check what's available.

WARM SPACES

If you would like to get out of the house for a while, you can spend time in these spaces with no obligation to spend money.

Food at Five locations:

Mon: Key Centre, BA11 5AJ

Weds: Cricket Club, BA11 2AH

Thurs: Trinity Church, BA11 3DE

Talking Café locations:

Mon: Cheese & Grain, BA11 1BE

Thurs: Coffee #1, Westway, BA11 1BS

Active Tuesday - Active & In Touch:

Masonic Hall, North Parade, BA11 1AU

The Good Heart:

7 Palmer Street, BA11 1DS

St Mary's Church:

Innox Hill, Frome BA11 2LN

Bridge Café:

43 Selwood Rd,
BA11 3BS

More local
support →



FrOme
TOWN COUNCIL