

Accessibility Guide for Bath Housing, Welfare and Advice Services

Bath & North East
Somerset Council

Improving People's Lives

I am going to Bath Housing, Welfare and Advice Services



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Before I go to Bath Housing, Welfare and Advice Services

I am going to Bath Housing, Welfare and Advice Services.



If I am nervous about going, I can talk to someone and ask questions first.

I can call 01225 477000 and ask for Housing, Welfare and Advice Services.



About Housing, Welfare and Advice Services

There are people who work there that I can talk to.

They will be wearing blue lanyards around their necks to show they work for the Council.

It can be a busy place if lots of people are waiting to be seen. The Police also use the building so sometimes there will be police cars and vans outside.

Sometimes it might be noisy and if it is I can talk to a member of staff. They might be able to show me to a quiet place to sit if I need to.



How do I use the Housing, Welfare and Advice Services

When I get there, there may be a staff member at a desk.



I will explain to them why I am visiting and what service I need.

At Bath Housing, Welfare and Advice Services I can:

Pay for council services (for example, Council Tax, parking permits)

Access the Homesearch website

View and comment on planning applications

Contact council departments and external services

Apply online for Council Tax discounts and exemptions

Apply online for Housing Benefit and Council Tax Support

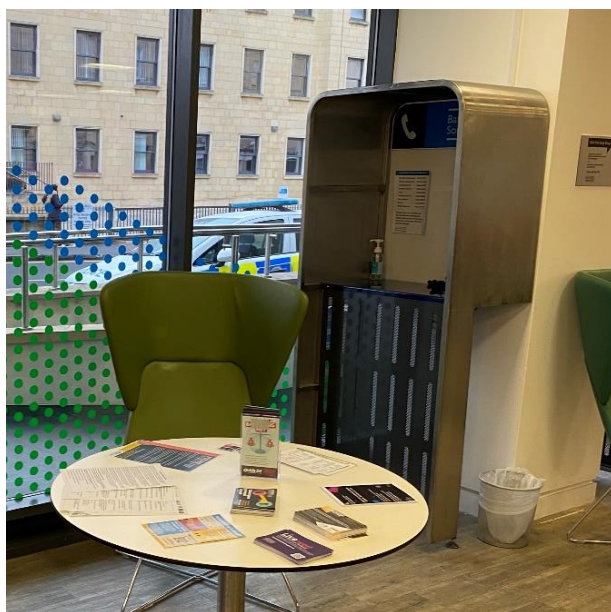
Apply for my bus pass and Discovery Card

Depending on what service I need, I may need to bring identification with me.

If I need to, I will show them identification that includes my photograph and address. This can usually include a passport, or driving licence, bank statement and household bill.



There is a telephone I can use to access Council Services.



There are some computers to access and free Wi-Fi.

There is a self-service area and the computers are free to use to access Council services but not for other things like your own email account or social media like Facebook.

To use computers for personal use I can visit Bath Central Library.

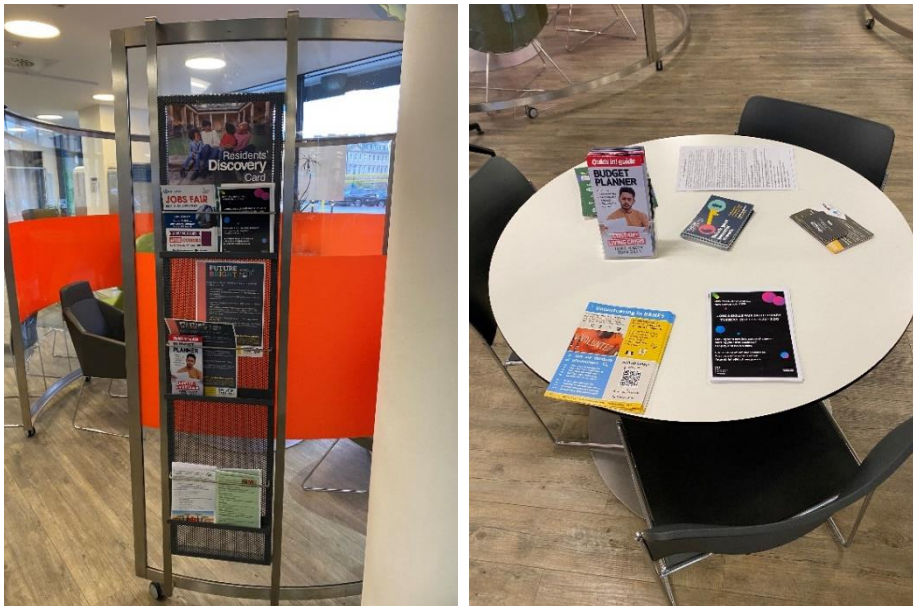


If I want to find out about other services, there is information available on leaflets and posters.

There are also different partners who I can see for help and advice including Reach, Future Bright and Citizens Advice.

I can use the Council website to find more information about this and when each partner is at Bath Housing, Welfare and Advice Services.

Or I can collect a leaflet with this information on at the Bath Housing, Welfare and Advice Services office.



When I have finished, I will leave through either of the two doors.

