



Move On Information Pack

Version 3, Date: 15/12/09

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Introduction

Who is this guide for?

This guide is for anyone involved in helping people to move through short term Supporting People funded accommodation and into independent living in a planned and positive way.

Why has it been created?

We have been meeting with service users, support workers and service managers over the past year around barriers to move on.

One of the key issues raised was the need for better access to the options and resources available to support move on in Bristol.

We chose a web-based guide to enable the information to be updated and so avoid becoming obsolete. However hard copies are available upon request from the SP team.

What does it aim to achieve?

To provide a relevant and up to date source of information to support positive and planned move on.

This information pack has been produced by Bristol City Council's Supporting People Team in conjunction with service providers and service users. Whilst every effort has been made to ensure information is as accurate as possible, no responsibility can be accepted for any errors or omissions. Please check the online version for any changes, updates and amendments at:

www.bristol.gov.uk/supportingpeople

Housing Options

Social Housing

What is it?

Social Housing is defined as housing provided directly by the local authority, Registered Social Landlords and Housing Associations included in the Bristol Housing Partnership.

Social Housing is allocated on the basis of housing need, which is determined by the application of the Housing Act 1996. Priority of housing need is assessed by locally determined systems that take account of the impact of medical and social needs on housing need.

If an individual is looking for housing to rent from Bristol City Council or any of the housing associations on the Bristol Housing Register scheme, they make one application via the Bristol Housing Register.

Who Can Apply?

- Anyone can apply to be included on the Bristol Housing Register.
- Your application will receive a higher band if you live or work in Bristol, or are able to show that you have a connection with the city.
- You may not be eligible to be considered for Housing if:
 - you are subject to immigration control
 - you have been found guilty of serious unacceptable behaviour
 - you are under 16 years of age

How to access it in Bristol?

- **Bristol Housing Register**

To be considered for social housing in Bristol an individual needs to apply to be put on Bristol Housing Register. For up to date information and guidance on this process go to:

www.bristol.gov.uk/ccm/content/Housing/rehousing/housing-register.en

Banding

Bristol City Council operates a choice based lettings system (CBL) branded as Home Choice Bristol, to allocate available social housing.

Eligible applicants are assessed for priority according to published criteria and awarded the relevant banding.

Banding levels determine the size of accommodation that people can potentially apply for.

For further up to date information and guidance on how banding is assessed, plus re-housing contact details, go to:

www.bristol.gov.uk/ccm/content/Housing/rehousing/housing-register.en

Bidding and allocation of properties

Properties that are available for rent will be advertised each week.

An applicant can then let Home Choice Bristol know which property they are interested in. (This process is known as bidding.)

You may only bid for a property if your application has been accepted onto the Bristol Housing Register.

For further up to date information on Home Choice, the bidding process and allocations go to:

www.homechoicebristol.co.uk

Emergency Housing

What is it?

A bed for the night

Who is it for?

People aged 16 and over

How to access it?

For the most up to date information go to:

england.shelter.org.uk/get_advice/finding_a_place_to_live/emergency_accommodation

Private Rented Housing

What is it?

Either self-contained or shared accommodation rented out by a private landlord to one or more tenant.

Who can apply?

Anyone

How to Access it?

- By word of mouth
- Local letting agencies
- Shop Windows and Notice Boards
- Local Newspapers / Magazines / Internet
- For the most up to date information on finding a place to rent privately please go to:

england.shelter.org.uk/get_advice/finding_a_place_to_live/renting_private

[ely](#)

- Also available is a comprehensive list of tools and downloads to help people work out their housing rights and options, please go to:

england.shelter.org.uk/get_advice/downloads_and_tools

Supported Housing (also see Access to Support)

What is it?

Accommodation where support is either on-site or floated in to individuals.

Housing Support Register

The Housing Support Register is a new way of managing referrals from people who need housing-related support funded by the [Supporting People](#) programme.

The aim is to create a single referral process that can be easily accessed via the Internet.

For more information please go to:

www.bristol.gov.uk/ccm/content/Housing/supporting-people/housing-support-register.en

Paying For Accommodation

Rent

Different tenancies have different rules about how much rent should be charged and when the amount can be increased:

For up to date guidance on the different types of tenancy and how / how much to pay for them, please see the web links and information below:

Bristol City Council Tenancies

england.shelter.org.uk/get_advice/paying_for_a_home/rent_and_rent_in_creases/council_tenancies

Rent Management: Tel. 01179 222 200

Private Rented Tenancies:

england.shelter.org.uk/get_advice/paying_for_a_home/rent_and_rent_in_creases/private_tenancies

Registered Social Landlords / Housing Associations Tenancies

england.shelter.org.uk/get_advice/paying_for_a_home/rent_and_rent_in_creases/housing_association_tenancies

Challenging the rent being charged - Rent Assessment Committee (RAC):

Most Housing Association and private tenants have the right to challenge the amount of rent that they are being charged. The RAC is usually made up of 3 people - a lawyer, a property valuer and a lay person.

For further information please go to:

england.shelter.org.uk/get_advice/paying_for_a_home/rent_and_rent_in

Housing Benefit and Council Tax Benefit

- **Housing Benefit (HB)**

What is HB?

Housing benefit is a state benefit to help people pay their rent if they are on a low income. It does not matter whether they pay rent to Local Authority, Housing Association or to a private landlord.

Who can claim?

Anyone can claim if they have recourse to public funds, and are on a low income.

There are three ways to claim Housing Benefit:

- together with a claim for Pension Credit;
- together with a claim form for Income Support or Jobseekers Allowance (income based);
- direct to your local Council when you make a claim for pension credit.

How to access

- To claim Housing Benefit you will need to complete a Housing and Council Tax benefit form.
- You can download an application from Bristol City Council website. Go online at:

www.bristol.gov.uk/ccm/navigation/advice-and-benefits/benefits

- visit any of the Customer Service Points or Tel: 0117 922 2300

- **Council Tax Benefit (CTB)**

What is CTB?

Council tax Benefit is a national welfare benefit, which helps people on low income.

It is paid to help people on low income pay their Council Tax.
Council Tax Benefit is a means tested benefit.

Who can claim CTB?

You may get Council Tax Benefit if you pay Council Tax and your income and capital (savings and investments) are below a certain level.

You may apply whether you rent or own your home, or live rent-free.

How to Claim

As above for HB

Council Tax Discounts

What are they?

You may be able to get a discount on your council tax bill, for example if you live alone or with someone who is exempt from paying council tax.

Who can get a discount?

For up to date details on exemptions please go online at:

england.shelter.org.uk/get_advice/paying_for_a_home/council_tax/council_tax_discounts

How to apply

In writing to: Bristol City Council , Local Taxation Division, PO Box 968, Bristol, BS99 1ZG

By phone: Council Tax on 0117 9222 900 981

By email: council.tax@bristol.gov.uk

Discretionary Housing Payments (DHP's)

What are DHP's?

If a person's housing or council tax benefit has been assessed as less than the rent or council tax they have to pay they can apply for DHP to meet the shortfall.

The DHP can help to bridge some or all of the gap between rent or council tax and the amount of benefit originally received.

Who is it for?

A person needs to be in receipt of HB/CTB to be eligible

Examples may include the following:

- Only paid to people living in Private rented under the following circumstances:
 - Have to pay child maintenance
 - Have to pay legal costs
 - Have extra heating costs because they spend a lot of time at home because they are sick or have a disability
 - They have additional travel costs because they have to travel to a doctor or hospital or care for a relative or friend.

How to access it?

By phone: Tel: 0117 9222 300

On line: www.bristol.gov.uk/ccm/content/Advice-Benefits/Benefits/discretionary-housing-payment-questionnaire.en

Dual HB

What is it?

Normally an individual can only get housing benefit for one home at a time. However there are special circumstances where it may be possible to have housing benefit paid on more than one home at a time.

The length of time it may be paid for depends on the circumstances.

Who is it for potentially?

- People moving home
- People waiting for adaptations to be done
- People leaving home because of violence
- If someone's family is too big for one home

How to apply

By phone: BCC Housing Benefits on 0117 922 2300

In person: visit a Customer Service Point (CSP). (See **Access to Council Services - CSP' s**).

Online: enquiries to benefits@bristol.gov.uk

For further information and guidance go online at:

england.shelter.org.uk/get_advice/paying_for_a_home/housing_benefit_and_local_housing_allowance/housing_benefit_for_two_homes

Deposit Bond Scheme

What is it?

A scheme to help people get into private rented accommodation by providing landlords with a deposit bond - which replaces the traditional cash payment for a deposit.

Who is it for?

- Single people and child less couples
- You must not be living in the property you want the bond for
- You must be homeless or within 28 days of being homeless
- You must be in non-priority need i.e. have no dependents, not be pregnant or be vulnerable on physical or mental health grounds
- You must be unemployed or low waged
- You must have a local connection.

How to Access the Scheme?

For up to date and comprehensive information and contacts go to:

www.bristol.gov.uk/ccm/content/Housing/Private-Housing/private-sect-access-empty-homes/deposit-bond-scheme.en

By phone: Tel: 0117 9141208

Furniture Options

Assistance with obtaining furniture is available:

- Moving into **supported housing**

The majority of supported housing is furnished with the cost of furniture included in the service charge. The furniture element of the Service charge may be eligible for HB.

- Moving into **Bristol City Council Housing**

See section on Furnished Tenancy - Furniture Packs & Assisted Furniture Pack.

- Moving into **RSL accommodation**

Various Furniture schemes available including loans and furniture packs - liaise directly with each RSL for specifics.

- Moving into **private rented accommodation**

Most private rented accommodations are at least partly furnished, thereby reducing pressure on individuals to find household items.

Social Fund

What is it?

The Social Fund can sometimes provide lump sum payments to people in need who meet the criteria outlined below, through grants and loans, and is administered by Jobcentre plus / Department of Work and Pensions.

How to get it

By phone: Tel: Jobcentre Plus / DWP on 0845 608 8597

Online:

<http://www.direct.gov.uk/en/MoneyTaxAndBenefits/BenefitsTaxCreditsA>

[ndOtherSupport/On a low income](#)

Community Care Grants

What are they?

Non-repayable payment awarded for the purpose of meeting a need for community care.

Who are they for?

- Grants may be awarded to people who are leaving accommodation in which they received care, to help people to continue to live in the community, or to help people on a resettlement programme to set up home.
- Grants can also be awarded to help ease exceptional pressures on families, to care for a prisoner or young offender on release on temporary licence, or to help with certain travel costs.
- They are available to people getting Income Support, income-based Jobseeker's Allowance, Employment and Support Allowance (income-related), Pension Credit or payment on account of one of them (see Welfare Benefits section)
- They are also available to people who are leaving care within 6 weeks and who are likely to get one of those benefits or entitlements on leaving.

How to access

On line: Download an application form from:

www.direct.gov.uk/en/MoneyTaxAndBenefits/BenefitsTaxCreditsAndOtherSupport/Caringforsomeone

In person: Collect a form from your local JC Plus office. Complete and return in the envelope provided.

By phone: Tel. 0845 608 8616

Budgeting loans

What are they?

This is an interest-free loan intended to help spread the cost of certain one-off expenses over a longer period.

A Budgeting Loan can help towards the cost of various items for example, things needed for or to improve the home, clothing and footwear, travelling expenses and certain debts.

Budgeting Loans have to be repaid.

Who are they for?

They are available to people getting Income Support, income-based Jobseeker's Allowance, Employment and Support Allowance (income-related), Pension Credit, or payment on account of one of them for at least 26 weeks.

How to apply

In person: Collect a form from your local JC Plus office. Complete and return in the envelope provided.

By phone: Tel. 0845 608 8616

Crisis Loans

What are they for?

A loan must be the only way of preventing serious damage or risk to the health or safety of the person or to their family.

Crisis loans are interest free but have to be repaid.

Who is eligible

They may be available to anyone aged 16 or over, whether or not they get any benefit, who needs help to meet expenses in an emergency or because of a disaster.

How to get it?

By phone: Tel 0800 0328 349

Online at: www.dwp.gov.uk/adviser

In person: collect a form from the nearest JC plus office.

Bristol City Council Furniture Schemes

- **Furnished Tenancies**

What are they?

Furnished Tenancies are a way of getting the furniture a council tenant needs quickly to help make a success of the tenancy.

The goods / furniture are rented to individuals and the charge is recovered through their rent account.

Who can apply?

- Families
- Single people
- Childless couples
- Referral agencies on behalf of their clients from the groups above.

How to get it?

Contact: Furnished Tenancy Scheme Co-ordinator at:
Windermere, Eastleigh Road, Southmead, Bristol BS10 5RP.

By phone: Tel 0117 353 3127

In person: at a Customer Service Point via a member of BCC staff.

- **Furniture Packs**

What is a Furniture Pack?

A furniture pack is also known as a starter pack that is provided by Bristol City Council for their new tenants in the form of essential household items.

Who is eligible?

You can be referred for a furniture pack if you are single or a childless couple living in a B&B or a Hostel

How to get it?

Contact: Furnished Tenancy Scheme Co-ordinator at:
Windermere, Eastleigh Road, Southmead, Bristol BS10 5RP.

By phone: Tel 0117 353 3127

Private / RSL Tenants

- **Advance and Furnish**

What is it for?

Advance and furnish is a way of helping your client get the items they need to help them move from supported accommodation into a sustainable new home.

Who can get it?

Aimed at supporting the move on from Pathways Level 2/3 accommodation into independent living (for singles / childless couples - no Part VII duty required)

- Must be single or childless couple
- The Key worker has agreed move on
- Level 2 or 3 on the Pathways Project
- Moving into RSI / Private Rented, but unable to move due lack of furniture
- In receipt of benefit or working and cost of the furniture pack is affordable
- Unable to access other resources e.g. resettlement or Community Care Grant

- All successful referrals will be dealt with in the order they are received

How to access

Contact: Furnished Tenancy Scheme Co-ordinator at:
Windermere, Eastleigh Road, Southmead, Bristol BS10 5RP

By phone: Tel 0117 353 3127

RSL's: Most RSL's only provide furniture schemes in their supported accommodation. (See Bristol City Council/ HSR / Accommodation Services for details)

Charities

- **Bristol Charities**

What can they provide?

Vouchers - which are redeemable at a variety of furniture / household goods shops throughout the city.

Who can get help?

- An application must be made to Bristol Charities by a professional person. Self-referrals will not be accepted.
- To be eligible you must have lived in Bristol for at least 2 years.

How to get it

By post: The Chief Executive, Bristol Charities, 17 St Augustines Parade, Bristol, BS1 4UL

By phone: Tel 01179 300 301

Email: info@bristolcharities.org.uk

Online www.bristolcharities.org.uk

- **St Monica Trust**

What can they provide?

St Monica Trust can help your clients to obtain furniture and they also give short-term grants.

Who is eligible?

People age 16 and over with physical health problems and living in the Southwest

How to get it

By application or self-referral.

When an application is received from a agency that is known by the charity a decision can be made from the information supplied. However when an application is received as a self-referral then in all cases a visit is then carried out in order to make an assessment.

Contact: Head Office, St Monica Trust, Cote Lane, Westbury-on-Trym, Bristol BS9 3UN

By phone: Tel 0117 9494003

Online: www.stmonicastrust.org.uk

- **Charity Directories**

For a more comprehensive list of local, regional and national charities, go online at:

www.charitychoice.co.uk

www.charitiesdirect.com

Furniture recycling schemes

What are they and what services do they offer?

The **FRN (Furniture Re- use Network)** is the national body that supports, assists and develops charitable re-use organisations across the UK.

They do this to reduce poverty by helping households in need access furniture, white goods and other household items at affordable prices.

In addition, they support re-use organisations in providing training and work placement opportunities for people who are socially excluded.

Who can access the schemes?

Anyone. Contact schemes directly for specifics on any discounts to certain client groups.

How to Access the schemes

Below is a breakdown of the current recycling schemes available in the Bristol area and their contact details.

For the most up to date information on schemes in the area:

Go online at: www.frn.org.uk

(furniture & electrical items)

EMMAUS BRISTOL

Shaftesbury House, Kingsland Road, Bristol BS2 0QX

Tel: 0117 954 0886

www.emmausbristol.org.uk

(furniture & small electrical items)

RE:STORE

8 Filwood Broadway, BS4 1JN

Tel: 0117 963 2521

www.reworkltd.org.uk

(furniture & electrical items)

THE SOFA PROJECT

48-54 West St, BS2 0BL

Tel: 0117 9543567

www.sofaproject.org.uk

SPACE

The Assisi Centre, Lawfords Gate, BS5 ORE

Tel: 0117 955 5755
www.spacetrust.org.uk

KINGSWOOD FURNITURE PROJECT

Kingsgate House, Church Road
Tel: 0117 961 6226

(IT only)

BRISTOL WIRELESS

Room 5, The St Werburghs Centre, Horley Road, Bristol BS2 9TJ
Tel: 0117 325 0067
www.bristolwireless.net

- **Freecycle - Online Furniture recycling Scheme**

What is it and what does it offer?

The worldwide Freecycle Network is made up of many individual groups across the globe.

It's a grass roots movement of people who are giving (and getting) stuff for free in their own towns.

Freecycle groups are run by locally based volunteer moderators. Freecycle is a registered charity (11181148)

Who can use it?

Anyone in the UK with access to the internet.

How to get it

To find your group you will need to subscribe to your nearest local group.

Go online at: freecycle.org/groups/unitedkingdom

Utilities

Getting Connected

Finding out who the supplier is:

Gas: contact Transco on 0870 608 1524

Electric: Western Power on 0845 601 2989

Payment Options

- Direct Debit
- Standing Orders
- Fixed payment budget schemes
- Pre payment (Key / card)
- Cash / cheque (details on bill)
- Credit / Debit card

Getting a replacement Key

If these are lost or damaged the supplier may provide another one free of charged however there may be a charge of up to £7.00

Changing to a pre-payment meter

To change to a pre-payment meter, contact your supplier. If supplier not known, contact Western Power (details above).

There are three types of prepayment meters:

- Smart Card
- Token Meter
- Key

These can be topped up at Post Offices, Garages, Newsagents & anywhere you see a pay point or pay zone sign.

What to do if there is no meter at a BCC Property?

The tenant will need to arrange with the supplier to obtain a key card.

They should be advised to do this immediately after accepting the property.

Contact details should be given to them during the escorted viewing.

Tel: 08457 444 555.

Where there is a gas supply to the property but no meter, the new tenant will be responsible for obtaining a meter. Advice should be given via the Voids team.

Help paying current / past utility debts

- **British Gas Energy Fund / Charity**

What can they do?

- Provide grants to prevent and relieve poverty, particularly fuel debt.
- Clear the arrears of energy charges and other household bills and costs.

Who can access the service?

Must be a customer of British Gas / Scottish Gas

How to access

Online at: www.britishgasenergytrust.org.uk

Contact: your nearest Citizens Advice Bureau or money advice centre.

By phone: Kathie Sales of Bristol Debt Advice Centre (BDAC) on Tel: 0117 9543990

- **EDF Energy Trust**

What service can they provide?

They can make grants available to individuals and families to cover the payment of gas and electric and other essential household debts or costs.

Grants to voluntary organisation working in the field of money advice, debt counselling or energy efficiencies advice.

Who can access the service?

Customers of EDF

How to Access

Online: www.charisgrants.com

Email: admin@charisgrants.com

Tel: 01733 421 021

Contact: BDAC Tel: 0117-9543990 or your nearest Citizens Advice Bureau / money advice centre

Not a British Gas / EDF Customer

Where to get help?

(see also debt advice section)

Water / Sewerage Bills

To meter or not to meter?

To help someone decide whether they are better off with or without a meter:

Tel. 0845 601 5983

Online: www.bristolwater.co.uk/customerservice/meterIntro.asp

- **Watersure (previously known as Social Tariff)**

What is it?

Reduced water meter costs

Who is it for?

Vulnerable Wessex / Bristol Water customers with water meters

How to access the scheme?

Tel. 0845 600 3600

Online:

www.bristolwater.co.uk/customerservice/billMeteredSocialTariff.asp

- **Assist, Restart & Restart Plus**

What are they?

Payment plans within Wessex / Bristol Water

Assist is a tariff for customers in extreme financial difficulties. The tariff means customers pay lower bills

Restart & Restart Plus are schemes designed to help people with severe financial difficulties.

If a customer has had difficulties paying their bills in the past, Restart can help them get back on track by using a payment plan they can afford.

Who can access help?

Potentially any existing Wessex / Bristol water customers

How to access

Online at: www.wessexwater.co.uk/customers

Tel: 0845 600 3600

Money

Welfare Benefits

- **Income support**

What is it?

If you can't be available for full-time work and don't have enough money to live on, you may be able to get Income Support benefit. Whether you qualify or not and how much you get depends on your circumstances.

Who is eligible?

You may be able to get Income Support if you're aged 16 to 59 and not working.

How to apply

Contact the Job centre Plus / DWP on **0845 6088597**

- **Pension Credit**

What is Pension Credit?

Pension Credit is an entitlement for people aged 60 or over living in Great Britain.

Who is eligible?

To apply for Pension Credit, you must be at least 60 or within four months of your 60th birthday. It does not matter if your partner is under 60.

How to apply

By phone: You can apply for Pension Credit by Freephone by calling on **0800 991234**

By Textphone: 0800 1690133 (8.00 am to 8.00 pm Monday to Friday, 9.00 am to 1.00 pm Saturday)

The Pension Service can now help you apply for Pension Credit, and claim Council Tax Benefit and Housing Benefit at the same time over the phone.

- **Incapacity Benefit**

What is Incapacity Benefit?

If a person can't work because of illness or disability that started before 27 October 2008, they may be able to get Incapacity Benefit.

Who is eligible?

This is a weekly payment for people who become incapable of work while under State Pension age.

How to apply

By phone: on Tel 0800 0556688

Online: you can download an application from the DWP web site and return it to Jobcentre Plus.

- **Employment and Support Allowance**

What is it?

Employment and Support Allowance (ESA) was introduced on 27 October 2008. It replaced Incapacity Benefit and Income Support.

Who is eligible?

The claimant must meet the basic eligibility conditions:

- have limited capability for work
- be over 16 and under pensionable age
- not be entitled to Income Support,
- not be entitled to Jobseeker's Allowance,
- not be entitled to Statutory Sick Pay,
- must live in Great Britain - (although rules allow some temporary absences)

- The income and capital rules are the same as those that currently apply to claimants currently claiming income support and jobseeker's allowance.

How to Apply

By phone or by textphone, or you can also apply by via the Department of Work and Pensions Benefit online service: **Tel: 0800 0556688**

- **Disability Living Allowance**

What is DLA?

Disability living Allowance, often referred to as DLA, is a tax-free benefit for disabled people under the age of 65 who need care or have mobility difficulties.

Who is eligible?

For people under the age of 65 who may need help with personal care, have physical or mental disability and are likely to continue to need help.

How to access

By phone: Tel 0845 7123456

Online: www.direct.gov

Tax Credits

What are Tax Credits?

Tax credits are payments from the government paid via Her Majesty's Revenues & Customs (HMRC).

Who is eligible?

If you're responsible for at least one child or young person who normally lives with you, you may qualify for Child Tax Credit. If you work, but earn low wages, you may qualify for Working Tax Credit.

How to access

Online: www.hmrc.gov.uk/taxcredits

Bank Accounts

What is a basic bank account?

Basic bank accounts are easy to use accounts that have the basic features of a Current Account.

A person can withdraw cash at the counter and at cash machines, and may be able to set up direct debits.

How to open a bank account

When someone wishes to open a bank account they will need to complete an application form and provide certain personal information. Below is a guide:

- For some accounts they will also need to pay money in and the bank may want to check their credit history.
- Once the account is open they can start managing their money.

In order to open an bank account a person will usually be asked to:

- prove who they are
- prove where they live
- prove student status if applicable
- fill in an application form
- in some cases pay some money into their account

For up to date information regarding opening a basic bank account the Financial Services Authority provide an online guide at:

www.money.made.clear.fsa.gov.uk/pdfs/bank_accounts.pdf

Credit Unions

What are credit unions?

Credit Unions are not-for-profit financial co-operatives run by members for members.

What services do they provide?

- Easy savings accounts
- Children's accounts
- Bill payment mechanisms
- Secure internet access to account
- Free life insurance on savings and loans
- Some other services

Who can use a credit union?

Anyone who lives, work or volunteers in the Bristol may join a credit union in Bristol.

How to access

To join Bristol Credit Union (BCU) you need:

- Proof of ID (passport, Driving Licence etc - contact BCU for full list)
- Proof of address (Council Tax Bill, Utility Bill, Bank Statement / Letter)
- £1.50 Membership fee and £1.00 to start saving
- You do not need to be working to open an account

Contact

Bristol Credit Union Ltd
112 Cheltenham Road
Stokes Croft
Bristol
BS6 5RW

Go online at www.bristolcreditunion.org.uk
Tel 0117 924 7309

Debt Advice

What is debt advice?

Debt advice is advice around money and debt issues, usually free and confidential to practically help anyone with money or debt worries.

What services are available and how can they be accessed?

Here is a list of local money & debt advice agencies throughout Bristol:

North Bristol Advice Centre (welfare benefits, debt, housing, employment)
2 Gainsborough Square
Lockleaze
Bristol BS7 9XA

Telephone: 0117 951 5751
Fax: 0117 935 5975
Email: team@northbristoladvice.org.uk

East Bristol Advice Services (surgeries held at various sites around Bristol)
The Old Bank
108 Church Road
Bristol
Redfield BS5 9LJ

Telephone: 0117 378 9200
Fax: 0117 378 9811
Email: sara@ebas.org.uk

South Bristol Advice Services (Drop in sessions in south Bristol only - serves BS1, BS3, BS4, BS13, BS1)
The Withywood Centre
Queens Road
Bristol
Withywood BS13 8QA

Telephone: 0117 985 1122
Fax: 0117 985 1122
Email: advice@southbristoladvice.org.uk

St Paul's Advice Centre

146 Grosvenor Road
St Pauls
Bristol BS2 8YA

Telephone: 0117 9552981

Fax : 0117 9405407

Email: stpaulsadvise@btconnect.com

St Paul's Advice Centre provides free, independent, impartial and confidential legal advice services to residents of St Paul's, St Jude's, St Werburghs, St Agnes and parts of Easton & Montpelier

Somali interpreting is provided for most drop-in sessions and interpreters in any language, including British Sign Language, may be provided for pre-booked appointments, on request.

They also have a Welfare Benefits adviser providing outreach services via Montpelier Health Centre on Tuesday mornings. This is a drop-in advice service which starts at 9.30 am and can get busy so please arrive early.

Home visits may also be available where necessary.

Bristol Debt Advice Service

Opening hours: Council Tax Clinic - Monday, 10am to 12:00pm

Drop-In: Tuesday, 9:30am to 12:00pm

Telephone Help line: Thursday, 9:30am to 12:00pm

Bristol Debt Advice Centre

2nd Floor
48-54 West St
St Phillips
Bristol BS2 0BL

Telephone: 0117 9543990

Fax: 0117 9543992

E Mail: mail@bdac.org.uk

Support and advice given on: Benefits, Community Care, Consumer, Counselling, Debt and money, Discrimination, Education, Employment,

Family, Health, Housing, Immigration, Legal, Mental health, Other, Support.

For most recent information on available Advice Centres

Go to: www.advicecentresforavon.org.uk

National Organisations

- **Citizens Advice Bureau**

What services do they offer?

Advocacy, Practical Support and guidance on money, family, daily life and rights issues.

Who can access the services?

Anyone.

How to access the services?

Drop in / appointment as below or phone advice.

Monday	9.30 - 13:00 (open door, appointments am & pm)
Tuesday	9.30 - 13:00 (open door)
Wednesday	9.30 - 13:00 (open door, appointments am & pm)
Thursday	9.30 - 13:00 (open door, appointments am & pm)
Friday	9.30 - 13:00 (open door, appointments am & pm)
Saturday	9.30 - 12:00 (Appointments only)

Contact details:

Bristol Citizens Advice Bureau
12 Broad Street
BRISTOL BS1 2HL

Tel: 0844 499 4718
Fax: 0117 934 9829
Web site: www.bristolcab.org.uk

- **Consumer Credit Counselling Service (Registered charity)**

What service does it offer?

Provides free advice, support and training around debt and budgeting.

Who can access the service?

Individuals and organisations with debt / money / budgeting issues.

How to access the service?

Tel: 0800 138 1111

Online at www.cccs.co.uk

Loan Sharks

What are they?

Loan Sharks are unlicensed money lenders operating outside the law and without any financial regulation. They lend money without a credit licence from the Office of Fair Trading.

How do they operate?

They usually charge very high interest rates and sometimes use threats and violence to frighten people who can't repay.

They may also take a person's benefit entitlement or other valuable items as security, and may offer more and more loans leading to debt which they could never repay, and which there seems to be no way out of.

How to protect against them

Contact the South West Illegal Money Lenders Team on 0300 1234 247

Online at: www.bristol.gov.uk/ccm/content/Advice-Benefits/Trading-standards/loan-sharks---illegal-money-lenders-in-the-community.en

Or contact any of the debt advice agencies listed above.

Consumer Advice and Budgeting

- **Money Savings Expert**

MoneySavingExpert.com® is a money advice site aimed at saving consumers' money on anything & everything by finding the best deals and beating the system.

It's based on detailed journalistic research, cutting edge tools and has one of the UK's largest web communities. The site claims to have 7 million users a month.

The site includes guidance on utilities, credit cards, insurance, loans and discount vouchers on a wide range of products and much more. For the most up to date information:

Go online: www.moneysavingexpert.com

Access To Support

Housing Support Register

What is it?

The HSR is the "single point of access" service for all the Supporting People funded supported housing services in Bristol.

The HSR is based within Housing Solutions (Bristol City Council).

Who can access it?

The HSR itself is a tool for service providers and referrer's. These are the professionals who will be registered to access the system to view and manage the customers' referral information.

Individual referrers will need to meet a range of criteria before being given access to the system including working for an approved referral agency.

How to access it

This is a web-based system. For details go to:

www.bristol.gov.uk/ccm/content/Housing/supporting-people/housing-support-register.en

For further information, including an up to date list of referral agencies and processes:

Email: hsr.admin@bristol.gov.uk

Tel: 0117 9141137 (professionals only)

Paying for Support

Short term housing related support (up to 2 years) is free for an individual, however there may be a charge for longer term support if an individual is not in receipt of means tested benefit (see Welfare Benefits) or had a financial assessment from Health and Social Care.

For up to date and comprehensive information around cost and eligibility for assistance please go to:

england.shelter.org.uk/get_advice/paying_for_a_home/care_and_support_costs

Domestic Abuse Services

What is domestic abuse?

- Domestic abuse covers a range of behaviours
- It can be physical, emotional, sexual or financial.
- It can take the form of one or a mixture of behaviours.
- It may become more frequent and violent over time and can last from a few minutes to hours or days.
- Domestic abuse is usually by men against women but not exclusively.
- It happens in all groups and sections of society.
- If you are not sure whether a person is experiencing domestic abuse or need further guidance contact one of the support services listed below

- **Dedicated Domestic Abuse Services**

Next Link Domestic Abuse Service

What Services do they provide?

- Crisis Response
- Safe House
- Resettlement

Who are the services for?

Women and their children

How to access these services

Self-refer or be referred via another worker or agency (Mon - Fri 9am - 5pm)

Tel: 0117 925 0680

Email: enquiries@nextlinkhousing.co.uk

Website: www.nextlinkhousing.co.uk

Address: 5 Queen Square, Bristol, BS1 4JQ

Knowle West Domestic Abuse Project

What services do they provide?

- Practical / Emotional support
- One to one service
- Drop in
- Women's support group
- Out of hours phone contact

Who are the services for?

People affected by Domestic Abuse in the Knowle West area of Bristol.

How to access the services

Self-referral from the client by appointment or drop-in, or through other agencies using the methods below: *(Project Office open normal office hours, however contact directly for most up to date out-of-hours services)*

Address: Knowle West Domestic Abuse Project, Filwood Community Centre, Barnstaple Road, Knowle West, Bristol BS4 1JP.

Tel: 01179 639569

Email: Karen@knowlewesthealthassoc.org.uk

Website: www.knowlewestdomesticabuse.co.uk

Wish

What services do they provide?

Community based practical and emotional support

Assistance with issues related to housing , finance and social isolation

Who are the services for?

Victims and survivors of domestic abuse in Hartcliffe and Withywood.

How to access the services?

Self-referral from the client by appointment or drop-in, or through other agencies using the methods below (*Project Office open normal office hours, however contact directly for most up to date out-of-hours services*):

Address: Wish, The Gatehouse Centre, Hareclive Road, Withywood, Bristol, BS13 9JN

Tel: 0117 9038362

Email: leighforster.wish@hotmail.co.uk

Police

In an emergency call the police on 999.

They can offer help including finding a victim of domestic abuse a safe

place to stay at any time.

Police Domestic Abuse Referral Team: 0117 945 4307

Police Specialist Domestic Abuse Investigation teams:

Broadbury Road Police Station: 0117 945 5407

Redland Road Police Station: 0117 945 4451

Southmead Road Police Station: 0117 945 4409

Bobby Van Service: making a victim's house more safe and secure
(contact Drug & Alcohol Information Teams (DAIT's))

- **Useful Contact Numbers**

Bristol Domestic Abuse Helpline <i>Free confidential 24 hr advice line</i> 0800 6949 999	Next Link Domestic Abuse Services <i>Safe housing & support services for women throughout Bristol</i> 0117 925 0680
National Domestic Violence Helpline <i>Free 24hr confidential women's helpline</i> 0808 2000 247	Knowle West Domestic Abuse Project <i>Support for women and men in Knowle West</i> 0117 963 9569
Legal Advice Helpline (24 Hour) 0117 904 5999	WISH <i>Support for women and men in Hartcliffe and Withywood</i> 0117 903 8632
Honour Network Helpline <i>National free confidential helpline</i> 0800 5999 247	Childline <i>Free 24 hour helpline</i> 0800 1111

<p>Men's Advice Line</p> <p><i>National free confidential helpline for men who experience violence from partners/ex-partners</i></p> <p>0808 801 0327</p>	<p>Victim Support Avonvale (8am–8pm weekdays)</p> <p><i>Support for women and men across the city</i></p> <p>0845 456 6099</p>
<p>Broken Rainbow</p> <p><i>Support for lesbian, gay, bisexual and transgender (LGBT) people</i></p> <p>08452 604 460 or 0300 999 LGBT (5428) from mobile</p>	<p>Respect Phonenumber</p> <p><i>Information and advice for people concerned about their abusive and/or violent behaviour towards their partners</i></p> <p>0845 122 8609</p>

Drug and Alcohol Services (Statutory)

- **Avon and Wiltshire Mental Health Partnership SDAS:**

What is it?

A free at the point of delivery treatment service for those requiring input from a specialist drug and alcohol service.

This includes counselling, psychological therapies, advice and information for people with alcohol or drug related problems.

What does the service provide?

- Counselling, Assessment, Referral, Advice and Throughcare' (CARAT) services in prisons
- Rapid Access Prescribing service
- Advice, information and individual psychological therapies
- Substitute prescribing/prescribing facility

- Tranquilliser withdrawal
- Referral on to residential rehabilitation services
- Detoxification and stabilisation in hospital or at home
- Syringe and needle exchange where we are commissioned to do so (also available at some pharmacists)
- Drug Rehabilitation Requirement (via joint agency specific team)
- HIV, Hepatitis B and C testing service, Hepatitis B vaccination
- Relapse Prevention Group
 - Duty worker for advice and information
 - Specific alcohol counselling and advice service via Police and Courts
 - Advice and counselling for Women
 - Advice and counselling in the Prison Service.

Services are provided at 13 sites across Bath and North East Somerset (BANES), Bristol, North Somerset, South Gloucestershire and Wiltshire. Also provide services to prisons in Dorset, Gloucestershire, Devon, Wiltshire, Somerset and Bristol. Referrals are received via single point of entry.

For the most up to date information go to:

www.awp.nhs.uk

- **Bristol And South Gloucestershire Community Drug Services**

What the service provides

Treatment for people with substance misuse problems and complex needs, including:

- Dual diagnosis.
- Specialist interventions not available in primary care or non-statutory treatment services.

- Provision of treatment element of Drug Rehabilitation Requirements and picking up treatment for prisoners on release under Integrated Drug Treatment System (IDTS) scheme.
- Rapid access prescribing for South Gloucestershire (referral via criminal justice system)
- Assessments for advice.
- Open access duty line every afternoon for telephone advice
- Access to rehabilitation funding through Community Care Assessments.
 - Access to Acer Unit for inpatient detoxification or stabilisation.

Who is the service for?

Adults of working age who are dependant users, primarily of class A substances, with complex needs.

How to access the service

Referral through General Practitioner (GP), non statutory services such as Bristol Drugs Project (BDP), Addiction Recovery Agency (ARA), Drugs and Homelessness Initiative (DHI), Criminal Justice Intervention Treatment (CJIT), Adult Mental Health services or hospital nurses/doctors.

Contact

Blackberry Centre
 Blackberry Hill Hospital
 Manor Road
 Fishponds
 Bristol BS16 2EW

Telephone: 0117 378 4500

Fax: 0117 902 2885

Opening hours Mon to Fri 9.00 am-5.00 pm

For the most up to date and comprehensive information please go to www.awp.nhs.uk

- **Specialist Alcohol Service**

What the service provides

Assessment and treatment of individuals needs relating to alcohol abstinence.

Who the service is for

Anyone from the age of 16 upwards with an alcohol problem

How to access the service

Referral is by a professional service.

Contact:

1 Colston Fort
Montague Place
Kingsdown
Bristol BS6 5UB

Telephone: 0117 919 2345

Fax: 0117 924 8814

Opening Hours: Mon, Tues, Thurs, Fri 9.00am to 5.00pm/Wed 9.00am to 7.00pm

For the most up to date and comprehensive information please go to:

www.awp.nhs.uk

- **Acer Specialist Drug and Alcohol Inpatient Unit**

What the service provides

Specialist inpatient alcohol and drug detoxification and drug stabilisation.

Who the service is for

Individuals with problematic drug or alcohol use who are ready to make changes, and have been referred by their care provider.

How to access the service

Single point of entry at Bristol Specialist Drug and Alcohol Service (BSDAS)

Contact

Acer Unit
Callington Road Hospital
Marmalade Lane
Brislington
Bristol BS4 5BZ

Telephone: 0117 919 5916

Fax: 0117 919 5923

For the most up to date and comprehensive information please go to:

www.awp.nhs.uk

- **Maternity and Womens Service**

What the service provides

Bristol Specialist Drug and Alcohol Service (BSDAS) Maternity team is part of a larger multi-agency service (Bristol Maternity Drug Service) which includes specialist midwives, drug liaison, child care, social workers and family support workers from the non-statutory drug service.

Run joint antenatal clinics at St Michael's and Southmead maternity hospitals. BSDAS's role is to co-ordinate the service and take a clinical lead regarding drug treatment.

Pregnant women are prioritised into drug treatment and will be offered specialist input until approximately three to six months post-natal when they will be referred on as appropriate.

Who the service is for

Pregnant women with substance misuse problems.

How to access the service

Direct referral to team leader or via Single Point of Entry (SPE).

Contact:

Bristol Maternity Team
59-61 Stokes Croft
Bristol BS1 3QP

Telephone: 0117 923 2077

Fax: 0117 924 9913

Opening hours: Mon - Fri 9.00am - 5.00pm

For the most up to date and comprehensive information please go to:
www.awp.nhs.uk

- **Prison Drug Service**

What the service provides

Counselling, Assessment, Referral, Advice, Throughcare (CARAT) and prison-based drug rehabilitation services in the South West.

Improving drug services both within and between prisons to support clients on release into the community.

The Prison Drug Service also works closely with community criminal justice initiatives such as the Criminal Justice Intervention Programme within Bristol and South Gloucestershire.

Who the service is for

Prisoners with drug problems and drug misusing offenders in the community.

How to access the service

Self-referral, referral from offender managers, health care, courts, probation and police.

Contact

The Prison Drug Service
The Blackberry Centre,
Blackberry Hill Hospital

Manor Road
Fishponds
Bristol S16 2EW

Telephone: 01173 784 554

Fax: 01179 023 761

Opening hours:

- CARAT's: 9.00am–5.00pm,
- Criminal Justice Intervention Treatment (CJIT): 7.00am–7.00pm
- Rehab: 9.00am–5.00pm
- Integrated Drug Treatment System (IDTS): 7.00am – 7.00pm. Some weekend with IDTS and CJIT

For the most up to date and comprehensive information please go to:

www.awp.nhs.uk

- **Local Alcohol / Drugs Services**

For the most up to date and comprehensive information on Bristol services please go to:

www.avon.nhs.uk/alcohol/local_services.htm

- **National Alcohol / Drug Services**

For the most up to date and comprehensive information on nationwide services, please go to:

www.avon.nhs.uk/alcohol/national_services.htm

Mental Health services

- **Statutory Services**

- Avon and Wiltshire Mental Health Partnership provides a variety of mental health services for Adults of Working Age across Bath and

North East Somerset (BANES), Bristol, North Somerset, South Gloucestershire, Swindon and Wiltshire.

- Services include inpatient services, community services and primary care psychology services.
- They have found that most people prefer to be treated at home if it is possible. Where they can, they aim to provide care in homes and community settings (such as clinics), causing as little disruption as possible to everyday family and working life.
- Their community services are supported by a range of high quality inpatient services, which include: Acute Adult inpatient services; High Dependency Units; Psychiatric Intensive Care; Rehabilitation services and a Specialist Eating Disorder Service.

Below is a summary of some of the services provided, however for the most up to date and more detailed information on all their services, please go to:

www.awp.nhs.uk

- **Assessment and Intervention teams**

What the service provides

Assessment and short term intervention, the team accepts referrals and provides the single point of entry into the mental health service for Bristol.

Who this service is for

Adults of working age.

How to access the service

General Practitioner (GP) or other statutory service

South Bristol Team contact details

Petherton Resource Centre
3, Petherton Road
Hengrove

Bristol BS14 9BP

Telephone: 01275 796 210

Fax: 01275 796 2055

Opening Hours: Monday to Friday, 9.00am - 7.00pm, Saturday and Sunday - 10.00am - 6.00pm (except Bank Holidays)

Central Team contact details

Brookland Hall
Conduit Place
St. Werburghs
Bristol BS2 9RU

Telephone: 0117 955 2616

Fax: 0117 959 1954

Opening Hours: Monday to Friday, 9.00am -7.00pm, Saturday and Sunday - 10.00am - 6.00pm (except Bank Holidays)

North Bristol Team contact details

12, Grove Road
Redland
Bristol BS6 6UJ

Telephone: 0117 973 3834

Fax: 0117 973 6160

Opening Hours: 9.00am- 5.00pm, 7 days a week (except Bank Holidays)

- **Community Mental Health Teams**

What the service provides

The Community Mental Health Teams (CMHT's) provide assessment and treatment for people living in the community who are experiencing severe mental health problems or difficulties.

The aim is to enable people to continue to live in the community, according to their individual needs and wishes.

The teams are made up of a number of different staff, which can include psychiatrists, community psychiatric nurses (CPN's), occupational therapists, social workers and other specialist staff.

If an individual is referred to one of the CMHT's they will often see more than one member of the team to make sure they get the right support for their needs.

CMHT's also offer support for carers, assessing their needs to help them get the help and assistance they need.

Most of the work done by a community mental health team takes place in the community, but teams also continue to work with people if they spend time in hospital.

Who the service is for

Adults of working age.

How to access this service

General Practitioner (GP) or other statutory service.

Cabot CMH Team contact details

12 Grove Road
Redland
Bristol BS6 6UJ

Telephone: 0117 973 0225

Fax: 0117 923 7081

Opening Hours: Monday to Friday 9.00am - 5.00pm

North Bristol CMH Team contact details

The Pines
Southmead Hospital
Westbury-On-Trym
Bristol BS10 5NB

Telephone: 0117 959 822

Fax: 0117 959 6279

Opening Hours: Monday to Friday 9.00am - 5.00pm

• Voluntary Sector (None Statutory) Mental Health Services

Bristol Mind

What services it provides

Advice, guidance, support, advocacy and literature around mental health.

Who can access the services?

Individuals experiencing mental health difficulties (or friends / carers etc)

How to access the services

Contact directly

Postal Address: 35 Old Market Street, Old Market, Bristol, BS2 0EZ

Telephone: 0117 980 0370

Fax: 0117 929 7644

Online: www.bristolmind.org.uk for the most up to date information.

Rethink

What services it provides

Advocacy, carer support, community support, employment and training, helplines, housing, nursing and residential care and services dedicated to BME communities.

Who can access the services?

Everyone affected by mental illness

How to access the services

Telephone: 0207 5403188

Online: www.rethink.org for the most up to date information on services available in your area.

Womankind

What services it provides

Free or affordable professional counselling, psychotherapy and ongoing support.

Who the services are for

Women in the Bristol area

How to access the services

Telephone: 0845 4582914

Online: www.womankindbristol.org.uk

Changes - Bristol

What services it provides

Free weekly mutual support group providing advice, encouragement and support in managing mental health problems.

Who the services are for

People living in Bristol and the surrounding areas with mental health issues.

How to access the services

Telephone: 0117 941 1123

Online: www.changesbristol.co.uk

The Depression Alliance

What services it provides?

Information and support services

Who the services are for

People affected by depression

How to access the services

Telephone: 0845 123 23 20

Online: www.depressionalliance.org

SANE

What services it provides

SANE provide help, information and emotional support

Who the services are for

People experiencing mental health problems and their family and carers.

How to access the services

Telephone: 0845 767 8000

Online: www.sane.org.uk

(Also see Crisis and Emergency Numbers)

General Health Care

How to find local services in Bristol

- Finding a GP
- Finding a dentist
- Finding an optician
- Finding a walk in centre (dealing with minor injuries and illnesses)
- Finding an Accident and Emergency (urgent or emergency attention required)

Go to the **NHS choices** website at:

www.nhs.uk/servicedirectories

- **NHS Direct**

What is it?

24 hour - 365 day a year confidential health advice and information service provided by the NHS.

Including:

- What to do if you or your family feel ill,
- Health conditions and treatments,
- Local healthcare services,
- Self-help and support organisations.

Who is it for?

Anyone in the United Kingdom

How to access the service?

Telephone: 0845 4647

Go online at: www.nhsdirect.nhs.uk

Leisure / Recreation

Healthy Living - Live Well guide

What is it?

Information and Advice on fitness and healthy living / eating from NHS Choices.

Who it is for?

Anyone

How to access the information / guidance

Go online at: www.nhs.uk/LiveWell

Sports & Leisure facilities in your area

For a comprehensive and up to date list of Bristol City Council Sports Centres, Swimming Pools, facilities, costs and classes:

Go online at:

www.bristol.gov.uk/ccm/navigation/leisure-and-culture

These can be free for some people depending on health needs - see GP for more details.

Free Internet Access

What Service is provided?

Bristol City Council Libraries offer **free** access to Internet and email; online information resources like Oxford Reference Online, Newsbank and Times Digital Archive; a range of programs from word processing to spreadsheets; scanners; useful web addresses, and online learning

opportunities.

Who can access the service?

Members of Bristol library

How to access the service

To join: bring proof of address to any library across the city.

Name	Address	Phone	Email
Avonmouth Library	Avonmouth Road, Bristol, BS11 9EN.	0117 9038580	avonmouth.library@bristol.gov.uk
Bedminster Library	4 St Peter's Court, Bedminster Parade, Bristol, BS3 4AQ.	0117 9038529	bedminster.library@bristol.gov.uk
Bishopsworth Library	Bishopsworth Road, Bristol, BS13 7LN.	0117 9038566	bishopsworth.library@bristol.gov.uk
Bristol Central Library	College Green, Bristol, BS1 5TL.	0117 9037200 Textphone: 0117 357 4444	bristol.library.service@bristol.gov.uk
Cheltenham Road Library	Cheltenham Rd, Bristol, BS6 5QX.	0117 9038562	cheltenhamrd.library@bristol.gov.uk
Clifton Library	Princess Victoria Street, Clifton, Bristol, BS8 4BX.	0117 9038572	clifton.library@bristol.gov.uk
Eastville Library	Muller Road, Eastville, Bristol, BS5 6XP.	0117 9038578	eastville.library@bristol.gov.uk
Filwood	Filwood Broadway,	0117 9038581	filwood.library@bristol.gov.uk

Library	Bristol, BS4 1JN.		
Fishponds Library	Fishponds Road, Bristol, BS16 3UH.	0117 9038560	fishponds.library@bristol.gov.uk
Hartcliffe Library	Hartcliffe Library@Symes, Symes District Centre, Peterson Avenue, Hartcliffe, Bristol, BS13 0BE.	0117 9038568	hartcliffe.library@bristol.gov.uk
Henbury Library	Crow Lane, Henbury, Bristol, BS10 7DR.	0117 9038522	henbury.library@bristol.gov.uk
Henleaze Library	Northumbria Drive, Henleaze, Bristol, BS9 4HP.	0117 9038541	henleaze.library@bristol.gov.uk
Hillfields Library	Summerleaze, Hillfields, Bristol, BS16 4HL.	0117 9038576	hillfields.library@bristol.gov.uk
Horfield Library	Filton Avenue, Horfield, Bristol, BS7 0BD.	0117 9038538	horfield.library@bristol.gov.uk
Knowle Library	1st Floor, Broadwalk Shopping Centre, Wells Road, Knowle, Bristol, BS4 2QU.	0117 9038585	knowle.library@bristol.gov.uk
Lawrence Weston	Broadlands Drive,	0117 3125696	lawrencew.library@bristol.gov.uk

Library and Learning Resource Centre	Lawrence Weston, Bristol, BS11 0NT.		
Marksbury Road Library	Marksbury Road, Bedminster, Bristol, BS3 5LG.	0117 9038574	marksburyrd.library@bristol.gov.uk
Mobile Library	Outreach Services, Unit 2, Bristol Vale Trading Estate, Hartcliffe Way, Bristol, BS3 5RJ.	0117 9038531	mobile.outreach.library@bristol.gov.uk
Redland Library	Whiteladies Road, Redland, Bristol, BS8 2PY.	0117 9038549	redland.library@bristol.gov.uk
Residential Library Services	Outreach Services, Unit 2, Bristol Vale Trading Estate, Hartcliffe Way, Bristol, BS3 5RJ.	0117 9038533	mobile.outreach.library@bristol.gov.uk
School Library Service	Unit 1, Bristol Vale Trading Estate, Hartcliffe Way, Bedminster, Bristol, BS3 5RJ.	0117 9038534	bristolschool.libraryservice@bristol.gov.uk
Sea Mills Library	Sylvan Way, Sea Mills, Bristol, BS9 2NA.	0117 9038555	seamills.library@bristol.gov.uk

Shirehampton Library	Station Road, Shirehampton, Bristol, BS11 9TU.	0117 9038570	shirehampton.library@bristol.gov.uk
Southmead Library	Greystoke Avenue, Southmead, Bristol, BS10 6AS.	0117 9038583	southmead.library@bristol.gov.uk
St George Library	Church Road, St George, Bristol, BS58A L.	0117 9038523	st.george.library@bristol.gov.uk
St Pauls Library	Grosvenor Road, St Pauls, Bristol, BS2 8XJ.	0117 9145489	st.pauls.library@bristol.gov.uk
Stockwood Library	Stockwood Road, Bristol, BS14 8PL.	0117 9038546	stockwood.library@bristol.gov.uk
Trinity Road Library	Trinity Road, St Phillips, Bristol, BS2 0NW.	0117 9038543	trinityrd.library@bristol.gov.uk
Westbury Library	Falcondale Rd, Westbury-on-Trym, BS9 3JZ.	0117 9038552	westbury.library@bristol.gov.uk
Wick Road Library	Wick Road, Brislington, BS4 4HE.	0117 9038557	wickrd.library@bristol.gov.uk

Day Centres In Bristol

What services do they offer?

Some offer cheap or free food, help and advice, laundry rooms and other services. Many of the centres below can also offer courses and classes in a range of subjects.

Who are they for?

Usually rough sleepers, homeless or hostel dwellers

How to access them

Individuals can access / approach the organisations directly - contact and address details are available below:

- **Novas Day Centre**

1 New Street, St Judes, Bristol, BS2 9DX

Tel: 0117 909 6311

What Services do they offer?

Low cost meals, clothing, showers, laundry service, advice and information.

Who is it for?

Men and Women aged 16+ (Rough sleepers and hostel dwellers only)

How to access the services

Phone to ask about group work and women-only sessions.

Drop – in: Monday to Friday 09.30am to 1.30pm including bank holidays.

- **Bristol Methodist Centre**

31 -33 Midland Road, St Phillips, Bristol, BS2 0JT

Tel. 0117 954 0708

What Services do they offer?

- Free Meals (Tues, Weds, Thurs 12.30 -1.30 pm, Sun 3-4pm or before food runs out)
- Shower and laundry facilities, clothing store, telephone enquiries and advice
- Quiet room and prayer available throughout the week

Who can access the services?

Men and women aged 16+

How to access the services

Drop In: Monday & Tuesday 1.15pm - 3.30 pm, Thursday 10am - 3.30 pm, Sunday 3pm -4.45 pm.

- **Bristol Citadel and Candle Community Centre**

The Salvation Army, 6 Ashley Road, Bristol, BS6 5NL

Tel: 0117 942 4607

Email: bristol.citadel@salvationarmy.org.uk

What services do they offer?

- Meals and drop in sessions and showers for the homeless and marginalised 2 -3 times per week as advertised. (Please see the centre window /notice board)
- Free community lunch on the first 3 Sundays of the month 1pm - 1.30pm
- Support available for parents with toddlers and pre school children- Tuesday and Friday 09.30am -12pm, (entrance on Ashley Road)
- Clothing, bedding and food parcels available by referral or appointment
- Advice, support and advocacy, referral to other agencies and other

Salvation Army Services.

Who can access the services?

Homeless and marginalised individuals

How to access the services

Drop in or by referral (depending on the service - as above)

- **Wild Goose Coffee Shop (Crisis Centre)**

12 City Road, St Pauls, Bristol BS2 8TP

Tel: 0117 942 3088

What services do they offer?

- Support with homelessness and drug / alcohol issues
- Advice in accessing detox, rehabilitation, supported housing and Christian communities.

Who can access the services?

Homeless and marginalised individuals

How to access the services

Drop in: Mon - Fri 11am - 2pm and then 8pm - 10pm (possible extension to 7 days a week from November 09)

Drop In: Fridays- 7.3pm - 9.30 pm support around homelessness / drug / alcohol issues.

Employment / Training / Education

- **Tomorrow's People**

What is it?

Preparation for the future

Tomorrow's People is a charity that, over the last twenty-five years, has helped change the lives of thousands across the UK.

They help break the cycle of unemployment so that people can take positive control of their lives and build a brighter future. We also save employers time and money by finding them the right people for the right jobs

This programme is at the heart of Tomorrow's People mission to get people back into work.

It centres around one-to-one support and mentoring.

Who can access its services?

Unemployed individuals

How to access it

Go online at: www.tomorrows-people.org.uk

Tel: 0117 924 8323

- **Bristol Business Action**

What is it?

Business Action on homelessness offers a 2 day pre employment training followed by 2 week work placement with companies such as Marks and Spencer, Royal Mail, John Lewis, Gala, Cadbury's and Hilton

Who is it for?

Anyone experiencing homelessness

How to access

ITV West
Bath Road
Brislington
Bristol BS4 3HS

Tel: 0117-9722111

- **Aspire**

What services do they offer?

- They provide training and support to assist people making the transition into work.
- Opportunity in gardening, painting and decorating, window cleaning and telemarketing.
- Sign posting to other employment option and interview skills delivered as part of individual development plans.

Who is it for?

Work placement for homeless and ex homeless people

How to access

Unit 20, Barton Hill Trading Estate, Maze Street, Barton Hill, Bristol BS5 9TQ

Tel: 0117-9540861

Go online at: www.aspire-bristol.co.uk

- **The Big Issue**

What services are they offering?

- Vendor Support Worker Scheme

- Complementary therapies, IT skills
- creative writing and other one off projects.

Who is it for?

Homeless or vulnerably housed.

How to access

Address: The Big Issue, 93 Stokes Croft, Bristol BS1 3RD

Tel 0117 942 8538

Go online at: www.bigissuesouthwest.co.uk

• One in Eight

What Services do they provide?

- A wide range of educational classes and workshops
- The classes include arts, languages, Information Technology, key skills and mutual self help groups.
- Classes are deliberately small so that they can provide the individual attention that people need,
- The courses often act as stepping stones for students to progress into further education who might otherwise lacked the confidence or basic skills to attend a college course.
- Community activities: including providing support, advice, guidance & referrals
- Help with housing, health, benefits and education. Examples of these activities include:
 - helping the homeless to find accommodation,
 - helping people to access council and health services,
 - health awareness campaigns,
 - benefit advice and claims,

- help with securing training or employment

Who are they for?

People with mild mental health problems, unemployed or people on low incomes, those with disabilities, drug/alcohol users, ex-offenders, single parents and other carers, the elderly and homeless people.

How to access

North Bristol Community Project, 160 Gloucester Road, Bishopston, Bristol BS7 8NT

Tel: 0117- 924 6228

Go online at: www.oneineight.co.uk

- **TREE Activities**

What services do they provide?

- Training, Recreation, Education & Employment
- Activities range from formal education, NVQ and apprenticeship, informal training opportunities such as IT, music, art or cookery classes, activities to help people return to paid or voluntary work.

Who is it for?

For single homeless people in hostels and supported housing.

How to access

The Compass centre, 1 Jamaica Street, Bristol BS2 8JP

Tel: 0117 9440586, **Mobile:** 07786 033154

Email: Christian.maenzanise@mungos.org.uk

- **City Of Bristol College**

What services they offer

- Further education / training - full and part time courses
- Student support available

Who is it for?

Anyone wishing to improve their prospects e.g. school leavers / adults

How to access it

General information at: www.cityofbristol.ac.uk

Tel. 0117 312 5000

Email: enquiries@cityofbristol.ac.uk

Student support: www.cityofbristol.ac.uk/

Access To Council Services

Customer Service Points

To access any council service in person please visit any of the customer service points throughout the city.

Opening Hours

Monday	08.30 -17.00
Tuesday	08.30 -17.00
Wednesday	10.30 - 17.00
Thursday	08.30 -17.00
Friday	08.30 - 16.30

Bedminster

2-3 Waring House, Redcliffe Hill, Redcliffe, Bristol, BS1 6TB

Fishponds

Robinson House, Hockeys Lane, Fishponds, BS16 3HL

Hartcliffe

Symes House, Peterson Square, Hartcliffe, BS13 0BD

Knowle

Salcombe House, 147 Salcombe Road, Knowle, BS4 1AB

Lawrence Weston

Ridingleaze House, Ridingleaze, Lawrence Weston, BS11 0QE

Phoenix Court

Bond Street South, Bristol, BS1 3PH

Southmead

Southmead House, Greystoke Ave, Southmead, BS10 6BQ

Care Direct - Access To Health And Social Care Services

What is it?

Care Direct provides information about - and access to - Health and Social Care services, benefits and other resources.

It does this by providing:

- a telephone helpline dealing with any issues concerning older people and disabled adults
- a 'gateway' for information and advice
- access to a range of community resources
- help for older and disabled people to apply for benefits
- a contact for safeguarding concerns – the abuse of vulnerable people

Who is this service for?

Vulnerable adults, older and disabled people, their families, friends and carers. (around physical health needs - see Mental Health section for information on statutory and voluntary sector services available.)

How to access the service

Telephone: 0117 922 2700 8.30am - 5.00pm Monday to Friday

(Answer phone outside office hours)

Online:

www.bristol.gov.uk/ccm/content/Health-Social-Care/care-direct---information-for-older-people-and-disabled-adults-and-their-carers.en

Additional Useful Information

- **Help to pay for care in your own home**

For up to date and comprehensive information please go to:

england.shelter.org.uk/get_advice/paying_for_a_home/care_and_support_costs

Useful Bristol City Council Telephone Numbers

Housing Advice Team	01179 141 188
Homelessness - Singles - Families	01179 141 706 01173 534 007
Tenancy Relations	01179 141 207
Deposit Bond Singles / Childless Couples - Families	01179 141 208 01179 141 211
Welfare Rights	01173 772 877
Money Advice Service	01173 772 866
Supporting People	01173 525 347
Re-housing	01179 222 400
Furniture Schemes	01173 533 127
Children's and Young Peoples Services	01179 141 698

Housing Support Register (Professionals Only)	01179 141 137
Council Housing Issues (Rent /Estate Management)	01179 222 200
Council Tax	01179 250 981
Housing and Council Tax Benefit	01179 222 300
Household waste and Street maintenance	01179 222 100
Out of Hours Emergencies	01179 222 050
Care Direct (Adult Care Social Services)	01179 222 700
Anti Social Behaviour Line	0845 605 2222
Pest Control / Dog Wardens / Pollution / Public Safety	01179 222 500
General enquiries / Switchboard	01179 222 000

All the above are usually available Monday to Thursday 08.30 - 5pm and Friday 08.30 - 4.30pm with the exception of the out of hours number (after 5pm / weekends / public holidays)

Crisis and Emergency Lines

What are crisis and emergency lines?

Crisis and emergency lines are staffed by well-trained volunteers with a wealth of experience and are open when other services are closed.

The person at the other end of the phone will listen carefully to you and give time to express how you are feeling.

See contact details below for some examples - (others feature throughout this guide in the relevant area)

Alcoholics Anonymous	Tel 0117 9265520 Information, advice and support 24 hour / 7 days.
Bristol Mind Line	Tel 0808 808 0330 Free information and support for people with mental health problems. Wednesday to Sunday 8pm to midnight.
Bristol Lesbian and Gay switch board (BLAGS)	Tel 0117 9420842

National Missing Person Helpline	Tel. 0500 700 700 free 24 hour / 7 days
Childline	Tel: 0800 1111 Helpline for children and young people in danger and distress 24 hour / 7 days
Drinkline	Tel:0800 9178282 free advice information and support on your own or someone else's drinking. Monday to Friday 9am-11pm
Message Home Helpline	Tel 0800 700740-free messagehome@missingpeople.org.uk Helpline for people who have left home or run away from home. 24 hour 7 days
	Tel. 0800 012 322

<p>National Aids Helpline</p>	<p>free information on all aspects of HIV and sexual health 24 hours 7/days.</p>
<p>National Drugs Helpline</p>	<p>Tel. 0800 776 600 Helpline for anyone concerned about drugs or solvent abuse 24 hours 7 days</p>
<p>Message home Helpline for under 18's</p>	<p>Tel.0808 8007070 free, children and young people run away from home or have been forced to leave. 24 /hours 7 days</p>
<p>Shelterline</p>	<p>Tel.0808 800 4444 free Housing Advice Monday to Friday 8am-8pm Sat-Sunday 8am-5pm</p>
<p>National Domestic Violence Helpline</p>	<p>Tel. 0808 200 0247 Women advice / Men's Advice Helpline 0808 801 0327- both free</p>

