

## Other sources of support

**Fair Frome** Food Bank and Furniture Project for people experiencing financial crisis. Accessed via local referral agencies e.g. CAB, Mendip YMCA, schools  
01373 488578

**Citizens Advice Bureau** Advice and support on housing, benefits and other issues.  
5 King Street, Frome BA11 1BH  
03444 889623  
Mon, Weds and Fri 10am - 2pm

**The Bridge Café** Community café providing low-cost meals and benefits advice.  
43 Selwood Road, Frome BA11 3BS  
01373 469944  
Weds - Fri, 11am - 4pm

**The Good Heart** Pay it forward café offering free vegetarian meals and cups of tea. Children welcome  
7 Palmer Street, Frome BA11 1DS  
07986 726147  
Mon - Fri, 10 - 3pm

**Community Fridge, Community Larder and Coat Rail** Free food and coats: just help yourself.  
Justice Lane, Frome BA11 1BE  
Open every day 8am-8pm

**SDAS (Somerset Drug and Alcohol Service)**  
Confidential advice and support for anyone whose life is being adversely affected by drug and/or alcohol use.  
Ring 24/7 for an appointment with an outreach worker  
0300 303 8788

**Elim Connect Centre** Free postal address service for anyone who is of 'no fixed abode,' with weekly delivery to Frome.  
01749 677097

## Fair Housing for Frome (FHfF)

A local non-profit set up in 2018 to explore solutions to the housing crisis in Frome and surrounding villages. Projects include: **Zero Nights; Frome Landlords Association; Frome Tenants and Lodgers Association; and Frome & Area Community Land Trust.**



### Website

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

### Email

[info@fairhousingforfrome.org.uk](mailto:info@fairhousingforfrome.org.uk)

### Facebook

Fair Housing for Frome

Services and opening times often change, so please check details whenever possible, and let us know anything that needs to be added or changed in future editions of this leaflet.

# FAIR HOUSING FOR FROME



## Information about Homelessness



## Introduction

In 2018, research by the housing charity Shelter estimated that at least 320,000 people are homeless in Britain – an increase of 4% pa in recent years. This number includes people who are sofa surfing with family and friends or who are in temporary accommodation.

There are no longer any council houses in Mendip, but the Homelessness Reduction Act 2018 gives Mendip District Council (MDC) a statutory duty to help local people relieve their homelessness by helping them to secure accommodation.

## Single homeless people

When someone is reported as sleeping rough via [Streetlink](#), the Mendip District outreach team goes out to offer them advice and support. Single people can also register as homeless on [www.mendip.gov.uk/housing](http://www.mendip.gov.uk/housing) or by phoning the Housing Options team on 0300 3038588. In certain situations the council may have a duty to provide emergency accommodation.

Many homeless people choose to stay out of sight, so don't assume they want to speak with you or come indoors. The people begging on the streets of Frome may not necessarily be homeless.

### Street Link

[www.streetlink.org.uk](http://www.streetlink.org.uk) (0300 5000914) is a national service enabling members of the public to connect people sleeping rough with the local services that can support them. You will need to provide the location and details of the rough sleeper, and when you found them.

**Drop-in housing advice session** Provided by Mendip District outreach team at Fair Frome. Frome Town Hall, Christchurch Street West, Frome BA11 1EB  
Tues 11am - 1pm

**Zero Nights** Over the winter of 2018-9, FHfF provided an emergency shelter when the temperature dropped below zero for three or more nights in a row. This formed part of a national scheme that will hopefully be repeated next year.

## Families

As soon as a family finds themselves at risk of homelessness, they should:

1. Contact the [Housing Options team](#) at MDC, either on [www.mendip.gov.uk/housing](http://www.mendip.gov.uk/housing) or on 0300 3038588. In certain situations the council will allocate a Housing Officer to that family and may have a duty to provide emergency accommodation
2. Register online at [www.homefindersomerset.co.uk](http://www.homefindersomerset.co.uk) to join the waiting list for social housing (Housing Association) properties. Once the registration process is completed you can bid on up to three properties each week

**Frome Library** hosts a local information point for Mendip District Council.  
Mon - Fri, 9.30 - 1pm and 2 - 4.30pm

**For out of hours emergencies, contact the social care emergency team on 0300 1232327**

## Young people

**YMCA Routes Café** An open access drop-in centre for 11-25 year-olds that provides emergency accommodation; health, benefits and financial advice; access to the internet; a job club; plus other services and activities.  
1a Palmer Street, Frome BA11 1DS  
01749 679553  
Mon - Fri, 10am - 5pm

**Mendip YMCA** also provide help with finding accommodation in the private rented sector, and can work with young people (aged 16-25) and their parent/ guardians/ householder when there is a risk of homelessness.  
01749 679553

## Services outside of Frome

**Elim Connect, Wells:** Showers; laundry; access to accommodation.  
01749 677097  
Daily drop-in 12 - 4pm

**Cornerstone, Warminster:** Drop-in for anyone experiencing poverty and distress.  
01985 220657

**Crosspoint, Westbury:** Drop-in, food bank and debt counseling.  
01373 824330

**Julian House, Bath:** Night shelter for people with a local connection to Bath and NE Somerset.  
01225 311991

**Barnabas House, Yeovil:** Night shelter for people with a local connection to South Somerset.  
0300 131 7967