If you would like this information in another language, Braille, audio tape, large print, easy English, BSL video or CD rom or plain text please contact us using the details provided in the booklet.
Hello and welcome to Bristol

This booklet has some useful telephone numbers and information on how you can contact services such as health, education, accommodation, benefits and emergency services.

Gypsy, Roma, Traveller Team
Bristol City Council

We work as a team based in Bristol City Council to support the community. We can support people in their home with form filling, advice on benefits, council tax, planning issues, and health care services as well as Equality issues.

Steven Hearsey
Gypsy & Traveller Site Manager and Community Liaison Officer

Heather Mundy
Gypsy, Roma, Traveller Education Liaison Officer
Steven Hearsey
Gypsy & Traveller Site Manager and Community Liaison Officer.
Steve manages the permanent and transit sites in Bristol and supports people with accommodation needs and advice.

📞 0117 922 4272  
✉️ steven.hearsey@bristol.gov.uk

Heather Mundy
Gypsy, Roma, Traveller Education Liaison Officer. I work with families, communities and schools to ensure the following:

• Help prevent barriers to education (e.g. bullying, discrimination, literacy issues, cultural issues, etc.)
• That schools are culturally equipped to understand the concerns and priorities of the different communities in Bristol.

📞 0117 922 4770 / 07879 117 779  
✉️ heather.mundy@bristol.gov.uk
Community Midwife Services: Bristol, South Gloucester and North Somerset

If you think you may be pregnant it is important to see a midwife early in your pregnancy. Midwives provide care and advice in pregnancy and on the health of the unborn. Once your baby has arrived they will continue to provide care for you and your baby until you are transferred to the health visiting service.

☎ 0117 342 5241 or 0117 342 5758

If you suffer from the baby blues (postnatal depression) after having a baby, tell a friend or family member, midwife, health visitor, GP or if it lasts for a long time, you can contact A&E services and ask to speak to the duty psychiatrist. You do not have to be registered with a GP to see a doctor or nurse.
Linda Vousden
Gypsy & Traveller Specialist
Health visitor

Linda Vousden
Gypsy & Traveller Specialist Health visitor works with families with children under five years old. Linda visits families at home and can give advice on their child’s development and health. She also provides information about local services – health, housing and benefits. Linda works Tuesdays, Wednesdays and Thursdays.

📞 0117 340 8145
💌 Linda.vousden@nbt.nhs.uk
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Roma Drop-in:

📅 Tuesdays 1:30pm - 3:30pm
📍 The Wellsprings Healthy Living Centre, Beam Street, BS5 9QY
📞 0117 304 1426
🌐 wellspringhlc.org/roma-drop-in

Service Offered: Free new service for the Gypsy Roma from Eastern Europe. Confidential welfare advice provided each week by St. Paul’s Advice as part of the Drop-in. Play activities for children and family/school places advice also available from the Limes Children Centre’s outreach worker. Interpretation from Romanian, Czech, Slovak and Polish are available. Support for refugee and asylum seeking women.
These Drop-ins offer:

• Free and confidential service
• Tenancy support & advice
• School placement & Home Education
• Sign-posting
• Family support & learning
• Benefits support
• Form filling
• Support for families affected by parental imprisonment
• Health & well-being support & advice
• Citywide activities for children, young people & families
• Support for young carers
• Support for families facing discrimination / racial harassment
Bristol’s Gypsy and Traveller (particularly families on the Transit Site):

☕ 1st Wednesday of the month from 11am – 1pm
✉ Five-Ways Bungalow, 2 Ridingleaze, Lawrence Weston, Bristol, BS11 0QF
📞 0117 922 2621 (ask for Donna Sealey for more information or just drop in)
💻 en-gb.facebook.com/five.ways.bungalow

North Bristol’s Gypsy and Traveller Drop-in:

☕ Wednesday 11:30am – 1:30pm
✉ Horfield and Henleaze (Upper Horfield Children’s Centre), Sheirdan Road, BS7 0PU
📞 0117 903 1281
💻 upperhorfieldchildrencentre.co.uk
East Central’s Gypsy and Traveller Drop-in:

 sche  Wednesday 9:30am – 11:30am
 The Limes Children’s Centre, Johnsons Road, Bristol, BS5 9AT
 0117 903 0508 (ask for Rachael Elson for more information or just drop in)
limeschildrencentre.co.uk
Rachael.elson@bristol.gov.uk

South Bristol’s Gypsy and Traveller Drop-in:

 sche  Second Monday of every month from 12:30pm – 2:30pm
 Compass Point Children’s Centre South Street, Bedminster, Bristol, BS3 3AU
 0117 377 2340
compasspoint@bristol.gov.uk
Healthy Living

Even small changes can help you to:

- Improve your health
- Cut the risk of illness
- Feel better

Here are some changes you could make:

Giving up smoking

It’s not easy but with help you can do it. You can get free help at your doctor’s or chemist. Call these numbers for advice:

**Bristol Helpline for Smokefree**

📞 0117 922 2255

🌐 [www.smokefreebristol.com](http://www.smokefreebristol.com)

**National Helpline for Smokefree**

📞 0300 123 1044

🌐 [www.nhs.uk/smokefree.com](http://www.nhs.uk/smokefree.com)
Walking counts as good exercise
Exercise More

- Makes you feel better.
- Helps with worry, bad nerves, feeling down or depression.

Try to do 30 minutes each day – walking is good for you.

Eating for Health

Small changes in what you eat can make a big difference to your health.
- Try to eat more fruit and vegetables – aim for 5 pieces a day.
- Try to cut down on salt, sugar and fat.
Use the eatwell plate to help you get the balance right. It shows how much of what you eat should come from each food group.
Think about what you drink.
Try to keep to healthy drinking limits:
• Less than 21 units a week for men
• Less than 14 units a week for women
Try to have 48 hours without drinking alcohol – this gives your liver a chance to recover.

**What is a unit?**

<table>
<thead>
<tr>
<th>What</th>
<th>No. of units</th>
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<tbody>
<tr>
<td>Small glass of wine</td>
<td>1½</td>
</tr>
<tr>
<td>Large glass of wine</td>
<td>3</td>
</tr>
<tr>
<td>Pint of beer (some beers are stronger)</td>
<td>2</td>
</tr>
<tr>
<td>1 measure of spirits (whiskey, gin, rum etc)</td>
<td>1</td>
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**Where to go for help? Ask your doctor, or call:**

**Bristol ROADS (Recovery Orientated Alcohol and Drug Service):**
Weekdays 9am – 8pm and Saturday 10am – 5pm
📞 0117 916 6588

**National Helpline:**
Weekdays 9am – 8pm and Saturday 10am – 4pm
📞 0300 123 1110
Standard glass
of wine (175ml)
11.5% ABV
2 units

Large glass
of wine (250ml)
12% ABV
3 units

Bottle of wine
(750ml)
12% ABV
9 units

17% ABV

Pint of
strong lager
or beer
5.3% ABV
3 units

Pint of
normal
strength
lager or beer
3.5% ABV
2 units

Alcopop
bottle
(275ml)
5% ABV
1.4 units

Spirits
double
(50ml)
40% ABV
2 units

Can of normal
strength lager
(500ml)
4% ABV
2 units

Spirits
single
(25ml)
40% ABV
1 units

Can of normal
strength lager
(500ml)
4% ABV
2 units

Bottle of wine
(750ml)
12% ABV
9 units

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Support if you are worried about Drugs Use and Abuse

There are many ways to get help if you are worried about drugs. You can talk to someone about your own drug use or if you are worried about someone.

**FRANK – Friendly Confidential Drug Advice:**
Speak to a professional who is trained to give you advice and help. You do not need to give your name.
Weekdays (Monday to Friday) 2pm – 6pm
📞 0300 123 6600
🌐 www.talktofrank.com

**Bristol Drugs Project:**
📞 0117 987 6000
You do not need to give your name and the service is **free and confidential.**
Health Contacts

**GP (your local Doctor):**
There are lots of people you can contact if you or your children are not feeling well. Your doctor is the first person you call if you are not well. To find out where your nearest doctor’s surgery is:

📞 0117 976 6600

**NHS Direct**
NHS Direct provides information on a wide range of health issues. They will tell you about your local doctor, dentist, chemist, walk-in centres and answer other questions.

📞 111

💻 www.nhs.uk

**healthwatch**
Provides families with an **anonymous way to have their say about local health and social care**, leading to improved health and social care service for Gypsy and Traveller people. Also offers advice about voluntary and community sector support.

📞 0117 269 0400
Immunisations (vaccinations, injections, needles):

• Immunisations are the best way to protect you and your family from some illnesses. Immunisations are available free of charge at your doctor’s surgery.

• It is important to have all the doses and these will be offered at certain times but it is never too late to catch up.

• It is especially important to be protected from Measles as people who move around are more likely to come in to contact with someone who has Measles. You need to have two doses to be protected. You may be able to have the Flu injection—please ask your Doctor.

If you need any advice please try Linda Vousden
☎️ 0117 340 8145

Well Aware

Information about groups and organisations offering health and wellbeing services and activities to families and communities.
☎️ 0808 808 5252 (free from a mobile)
Walk In Centres

Are open every day and can offer advice on health issues, minor illnesses, cuts sprains, accidents, emergency and general health in keeping well. There is no need for an appointment – just walk in.

Broadmead Medical Centre

✉ Boots in the Galleries
  59 Broadmead
  Bristol BS1 3EA
⏰ 8 am – 8 pm
📞 0117 954 9828

This is a walk-in centre where you can see a doctor or a nurse. You do not have to be registered with a G.P. Remember, your doctor is there to help you keep well.

Urgent Care Centre: South Bristol NHS Community Hospital

✉ Hengrove Promenade, Bristol,
  BS14 0DE
⏰ 8am – 8pm weekdays, Saturday 9am – 1pm.
📞 0117 342 9692

You do not have to be registered with a G.P. to use this centre.
Emergency Service:
Accident and emergency departments are for a serious illness or injury needing IMMEDIATE treatment. NOT ALL EMERGENCY SERVICES ARE OPEN 24 HOURS.
☎ 999

Hospital

Bristol Hospital for Sick Children:
Upper Maudlin Street, Bristol, BS2 8BJ
☎ 0117 927 6998

Bristol Royal Infirmary (BRI):
Marlborough Street, Bristol, BS2 8HW
☎ 0117 923 0000

Brunel building Southmead Hospital:
Southmead, North Bristol, BS10 5NB
Open 24 hours / 7 days a week
☎ 0117 950 5050

Eye Hospital:
Lower Maudlin Street, Bristol, BS2 8BJ
☎ 0117 927 6998
Dental Care: Everyone has the right to visit a NHS dentist. It may be free if you are on certain benefits, are pregnant or just had a baby. It is also free for all children.

Dental Hospital:
✉️ Lower Maudlin Street
Bristol BS2 2LY
📞 0117 342 4383 or 111

Emergency Number for Dental Care:
If you are not register with a dentist phone the number below:
📞 0117 974 1474 (For advice: Monday – Friday)
It is important for children to play and explore their world but you need to make sure they are safe. If you would like to talk about home safety call your health visitor or Linda Vousden.

The 2 most common accidents are poisoning and burns and scalds:

![Poisoning:](image)

Most people are careful with tablets they get on prescription from their doctor but other medicines can be harmful, such as:

- Aspirin / Paracetamol
- Vitamins / tablets

Remember: CHILDREN CAN UNDO CHILD LOCKS Cleaning products can be DANGEROUS: Keep bleach, toilet cleaners, washing powders and spray cleaners out of reach.
Burns and Scalds:
Hot drinks are the main cause of scalds in the under 5s.
Take care with things like irons, hair straighteners and kettles.

Car Safety:
Children under the age of 12 or 135cms tall need to have the correct car seat. Laws are there for safety.

Fire Safety:
You can have a FREE home fire safety visit. Get advice about fire safety. A free smoke alarm can be fitted if you need one.

Avon Fire and Rescue Service:
📞 0800 1693 999 (Non-emergency visit)

Pest Control, Dog Wardens, Pollution and Public Safety:
Report anti-social behaviour, noise and other pollution, risks to public health and safety (such as food risks), issues with pests or dogs:
📞 0117 922 2500
Services for Families and Elderly People

Off the Record:
We provide free and confidential mental health support and information to young people aged 11-25 in Bristol. This service supports young people in dealing with bereavement and grief, ‘bad nerves’, stress, anxiety, depression, suicidal thoughts or the results of bullying.

📞 0808 808 9120
📞 0800 1111 (Child Line a 24-hour free helpline)

Bedwetting - You’re not alone:
If your child has a bladder or bowel problem you may not know where to turn. Problems like these can be very stressful and embarrassing for families to deal with. Bedwetting, daytime soiling are sometimes called continence problems and they are common in childhood. If your child has a bedwetting or soiling problem, ring us on our helpline and we can give you information on how to help stop these problems.

📞 ERIC helpline: 0845 370 8008
Age UK (Older People Services):
(Tuesday – Friday 10am – 1pm)
📞 0117 929 7537
📞 Help Line 0117 922 5353

Adult Health
and Social Care Direct:

• Care Direct is part of the Council and is the main way to contact adult care (social services). You should also contact us if you are concerned that a vulnerable adult is being abused.

• If you are in hospital, someone from the ward can refer you to the hospital social work team instead of calling us.
📞 0117 922 2700
Concessionary travelcards, disabled and residents’ parking permits:

Apply for a Blue Badge or disabled parking bay, travelcard enquiries, apply for a parking permit

📞 0117 922 2600

Next Link
(Bristol Specialist Family Abuse Service):

✉ Next Link, Link House, 5 Queen Square, Bristol, BS1 4JQ
📞 0117 925 0680
✉ enquiries@nextlinkhousing.co.uk

National Family Violence Helpline
(24hours, Free):
📞 0808 200 0247
Victim Support Avonvale and BAVA:

It is not your fault. You do not have to suffer in silence. You can talk to someone.
☎ Victim Support: 0845 456 6099
☎ BAVA: 0117 922 3724

Women’s Aid:

Women’s Aid is an organisation that works with woman suffering from Domestic Violence. They work on all sorts of issues such as:

• Drug and Alcohol abuse
• Housing Issues
• Mental Health Issues
• Emotional Abuse
• Children Issues
• Women in Prison

☎ 0808 2000 247

• Health Issues
• Domestic Violence
• Parenting Support
• Pregnancy
• Forced Marriage
• Older Women (health)
Education and Early Years Provision

Early Years:

All Gypsy, Roma, Traveller children are entitled to early years provision (playground, children centres, nurseries). For more information please contact Heather Mundy – Gypsy, Roma, Traveller Education Liaison Officer (contact details below).

There are also Children’s Centres in different areas where you can go and stay to play with your child. Children’s Centres also provide advice and information about other services available to you and your child. The one nearest your home can be found by telephoning Heather Mundy or Children and Young People’s Services:

☑ Family Information Service, (178E/Road)
   PO Box 57, FREEPOST, swb203,
   Bristol BS99 7BR

📞 0845 129 7217
School (Primary and Secondary Placements):

Your child should be enrolled in school from the September after their 4th Birthday.

Even if you are only in the area for a short time you can put your child into school. It does not matter if they already have a school place in another area.

If you need advice about your child’s education please phone:

**Heather Mundy**
Gypsy, Roma, Traveller Education Liaison Officer

📞 0117 922 4770 / 07879 117 779

📧 Heather.mundy@bristol.gov.uk

Working Hours: Monday – Friday

Further Education:

If you are 16 or older and want to do a college course please phone Heather Mundy. If you do not have qualifications already there are still lots of opportunities for you. Just ring the number above.
Activities and Support for Children

Bristol’s Adventure Playgrounds:

The Adventure Playgrounds provide both indoor and outdoor play environments and are built by play-workers and children to provide a fun and safe environment with free open access and free activities.

**Age range:** 8 – 13 years. Under 8s are welcome with a parent/carer or responsible sibling.

**Please phone to hear about the different opening Times.**
Felix Road Adventure Playground:
📞 0117 955 1265 (answer phone in operation)
✉️ info@felixroadplayground.org
📍 Facebook: Felix Road Adventure Playground
✉️ Felix Road Adventure Playground,
   Felix Road, Easton, Bristol BS5 OJW

Lockleaze Adventure Playground:
📞 0117 352 1391
✉️ Lockleaze Adventure Playground,
   Romney Avenue, Lockleaze BS7 9TB

St Paul’s Adventure Playground:
📞 0117 954 2145
✉️ St Paul’s Adventure Playground,
   Thomas Street, St Agnes, Bristol BS2 9LL

Southmead Adventure Playground:
📞 0117 950 3607
✉️ Southmead Adventure Playground, Doncaster Road, Southmead, Bristol BS10 5PP
Accommodation

Pitches for Rent:

Long Term Caravan Site:
In Bristol there is one small caravan site in Ashton Vale. If you would like to apply for a pitch on the site please contact:

Bristol Council Gypsy and Traveller Team
☎ 0117 352 5009
Short Term Caravan Site:
If you have a place to live but would like to stay in Bristol for a short time (up to 13 weeks) you can apply for a pitch on the council Transit site at Avonmouth. Contact the Council on:

Bristol Council Gypsy and Traveller Team
☎ 0117 922 4272

Long Term House or Flat:
The council and housing associations have houses and flats for rent but they are in demand and you may have to wait a long time to get one. If you would like to apply for a council house or flat please contact:

HomeChoice
☎ 0117 922 2400
Buying Sites & Planning Permission

Council Planning Department:
☎ 0117 352 5009

Bristol is a very popular city to live and work in. This has made land prices very high and the Council has to put controls on what land is used. If you are interested in buying land in the city and getting planning permission you will need to get advice from the Council Planning Department.

South West Planning Aid:
☎ 0870 850 9807

Tenant Support Service, Bristol City Council:
We support people in their new homes with form filling, and giving advice and information on benefits. We help sort out rent and council arrears.
☎ 0117 352 1800
Bristol City Council Tenancy Relations:
The Tenancy Relations Service is a free and confidential service providing advice for tenants and landlords of privately rented accommodation.
📞 0117 914 1206 or 0117 914 1207
✉️ tenantsupportservice@bristol.gov.uk
Organisations that Help with Debt:

- Tenancy Support
- Council Tax
- Welfare Rights
- Pensions

Different Types of Benefits:

- Housing benefit
- Council tax
- Working tax credit
- Sickness benefit
- Disability allowance
- Carer’s allowance

Citizens Advice Bureau (CAB):
The Citizens Advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice.

☕ Drop-in on Mondays to Fridays 9:30am – 1pm
📞 0844 499 4718
✉️ Bristol Citizens Advice, 12 Broad Street, Bristol, BS1 2HL

Customer Service Points

Benefits provide practical help and financial support if you are unemployed and looking for work.
It also provides you with extra income when your earnings are low, if you are bringing up children, are retired, care for someone, are ill or have a disability. At a CSP you can pay council tax and rent, discuss tenancy issues, hand in documents, report noise or antisocial behaviour and apply for a travelcard or blue badge.

📞 0117 922 2300

You can talk with Bristol City Council staff at any of the addresses around the City:

**Fishponds:**
- Robinson House, Hockeys Lane, Fishponds, Bristol BS16 3HL

**Hartcliffe:**
- Symes House, Peterson Square, Hartcliffe, Bristol BS13 0BD

**Central Phoenix Court:**
- Bond Street South, Bristol, BS1 3PH

**Ridingleaze:**
- Ridingleaze House, Ridingleaze, Lawrence Weston, Bristol BS11 0QE

**Southmead:**
- Southmead House, Greystoke Ave, Southmead, Bristol BS10 6BQ
WORK (i.e. Scrap Metal):

If you are self-employed in Bristol area you may need a permit to work. All scrap metal dealers must register with the council. In Bristol you need to register with the licensing team.

Licensing Team  📞 0117 914 2500

Trading Standards  📞 0117 922 3604

Pedlar’s Certificate
A pedlars certificate allows a person to sell goods. You must be over 17 to apply.

✉️ licensing@bristol.gov.uk
📞 0117 914 2500
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<th>Job Centres</th>
<th>Address</th>
<th>Telephone</th>
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<tr>
<td></td>
<td>39 South Parade, Yate BS37 4BB</td>
<td>0845 606 0234</td>
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<tr>
<td></td>
<td>31 High Street, Shirehampton BS11 0DX</td>
<td>0845 604 3719</td>
</tr>
<tr>
<td></td>
<td>382-386 Two Mile Hill Road BS15 1BZ</td>
<td>0845 604 3719</td>
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<tr>
<td></td>
<td>442-450 Stapleton Road, Easton BS5 6NR</td>
<td>0845 604 3719</td>
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<tr>
<td></td>
<td>17-19 Kent Street, Bedminster BS3 3NW</td>
<td>0845 604 3719</td>
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<tr>
<td></td>
<td>Bristol West, Eagle House, St Stephen’s Street BS1 1EN</td>
<td>0845 604 3719</td>
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<tr>
<td></td>
<td>59 Whitchurch Lane Bishopsworth BS13 7TE</td>
<td>0845 604 3719</td>
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Useful Gypsy & Travellers Organisations in the UK

**Friends, Families and Travellers**
Friends, Families and Travellers work towards a more equal society where everyone has the right to travel and to stop without the constant fear of persecution because of their lifestyle.

[website](gypsy-traveller.org)
[phone] 01273 234 777

**Irish Traveller Movement in Britain**
Work to raise the profile of Irish Travellers in Britain and get theirs views heard.

[website](irishtraveller.org.uk)
[phone] 020 7607 2002
Showmen’s Guild of Great Britain
Protect the interest of travelling showpeople who gain their livelihoods by attending funfairs.
Showmen’s Guild Western Section
✉ 1 Broad Lane, Yate, Bristol, BS37 7LD
☎ 01454 22889

Support against Racist Incidents
Provides free and confidential support to victims of racial harassment.
☎ 0117 942 0060
Social Care, Police & Legal Support

First Response
If you need parenting support or you think that your child needs some help you can phone First Response.

📞 0117 903 6444

Otherwise call the 📞 101 number for the police or Child Line call 📞 0800 11 11

Barnardo’s CAPI
(Children affected by parental imprisonment)
It provides financial support for family visits and help for families dealing with the court system.

📞 0117 967 9341

Avon and Somerset Police
For emergencies 📞 999
For discussing information about a crime:
📞 0845 456 7000
Community Law Partnership,
Travellers Advice Team
Advice on evictions, planning matters, issues involving official caravan sites and other matters.
☎ 0845 120 2980

Victim Support
A free and confidential service to help victims of crime, their family and friends.
☎ 0845 303 0900
(Support line number)
☎ 0845 456 6099
☎ 0117 947 3070
(support for victims / witnesses)
Your Personal Contact Information

Name: .................................................................
Phone: .................................................................
Email: .................................................................

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