

LIVING WELL IN FROME

**2025
COMMUNITY
GUIDE**

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

Pick up a paper copy of this guide at Frome Town Hall, Frome Library, The Good Heart or many other Frome community spaces

ENERGY & BILLS

Help Through Winter

For people and families who are finding it difficult to manage financially due to the additional challenges faced through the winter.

0808 278 7842 • www.citizensadvice Somerset.org.uk/help-through-winter

Somerset Energy Saver

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

www.somersetenergysaver.co.uk

Priority Services Register

A free service which provides extra advice and support, including when there's an interruption to your electricity, gas or water supply, to meet your communication, access or safety needs.

www.thepsr.co.uk • or contact your 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



More energy advice
pg 11

Take a look at the timetable on page 12 for free, warm and welcoming spaces. In addition to what's on the timetable, The Good Heart has a variety of regular groups and drop-ins, all of which are free of charge, including:

- **Tiny Hearts - Monday, Wednesday and Thursday 9-11am**
A relaxed drop-in space for under 5s and their grown-ups
- **Dying Matters - second Thursday of each month, 7:30-9pm**
Evenings to share personal experiences around dying, grief and loss
- **Good Heart Men's Space - first Sunday of each month, 7-9pm**
A supportive place for men of all ages to create a culture of mutual support
- **Tiny Rainbow Hearts - second Sunday of each month, 2-4pm**
In collaboration with Frome Pride, a space for LGBTQ+ & supportive families
- **Young People's Wellbeing Drop-in - Thursdays in term time, 3:30-5:30pm**
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
- **Tea & Toasties - Tuesdays 3:30-5:30pm**
For young people aged 12+. Free toasties, hot drinks, games and puzzles

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	5-6	6-7
Mon		Citizens Advice								
Tues		Frome Welcome Hub								
Weds			Frome Birth Talk							
Thurs		SEND Support *monthly				Prosper Frome				

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

Frome Youth Club also welcome all young people aged 10-19 on Monday and Wednesday, 7-9pm during term time for £1 per session. A great opportunity to meet new friends, enjoy fun activities and support each other. The sessions will be at Routes, 1A Palmer Street, BA11 1DS.

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

MONEY MATTERS

Citizens Advice Somerset

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 on Mondays, online or by phone.

0808 278 7842 • www.citizensadvice-somerset.org.uk

Frome CAP Debt Centre

Free, expert advice and support to help you become debt free.

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.

Download the app or go to www.streetlink.org.uk

Call 999 if the person is in immediate danger, needs medical assistance, is under 18 or is with someone who is under 18.

Mendip YMCA

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

01373 480 985 • 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.

www.nhs.uk/wintervaccinations or call your GP practice

Mindline Somerset

A confidential listening service for people of any age in Somerset experiencing issues with mental health or needing emotional support. Available 24/7.

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

Habits for Health 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 10.30am-12pm at Frome Medical Practice. 01373 468 368 • www.healthconnectionsfrome.org

Dogs for Health

One-to-one visits for anyone who may benefit from the therapeutic presence of a dog and a friendly volunteer. Or join a Walk & Talk group for some gentle exercise while making new canine and human connections. 07712 545 427 • www.dogsforhealth.org.uk

Frome and District Friendship Club & Day Centre

A place where over 55s can meet, eat and make new friends. The cost is £9 for the day, which includes a 2-course meal, activities and entertainment. Mondays 11am – 3.30pm; Thursdays 11am – 1.30pm at Frome Assembly Rooms. Join or learn more: 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-12pm outside Frome Library
- Frome Talking Café: Mondays 10-11:30am at the Cheese & Grain
- Frome Talking Café: 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 550 973 • www.sparkachange.org.uk

More Groups and Clubs

There are dozens of local social, hobby and interest groups and clubs. Visit www.frometowncouncil.gov.uk/find-a-group to find one that suits you.

EAT WELL

Fair Frome - Food at Five

Fair Frome host Food at Five - hot and nutritious meals that can cater to various dietary requirements. Plus free kids' activities with Purple Elephant. 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

Community Fridge: Frome

Now re-opened in the town centre! Free food to combat food waste. Simply visit one of the two Fridge & Larder locations and help yourself.

- Loop de Loop (colourful building near Frome Library), 9am-5pm daily
- Behind Frome Town Hall, BA11 1EB, 8am-7pm daily

Food Vouchers and Vitamins

If you're over 10 weeks pregnant or have a child under 4 you may be entitled to get help to buy healthy food and milk. 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

Growing Together

There are lots of community gardens and wellbeing groups that bring people together to grow, cook and connect over food.

Find them in the Food, Cookery and Growing directory section: healthconnectionsmandip.org/directory

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 £5 booking fee + 80p per mile is requested to cover drivers' expenses with a 50% discount if you have a bus pass.
07596 591 391 • www.fromecommunitydrivers.org.uk

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.
07404 182713 • www.fromebikeproject.org

Cycle Together: Free Ebike Loans

Get a free four-week ebike loan and all of the equipment you'll need to cycle safely. A great way to explore the benefits of an ebike before deciding whether to buy one. A kids' trailer or child seat can also be borrowed.
www.fromebikeproject.org/cycle-together • 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, borrow a blood pressure monitor, and join in with a variety of social groups. The library also houses the Somerset Council and Police help points, and 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. Thursdays, 1-2:30pm at Colliers Court, Manor Road, Frome.

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

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

Frome Market Health Hub @ Frome Livestock Market, Standerwick

Free health and wellbeing checks and podiatry services for all farming or agricultural workers and their families. No appointments necessary.

Free NHS Health Checks: Every 2nd and 4th Wednesday

Free Podiatry Services: Every 1st and 3rd Wednesday

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



Family Support & Advice

Health and wellbeing
Employment
Pregnancy



Childcare

Childminders
Nurseries and preschools
After school clubs



Education

Local schools
Specialist schools
Educational resources



Young People

Activities and groups
Advice and support
Employment and training



Things to do, places to go

Activities for all ages
Family-friendly events
School holiday fun



Resources and Quick Links

Parenting support
Mental and physical health
Financial advice

findfrome.co.uk



**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:
www.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

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Fairer Warmth

Save energy, access grant funding and find personalised, local support with this new online platform from the Centre for Energy Equality. Create your own plan and track your progress to a warmer and more energy efficient home.

Sign up in a few minutes on any device:
app.fairerwarmth.com

Healthy Homes is a partnership between Frome Town Council, Frome Medical Practice, and the Centre for Sustainable Energy (CSE) as part of the National Lottery funded Green and Healthy Future Programme.

 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								Food at Five 	
	Talking Café									
				The Good Heart* 						
Tues	Frome Library									
				The Good Heart 						
				The Bridge Café 						
Weds	Frome Library									
				The Good Heart 						
				The Bridge Café 			Food at Five 			
Thurs	Frome Library									
				The Good Heart 						
				The Bridge Café 			Food at Five 			
				Talking Café						
Fri	Frome Library									
				The Good Heart 						
				The Bridge Café 						
Sat	Frome Library									
	The 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

* From 13th January - 31st March: £1 Mondays. Warming hot meal £1 for adults, kids free.
Facilities vary by venue - please contact the spaces to check what's available.