

LIVING WELL IN FROME

2024

**COMMUNITY
GUIDE**

Take a look at the timetable on the last page for more info on Frome's Warm Spaces. In addition to what's on the timetable, The Good Heart has a variety of regular groups and drop-ins, including:

- **Tiny Hearts - Monday, Wednesday and Thursday 9-11am**
A relaxed drop-in space for under 5s and their carers
- **Dying Matters - second Thursday of each month, 7:30-9:30pm**
Evenings to share personal experiences around dying, grief and loss
- **Good Heart Men's Space - first Sunday of each month, 7-10pm**
A supportive place for men of all ages
- **Tiny Rainbow Hearts - second Sunday of each month, 2-4pm**
In collaboration with Frome Pride, a space for LGBTQ+ & supportive families
- **Climate Cafe - one Tuesday each month, 7:30-9pm**
Monthly community conversations around climate
- **Young People's Wellbeing Drop-in - every Thursday, 3-5pm**
A confidential space for 13-19 year olds to access mental health support
- **The Wellbeing Cafe - every second and fourth Friday, 10-11:30am**
Free mental health drop-in for over 18s, with Open Mental Health

Find more groups and info at www.thegoodheart.uk or call 07866 541954



Support is also available from Frome Community Hub at Frome Town Hall:

	9-10	10-11	11-12	12-1	1-2	2-3	3-4	4-5
Mon		Citizens Advice					Somerset CS	
Tues		Frome Welcome Hub					Fair Frome Pantry	
Weds					Healthy Little Ones	ESOL Class		
Thurs			Welcome Hub					

Find out more at bit.ly/fromehub or call 01373 465757

Frome Youth Club are also offering Warm Spaces sessions every Friday during term time from 7pm-9pm. All young people aged 10-19 are welcome to come along for a free hot meal and activities. The sessions will be at Routes, 1A Palmer Street, BA11 1DS.

For more information or to book a space, contact:
ChiaraDocherty@ymca-bg.org

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 Somerset 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.

Cost of living support

Support with the cost of living. This includes income and disability benefits, bills and allowances, childcare, housing and travel.

www.gov.uk/cost-of-living

Winter Fuel Payment/Warm Homes Discount

www.gov.uk/winter-fuel-payment

0800 731 0160



**More
energy
advice
page 11**

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 circumstances.

Access free confidential advice at Frome Town Hall, online & 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

Mendip Community Credit Union

Simple savings and affordable loans for people who live and/or work in Mendip.

0800 622 6036 || www.mendipcommunitycu.org.uk

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 679 553 || www.ymca-bg.org/supported-housing

Housing Options Team

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

0300 123 2224 || www.somerset.gov.uk/housing-support

Out of hours, contact the social care emergency team on 0300 123 2327

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 if eligible, your Covid booster.

Flu: visit www.nhs.uk/wintervaccinations or call your GP practice

Covid: visit www.nhs.uk/coronavirus or call 119 (8:30am-5pm weekdays)

Mindline Somerset

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

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

Frome Health Walks

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

07599 654 679 || www.sasp.co.uk/health-walks

Parkun

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/theoldshowfield



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. Get in touch or visit the Digital Cafe, Thursdays 10-11:30am at the Cheese & Grain. 01373 468 368 || www.healthconnectionsfrome.org

Be Healthy, Be Happy Group

A rolling five-week programme with Health Connections Frome. Each week the group explores different subjects such as sleep, food, movement, and social & mental wellbeing. 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 Day Centre

Meeting every Monday and Thursday at the Assembly Rooms these social days provide hot lunches and additional activities and entertainment. Mondays 11am – 3.30pm; Thursdays 11am – 2.30pm. The cost is £9 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: Fridays 11:30am-1pm outside Frome Library

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

Thursdays 1-2:30pm 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 550 976 || 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 Road
Thursdays at Trinity Church Hall
01373 488 578 || www.fairfrome.org

Fair Frome - Community Pantry

Providing affordable access to food items, toiletries and cleaning products for a 6-month period. Membership is £3 or £5 per week for a shop and is open to everyone in Frome via an application form.
07754 088 026 || www.fairfrome.org/communitypantry

Frome Community Fridge

Free food to combat food waste. Simply visit the Fridge and help yourself. Open 9am-5pm weekdays, 11am-4pm Saturday and 12pm-4pm Sunday behind Frome Town Hall, BA11 1EB.

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

Pay it Forward

Many places in Frome have a pay it forward 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
[healthconnections mendip.org/
pay-it-forward](http://healthconnections mendip.org/pay-it-forward)

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 taxis, car parks, and EV charging points. Timetables can be printed for a small charge at the Discover Frome Information Point at Frome Library, 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.bit.ly/somerset-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

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

Frome Community Bike Project

A community cycling hub at Station Approach. Offering cycling confidence and bike maintenance classes, repair and maintenance services, and refurbished secondhand bikes, with all profits going to Frome's Missing Links charity. Their Dr Bike events also offer free safety checks and active travel advice.
hello@fromebikeproject.org || www.fromebikeproject.org

Cycle Together

Get a free four-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.
www.fromebikeproject.org/what-we-do || emma@fromebikeproject.org

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 practical support to ensure that everyone has access to food, furniture, and other essentials. Their 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 Somerset Council and Police help points, and the Frome Seed Library.

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

Healthy Little Ones

Join the East Mendip Health Visiting Team for a friendly and fun session to help you access health advice, meet others, weigh your baby and play! Free for all under 5s. Wednesdays, 1-2:30pm at the Elliot Building, Frome Town Hall.

0300 323 0118 || www.frometowncouncil.gov.uk/frome-healthy-little-ones

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

SARSAS (Somerset & Avon Rape & Sexual Abuse Support)

Helpline and live chat services providing free, anonymous and confidential support for people of all genders, age 13+ who have been affected by rape or sexual abuse at any time in their life.

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

Farming Community Network

Support for the farming community. Whether the issue is personal or business related, FCN's confidential helpline is here for you.

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

Somerset Domestic Abuse Support:

call 0800 69 49 999 or visit www.somersetdomesticabuse.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 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 thermometer, room temperature/humidity monitor, and energy usage monitor. With handy instructions on how to use each item to help you lower your energy bills and 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 would like some assistance using the camera, please email EnergyAdvice@frometowncouncil.gov.uk



	9-10	10-11	11-12	12-1	1-2	2-3	3-4	4-5	5-6	6-7	
Mon	Frome Library			Talking Café			The Good Heart			Food at Five	
Tues	Frome Library			The Good Heart			The Bridge Café			Good Heart	
Weds	Frome Library			The Good Heart			The Bridge Café			Food at Five	
Thurs	Frome Library			The Good Heart			The Bridge Café			Talking Café	
Fri	Frome Library			The Good Heart			The Bridge Café			Good Heart	
Sat	Frome Library			The Good Heart			Good Heart				

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.

The Good Heart

7 Palmer Street, BA11 1DS

Frome Library

Justice Lane, BA11 1BE

Food at Five

Mon: Key Centre, BA11 5AJ

Weds: Cricket Club, BA11 2AH

Thurs: Trinity Church, BA11 3DE

The Bridge Café

43 Selwood Rd, BA11 3BS

Talking Café

Mon: Cheese & Grain, BA11 1BE

Thurs: Coffee #1, BA11 1BS

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