

SURVIVAL HANDBOOK

FOR HOMELESS AND VULNERABLE PEOPLE IN BRISTOL



2016 EDITION





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Bristol Drugs Project

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This booklet is designed to be a first point of support and information for anyone finding themselves homeless or at risk of becoming homeless in the Bristol area. It provides information on many of the services available to homeless people in the central areas of the city.

If you do not have a local connection with Bristol you will find it very difficult to access help in finding housing in the city. Many of the organisations represented in the guide are places where you can go for help and advice without having made a previous appointment. In many cases they will be able to help you immediately. However in some cases they may need to re-direct you to services more appropriate to your needs.

All the information in this booklet was correct at the time of publishing, however, it may become out of date quite quickly. Please let us have your comments and suggestions for what to include or amend in our next edition which will be in July 2016. Information should be sent to Caring in Bristol, Julian House, Little Bishop Street, St Pauls, Bristol BS2 9JF or email: ed.reed@caringinbristol.org.uk

We hope you find this information useful.



FINDING SOMEWHERE TO LIVE

Bristol is a regional capital and although it has good services for homeless people, they are badly over-stretched. The number of people looking for emergency accommodation or hostel places is often greater than the number of places that are available.

If you are looking for accommodation and are interested in renting privately, good places to look for details are the Bristol Post (Friday), Trade-It magazine, adverts in newsagents' windows, letting and estate agents. It can be difficult to access private accommodation because landlords often need a deposit. If you are currently supervised by probation, your probation officer should be able to refer you to housing services directly.

Under the homelessness legislation - Part 7 of the Housing Act 1996, certain categories of household, such as families with children and households that include someone who is vulnerable, for example because of pregnancy, old age, or physical or mental disability, have a priority need for accommodation. Housing authorities must ensure that suitable accommodation is available for people who have priority need, if they are eligible for assistance and unintentionally homeless. This is known as the main homelessness duty. The housing authority can provide accommodation in their own stock or arrange for it to be provided by another landlord, for example, a housing association or a landlord in the private rented

sector. Simply having served a prison sentence does not mean an individual is in priority need.

If settled accommodation is not immediately available, it must be made available in the short term until the applicant can find a home, or until circumstance brings the duty to an end, for example, where the household voluntarily leaves the temporary accommodation provided by the housing authority. A settled home to bring the homelessness duty to an end could include the offer of a suitable secure or introductory tenancy in a local authority's housing stock (or nomination for a housing association assured tenancy) allocated under Part 6 of the 1996 Act or the offer of a suitable tenancy from a private landlord made by arrangement with the local authority.

If applicants are homeless but do not have a priority need, or if they have brought homelessness on themselves, the housing authority must ensure that they are provided with advice and assistance to help them find accommodation for themselves - but the authority does not have to ensure that accommodation becomes available.

Local Crisis and Prevention fund

If you have a crisis and need money for things like food, gas or electricity, you may get a payment between £30 and £150, depending on your needs. Payment is made on a pre-paid direct debit card. Applications have to be made via the council website or by phoning 0800 9230101/01179224500

Citizen Service Points

At a CSP you can pay council tax and rent bills, discuss tenancy issues, hand in documents that have been requested, report a noise complaint or antisocial behaviour, apply for concessionary travelcard or blue badge and much more.

Fishponds

Robinson House, Hockeys Lane, Fishponds BS16 3HL

Hartcliffe

Symes House, Peterson Square, Hartcliffe BS13 0BD

Central - 100 Temple Street (Appointment only)

Bristol BS1 6HT

Ridingleaze

Ridingleaze House, Lawrence Weston BS11 0QE

Southmead

Southmead House, Greystoke Ave, Southmead BS10 6BQ

1 Jamaica Street

Kingsdown, Bristol BS2 8JP

Tel: 0117 924 6415

ECHG supported housing project in Central Bristol providing accommodation, resettlement and support

services to men and women aged 18-65. Single rooms with shared kitchen, bathrooms and bedsits. Dogs accepted but muzzles required. 56 single rooms on site. Referrals taken via Outreach only. Self catering. Staffed 24 hours. Weekly service charge of £12.88.

Ron Jones House

22-30 Jamaica Street Bristol, BS2 8JW

Tel: 0117 942 5500

www.elimhousing.co.uk/ron-jones-house

A supported housing scheme providing temporary accommodation for 42 single homeless men and women 18+. Clients have a sole occupancy of a room and share other facilities such as kitchen, bathroom, toilet and lounge with 6-7 other residents.

Applicants should have low support needs and be willing to engage with the support service provided. Applicants are referred onto the waiting list via Bristol City Council's Accommodation Service team, or via Phoenix Court.

Pennywise

Tel: 0117 9704548 | Text your name to: 07435 974651

Email pennywise@placesforpeople.co.uk

www.pennywise.org.uk

Worried About Your Money?

Age 25+, renting from Bristol City Council or a Housing Association, and either in your first social housing tenancy, or had recent employment changes? If so, Pennywise can give you free and confidential advice tailored to your circumstances. We'll check; you're getting the right benefits, your household budget is affordable, you're getting the best deal for your bills and what your banking and borrowing options are.

Our mentors will meet you at a convenient time and location, and work with you until you're confident and in control of your money.

SLEEPING ROUGH

Sleeping rough is dangerous. If you have no other choice:

- Sleep where there are other people
- Sleep on a blanket/sleeping bag, a bench or cardboard
- Never sleep directly on the ground
- Keep your head, hands and feet well covered and warm
- Eat or drink something hot before you go to sleep as this will help your body keep warm
- Alcohol lowers your body heat and is dangerous when you get cold
- Use this handbook to find help

HOSTELS

Places for People

27a Stonebridge Park, Fishponds, Bristol BS5 6RP
Tel: 0117 951 7763

Open 24 hours for men aged 18+. Pets welcome (*only two in hostel at any time*). High support 4 months stay housing scheme for single homeless men with multiple needs. Not direct access - referrals ONLY.

Emmaus Bristol

Backfields House, Upper York Street, St Pauls
Bristol BS2 8WF
Tel: 0117 954 0886
Email: community@emmausbristol.org.uk
www.emmausbristol.org.uk

An 18 bed (en-suite) community, age 18+. Offers a bed and support to make a change. Offers work in their workshop, house or garden (training given). No direct access – referral only. If you have no support worker, ring to arrange a visit.

Street Wise

Tel: 07827 979647 for initial contact

Tackles begging and other street based anti-social behaviour, but can also offer help and advice around accommodation, drug treatment and employment/education.

The Compass Centre

1 Jamaica Street, Kingsdown, Bristol BS2 8JP
Tel: 0117 944 0581 Fax: 0117 944 0582.

The Compass Centre is Bristol's Homelessness assessment project with services for rough sleepers and homeless people that include Outreach, the homeless health centre, and opportunities for recreation and education.

Located on the ground floor of Jamaica St hostel. The Compass Centre is open from Monday to Friday 9am to 5pm and in the evening for night service users only (*referral to night service by outreach team*). Call 0117 944 0581 for more details of any Compass services.

Julian Trust Nightshelter

Little Bishop Street, St Pauls, Bristol BS2 9JF
Tel: 0117 924 4604

Julian Trust Nightshelter cont

Open 9.30pm Monday to Wednesday and Friday to Saturday for men and women aged 18+. No pets. Guest entrance off Wilder Street. Free hot meal. 18 bed spaces and showers available on first come, first served basis.

Logos House – Salvation Army

Wade Street, Bristol BS2 9EL

Tel: 0117 955 2821 Fax: 0117 954 1595

Logos House is a 79 Bed Homelessness Centre which is open for men aged 18+, 24 hours per day. No pets. Applications to the centre are made via the Outreach teams. Outside office hours referrals are via the Emergency Duty Team who can be contacted via any police station. Accommodation is en-suite and sole occupancy. There is also a canteen for hot meals.

Logos House also offer an Access Substance Misuse Service for people who are currently homeless. This is called the Bridge Programme and offers residential preparation work, and detox support. The Bridge is a 14 Bed Unit on the same site as Logos. Detox is open to both male and female clients.

WOMEN ONLY ACCOMMODATION

Men and women can contact WISH 0117 903 8632 or Victim Support 0845 30 30 900. For women suffering domestic abuse contact Next Link. The Crisis Response Workers can offer immediate help with your situation including: someone to talk things over with; forming a safety plan; legal; protection; working with police to keep you safe; supporting your children; finding a safe place to stay.

If you need to leave home in an emergency: call Bristol Next Link Domestic Abuse Services on 0117 925 0680 or the National Domestic Hotline on 0808 2000 247.

A directory of domestic abuse services is available from Bristol Domestic Abuse Forum on 0117 925 0680.

Crisis Centre Ministries**Ladies Night Shelter – Spring of Hope**

71a West Street, Old Market, Bristol BS2 0BX

Tel: 0117 330 1230 (Enquiries)

Mobile: 07990 715691 (Referral)

Ladies Night Shelter, is open Monday, Wednesday, Thursday and Sunday 10:00pm until 8:00am. On offer, a safe environment for women, accommodation available for 12 women per night.

HOSTEL

St Mungo's

11 Dean Crescent, Bedminster, Bristol BS3 1AG
Tel: 0117 987 2055

All referrals are via AST Accommodation Services Team, at Bristol City Council. DC is a Level 1 high support service but eligibility criteria has not changed only referral route, no direct access.

SUPPORTED HOUSING

Missing Link

5 Queen Square, Bristol BS1 4JQ
Tel: 0117 925 1811 www.missinglinkhousing.co.uk

Telephone Monday to Friday, 9am-5pm. Provides a range of housing and support services to women with mental health needs. Supported accommodation provided by the Shared Housing Scheme & Floating Support Scheme. A pre-resettlement service provides support to women in unsuitable accommodation or who are homeless.

The Well

25 All Hallow's Road, Bristol BS5 0HH
Tel: 0117 954 0252 Fax: 0117 955 5176

The Well is a supported housing project designated for vulnerable women aged 18+ who are exiting the sex trade and who have active addiction.

Provides a high level of support for up to 5 women in a large fully furnished house. Staff are on duty from 7am-11pm and sleep over in the house. Each resident is allocated a keyworker who works on their Support Plan with them.

Women may access the service as soon as they have made the choice to give up street drugs and we house women on substitute prescribing. When they move in, residents are asked to see their GP so as to maximize the support available in order to sustain their recovery from addiction.

YOUNG PEOPLE

Some of the agencies in this guide do offer services for young people (aged 16-25) even though they do not state it. Please do not be afraid to ask if you are unsure.

For advice on benefits the Citizens Advice Bureau (www.citizensadvice.org.uk), Bristol Nightstop or Shelter can help you. Benefits for young people are particularly difficult and easily misunderstood. It is always worthwhile getting the right advice and support so you do not get turned away at the door when applying.

Bristol Nightstop

Tel: 07979878814 Monday – Friday 10am-6pm
www.bristolnightstop.org

Provides ongoing key worker support and emergency accommodation, on a night-by-night basis, to young people aged 16-25. Young people using Nightstop can expect; a friendly welcome, an individual room, a shower/bath, a chance to wash clothes, an evening meal and a breakfast.

BRISTOL SHELTERED ACCOMMODATION**Wick House**

191 Wick Road, Brislington, Bristol BS4 4HW
 Tel: 0117 971 3613

Wick House is a non-smoking supported homeless shelter which has room for 70 male or female residents aged 21+. No pets or children allowed.

Wick House is staffed 24 hours a day and residents receive a key worker and supporting guidance to-establish themselves back into the community. Referrals can be made via other agencies but self-referrals can be made via an initial assessment. We serve 3 meals a day. Move on scheme available to eligible residents.

Shepherd's Hall

Old Market, Bristol BS2 0EJ
 Tel: 01179 230122

Shepherd's Hall is a non-smoking supported homeless shelter which has room for 20 male residents aged 21+. No pets or children allowed.

Shepherd's Hall is staffed 24 hours a day and residents receive a key worker and supporting guidance to-establish themselves back into the community. Recovery group sessions encouraged. Referrals can be made via other agencies but self-referrals can be made via an initial assessment. We serve 3 meals a day. Move on scheme available to eligible residents.

1625 Independent People

www.1625ip.co.uk

Short-term, temporary accommodation for young people, aged 16 – 21 years old. High support staffed 24 hours.

St Georges House

101 St Georges Road, BS1 5UP
 Tel 0117 927 6600

25 bed. Expected length of stay 3 months.



Bristol Foyer

2a Victoria Street, BS1 6DT
Tel 0117 927 6805

51 bed. Expected length of stay 6 months.
All referrals through BCC Single Point of Access Team for both services.

SUPPORTED HOUSING

1625 Independent People

Kingsley Hall, 59 Old Market Street, Bristol BS2 0ER
Tel: 0117 317 88 00 or 0800 731 72 13
Email: enquiries@1625ip.co.uk

Independent People provides housing, support and advice to young people aged 16 – 25 in Bristol and South Gloucestershire.

Supports young people to build independent lives by helping people find (and keep) a safe, stable home. Also offers non-judgmental support and advice on counselling, training and help in finding jobs.



If you're looking for cheap or free food, help and advice, laundry rooms and other services, try these day centres. Many of the centres also offer courses and classes in a range of subjects.

Bristol Methodist Centre

31-33 Midland Road, St Philips, Bristol BS2 0JT
Tel: 0117 955 5606
Email: manager@methodist-centre.org.uk

Drop-in Monday 1.15pm - 3.30pm Tuesday to Thursday 10am - 3.30pm Sunday 3pm - 4.45pm. Men and Women aged 18+. There is space for dogs & bikes in our yard.

Free meals Tuesday - Thursday breakfast 10am - 11am, 2 course lunch 12.30pm-1.30pm or until the food runs out. Sunday soup and sandwiches 3-4pm or until the food runs out.

Offers shelter, sanctuary and support for homeless and vulnerable people. Free clothes, shower and laundry facilities available plus support workers are always available for help and advice and guests can use the telephones.

Computer, film, dance and art groups run through out the week. Quiet room holds regular worship services for those who wish to take part.

Bristol Citadel, Community and Family Centre

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

Tel: 0117 942 4607 or 0117 962 2321

Email: bristol.citadel@salvationarmy.org.uk

www.bristolcitadel.org.uk

The Family and Community Centre entrance is on the corner of Brigstocke and Ashley Road.

The Salvation Army seeks to provide practical support to homeless families and families in crisis through its community and family centre. Homeless families and families in crisis referral basis.

Family support service and food bank: Tuesdays and Thursdays 10am - 2pm.

Please note: these services (food parcels and clothing vouchers available) are provided on a via referral only www.bristolcitadel.org.uk or 0117 942 4607.

Wild Goose Drop-in Centre (Crisis Centre)

32 Stapleton Road, Bristol BS5 0QY

Tel: 0117 330 1230

The Wild Goose Cafe is now called Wild Goose Drop-in Centre

Monday, Wednesday, Thursday and Friday 10am - 3pm
Tuesday 10am - 1pm, Sunday to Friday, evenings 8pm - 10pm
Bank Holidays - normally open 8.30am - 10.30am closed in the evening.

There is a Wet Clinic on Tuesday 2pm - 4pm incorporating a Doctor and people to refer to alcohol services.

A clinic run by a nurse operates Thursday 12midday - 2pm. Also has numerous other services during the week.

**Bristol Food Cycle**

Easton Community Centre
Kilburn Street, Bristol BS5 6AW

Food Cycle collects the leftover food from supermarkets and then with the help of volunteers, cooks a free 3 course meal at the Easton Community Centre for any one in need of a warm healthy meal. Meals are served on Sunday, normally starting about 2.30pm until 4pm.

CHEAP FOOD TO TAKE AWAY OR EAT IN

The following services offer free or cheap food to take away or eat in. Times and availability may change.

Bristol Soup Run Trust

Tel: 0117 908 7934
www.bristolsoupruntrust.org.uk

Available every night at Pip'n'Jay Church after 9.15pm. Redcliffe Wharf after 9.40pm. Also meet individual people contacted in the centre, 10.15pm-10.45pm.

Soup, sandwiches, coffee, biscuits, toiletries, blankets and information on services available for homeless people.

Open Door

Ivy Church, Ashley Hill, Bristol.

Drop-in Tuesday, 12-2pm. Only available in school term time. Soup and rolls available. For men and women aged 16+.

The Salvation Army - The Bristol Easton Corps

Hassell Drive, Easton, Bristol BS2 0AN
Tel: 0117 955 1600
www.sabristoleaston.org.uk

Drop-in Monday, 9.30am-12.30pm. Free shower and clothing until 11.30am Tea, coffee and toast. Free, 3 course lunch served on Mondays at 12pm. Closed during August & all official holidays which fall on a Monday.

Sisters of the Church

82 Ashley Road, St Pauls, Bristol BS6 5NT

Drop-in most Sundays 2.30pm-4.00pm. Not open the end of July and all of August, the Sunday after Easter and the Sunday after Christmas. Check noticeboard at house for other closing times. For men and women aged 16+. Small food parcels and hot and cold drinks.

**Bristol Citadel, Community and Family Centre
Homeless Families and Families in Crisis**

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

Tel: 0117 942 4607 or 0117 962 2321

Email: bristol.citadel@salvationarmy.org.uk

www.bristolcitadel.org.uk

The Salvation Army seeks to provide practical support for homeless families and families in crisis through its community and family centre. These services are provided on a referral basis.

Family support service and food bank: Tuesdays and Thursdays 12noon-2pm.

Internet access and employment advice. Food bank and clothing parcels via referral only. Referral to The Salvation Army Family Tracing Service. Transport help when moving home. Appropriate adult service and contact provision (*for supervised and unsupervised contact*) facilitated by enhanced DBS checked staff and volunteers.

The King's Kitchen

Trinity Tabernacle, Hassell Drive, Newtown, Bristol BS2 0AN

Tel: 0117 955 4318

Drop-in Tuesdays between 6am-9am serving a full English breakfast, hot and cold drinks.

Christ Church Clifton

Clifton Down Road, Bristol BS8 3BN

Tel: 0117 9736524

www.ccweb.org.uk

Saturday 8am breakfast run – hot drinks, bacon and sausage sandwiches. Calls at the bus station.



It is important that you keep safe and well. While your health might not seem like a priority, it should be.

You are important. Take care of yourself.

Medical GP

To find out where your local GP practice is you can phone the Avon Primary Care Support Agency on 0117 9002247 or 0117 9002537. Alternatively you can visit www.avon.nhs.uk/pcsa

Compass Health

Tel: 0117 989 2450

The Compass Health service offers a holistic approach covering emotional, physical and mental health needs. Compass Health runs daily drop-in sessions at the Compass Centre in Stokes Croft. Covering prevention and treatment, clients can be referred on appropriately within the Compass Health team or to other support agencies.

Our nurses work with the St. Mungo's outreach team, and the Bristol Drugs Project. A GP works from One25's drop-in once a week. A nurse runs a drop in clinic at the Wild Goose, Logos House and Longhills once a week.

Compass Health's daily clinics and drop-in service offers:

- general health advice and treatment
- support and advice re: mental health problems
- safe injecting advice
- minor injury care
- testing for sexually transmitted infections and pregnancy; all contraceptive methods available
- drugs/alcohol support and referral to other specialist services
- testing and counseling for blood borne viruses such as HIV/Hepatitis B & C
- opticians service
- referrals and liaison with other health and homeless services.

Broadmead Medical Centre

59 Broadmead (within Boots), Bristol BS1 3EA

Tel: 0117 954 9810 | Surgery: 0117 954 9828

Mobile: 07917 474732

Our surgery has many homeless people already registered with us, but this year the Broad Street Walk-In Centre closed down and relocated as part of our organisation, and is run by us.

Our walk-in service is for any person, whether they are registered with a local surgery or not. The service is led



by our highly skilled nursing team who are able to see, diagnose and treat most minor illnesses or injuries. This includes sexual health concerns, emergency contraception, wound management etc.

We are open from Monday to Saturday – 8am-8pm. Walk in and wait up until 4pm. From 4pm onwards we have bookable appointments which have to be booked in person in the surgery. We are unable to take bookings over the telephone after 4pm.

On Sundays we are open from 11am-3.30pm. From 3.30pm onwards we have bookable appointments which have to be booked in person in the surgery.

We are closed on Christmas Day and Easter Sunday.

Accident and Emergency details:

- Emergency - 999
- Bristol Royal Infirmary - 0117 923 0000
- Southmead Hospital - 0117 50 50 50
- Frenchay Hospital - 0117 970 1212

The Drug specialist team are based at the BRI and will see all in-patients with drug related issues – if you are admitted to the hospital. They can be contacted on 0117 928 4204.

NHS 111

Tel: 111
www.nhs.uk

This is a 24 hour/7 day helpline offering free advice and information on health issues and local services.

For medical emergencies during GP out-of-office hours FRENDOC provides an Out of Hours emergency medical service for GP Practices.

The telephone number is **0845 121 0504**

DENTAL

Dental Access Clinic

Charlotte Keel Health Clinic, Seymour Road, Easton, Bristol BS5 0UA
Tel: 0117 907 7130

Monday to Friday 9am-6pm. Ring to make an appointment daytime and out of hours. Open bank holiday and weekends morning only (including Christmas and Boxing Day).



Bristol Dental Hospital

Lower Maudlin Street, Bristol BS1 2LY
Tel: 0117 342 4383

Emergency dental care can be accessed by patients, who are not registered with a dentist via the Primary Care Unit at the Dental Hospital, Monday-Friday, 9am-12pm (doors open at 8am). This service is provided and supervised by dental students on a predominantly first come first served basis.

Pain relief clinic, Monday-Friday from 6-7.30pm, Saturday, Sunday, and Bank Holidays 9-10.30am (excluding Christmas Day). £20 deposit or proof of exemption required.

FAMILY PLANNING AND EMERGENCY CONTRACEPTION

All health centres offer advice on contraception.

Free condoms and pregnancy testing are also available from:

Central Hill Health Clinic

Central clinic, Tower Hill, Bristol BS2 0JD
Tel: 0117 342 6944 (Advice)
Tel: 0117 342 6900 (Appointments)

Bristol Sexual Health Services

Tel: 0117 342 6900
www.bristolsexualhealth.nhs.uk

Pregnancy Advisory Clinic

Tel: 0117 342 6824

For contraception, STI testing and GUM related issues.

Brook Advisory Service

The Station, Silver Street BS1 2AG
Tel: 0117 929 0090

Provides free confidential sexual health advice and contraception for young people up to the age of 25. Opening hours: 12pm-7pm Monday to Friday and 12pm-5pm on Saturday.

Terrence Higgins Trust West

8-10 West Street, Old Market, Bristol BS2 0BH
Tel: 0117 955 1000 www.tht.org.uk

THT Direct service has a new number: 0808 802 1221 and new service hours which are: Monday to Friday between 10am-8pm and there is no longer a weekend service due to cuts in funding. THT Direct also now offers advice and information on all STIs including all aspects of sexual health and not only HIV.



LOCAL SPECIALISED HEALTH SERVICES

Gamcare

Tel: 080 08 80 20 133
www.gamcare.org.uk

1:1 counselling for up to 24 sessions. Open 8am - midnight.

Who is it for:

For people with gambling problems and people affected by other people’s gambling. Available to any area.

How to refer/access:

Self referral in Bristol and WSM.

MENTAL HEALTH

Bristol MIND

35 Old Market Street, Old Market, Bristol BS2 0EZ
Tel: 0117 980 0370

Open to anyone 16+ who has experienced mental health problems, feels emotionally distressed or is feeling vulnerable, isolated or lonely.

Advocacy drop in is now Tuesday between 11am-2pm.

There is also a drop in at Windmill Hill City Farm, Philips Street, Bedminster, Knowle Advice Centre on Wednesday between 2pm-4pm. Also, there is an out of hours call line called MINDLINE, which runs Wednesday-Sunday, 8pm-mid-night and the number is 0808 808 0330.

AWP - Secondary Mental Health Service

Inner City Support & Recovery Team
Brookland Hall, Conduit Place, St Werburghs
Bristol BS2 9RU
Tel: 0117 955 6098 or 0117 955 2616

The service can only be accessed by a referral from your doctor or through a homelessness worker. Opening times Monday-Friday, 9am-7pm, Saturday-Sunday 10am-6pm for 18+ only.

Each recovery service now operates extended hours between 8.00 am and 8.00 pm Monday to Friday, five days a week on the following basis: Between 9.00 am and 5.00pm, it provides a full range of services. Out of hours, appointment slots will be provided to ensure convenient provision for service users and effective involvement of family and friends.



Assertive Contact and Engagement Service

(A partnership of St Mungo's and Second Step)
The Compass Centre, 1 Jamaica Street, Kingsdown,
Bristol BS2 8JP
Tel: 0117 239 8969 (Monday to Friday 8am-8pm)

The service reaches out to people and groups who are currently under represented in mental health services. Staff work with people who are homeless or at risk of homelessness, street drinkers or people who take drugs or drink problematically, and people who are in contact with criminal justice services.

We also work with people from different communities in Bristol including the lesbian, gay, bisexual and transgender (LGBT) community, people who are refugees.

Second Step/NHS Primary Care Trust Homeless Health Service

Tel: 0117 989 2450

Providing Doctor and/or Nurse Drop-in sessions for clients affected by housing issues.

LIFT Psychology

Lawrence Weston Clinic, Ridingleaze BS11 0QE
Tel: 0117 982 3209
Fax: 0117 982 3234

Provide psychological services in Bristol and South Gloucestershire area. We offer a high quality service that includes traditional IAPT interventions plus additional services. LIFT Psychology are the gateway to all providers for primary care mental health in the area. They can talk you through the providers that are most appropriate.

Off the Record

2 Horfield Road, St Michaels Hill, Bristol BS2 8EA
Tel: 0808 808 9120 or text: 07896 880011
Email: confidential@otrbristol.org.uk
www.otrbristol.org.uk

Free self referral counselling and mental health support for young people aged 11-25 years.

Opening hours are Monday 9.30am-5.30pm, Tuesday 9.30am-8pm, Wednesday 9.30am-8pm, Thursday 9.30am-5.30pm, Friday 9.30am-5.30pm and Saturday 9.30-5.30pm.



Street	Opening Hours	Facilities
Colston Avenue	Open 8am-7pm Monday-Sunday including public holidays.	Men and Women sections. Baby changing table in Women's section.
Prince Street Junc. Assembly Room Lane	Open 9am-6pm Closed Saturday, Sunday & public holidays.	Men and Women sections. Baby changing table in Women's sections.
St James Barton Underpass	Open 8am-6pm Closed Sundays	Men and Women sections. Separate Unisex wheelchair access/babycare section.
Castle Park	April/September 9am-6.30pm October/March 9am-4pm	Men and Women sections. Separate Unisex wheelchair access/babycare section.



Looking for help and advice? Try here! Be sure to check whether you need an appointment first or can just drop in.

Avon & Bristol Law Centre

2 Moon Street, Stokes Croft, Bristol BS2 8QE
Tel: 0117 924 8662 www.ablc.org.uk

Drop in and telephone reception Monday to Friday 10am-12noon and Monday, Tuesday, Thursday 2-4pm.

Specialist Public Advice Lines:

Housing - 0117 916 7730 (*Monday, 1-4pm*)*

**Ring back message service*

Immigration - 0117 916 7733 (*Thursday, 12noon-1pm*)

Welfare Benefits - 0117 916 7722

Employment - 0117 916 7727 (*Tuesday, 4-6pm and Wednesday, 10am-12noon*)

Discrimination- 0117 916 7704 (*Tuesday, 10am-12noon*)

Community Care - 0117 916 7723 (*message service only*)

Provides a free and confidential legal and advocacy service, including information on housing and homelessness. Housing appointments can be made through reception.

CAB - Generalist Advice Service Bristol Advice Point

1 Quay Street, Bristol BS1 2JL

At drop in service you will receive a short interview to decide the most appropriate advice to meet your needs. You may

then be given an appointment at Broad Street Office. Some clients will be referred to other agencies and some clients may be given assistance with self help packs.

Bristol Advice Point also has computers for public use. These are restricted to trusted, advice related websites.

For telephone advice please phone 0844 4994718.

Monday:	9.30-1pm (<i>drop-in advice</i>)
	9.30-4.30 (<i>self help resources</i>)
Tuesday:	9.30-1pm (<i>self help resources</i>)
Wednesday:	9.30-1pm (<i>drop-in advice</i>)
	9.30-4.30 (<i>self help resources</i>)
Thursday:	9.30-1pm (<i>drop-in advice</i>)
	9.30-4.30 (<i>self help resources</i>)
Friday:	9.30-1pm (<i>drop-in advice</i>)
	9.30-4.30 (<i>self help resources</i>)
Saturday:	9.30-1pm (<i>drop-in advice</i>)
	9.30-4.30 (<i>self help resources</i>)

Bristol Citizens Advice Bureau

12 Broad Street, Bristol BS1 2HL
Tel: 0844 4994718 Fax: 0117 934 9849
www.adviceguide.org.uk

Independent, free and confidential advice. Only clients with a pre-booked appointment will be seen.



Bristol Citizens Advice Bureau cont

Opening Times:

Monday	10am-3pm (<i>Open door/appointment</i>)
Tuesday	10am-3pm (<i>Open door</i>)
Wednesday	10am-3pm (<i>Open door/appointment</i>)
Thursday	10am-3pm (<i>Open door/appointment</i>)
Friday	10am-3pm (<i>Open door/appointment</i>)
Saturday	9.30am-12noon (<i>Appointment only</i>)

CHAS (Bristol) Housing Advice Service

PO Box 2219, Bristol BS99 7HH

Tel: 0117 935 1260 www.chasbristol.co.uk

Open Monday-Friday. Telephone for appointments and advice on housing related problems and homelessness for people aged 16+.

Learning Partnership West

4 Colston Avenue, Bristol BS1 4ST

Tel: 0117 987 3700 www.lpw.org.uk

Email: nikki.davey@bristol.org.uk

Trains and supports people into work. We celebrate diversity, achievement, success and promote individual choice, independence and respect, with the aim of having

a positive impact on people's lives helping them reach their true potential.

Horizons Community Mentoring Project-Second Step

9 Brunswick Square, Bristol BS2 8PE

Tel: 0117 909 6630 Email: horizons@second-step.co.uk

One to one support from a volunteer mentor, for 2-3 hours a week, for single homeless people who are going through the resettlement process. You must complete an application form and be receiving support from a resettlement worker or other support worker.

Open Monday-Friday, 9am-1pm and closed for lunch reopening 2-5pm for ages 16+.

Off the Record

2 Horfield Road, St Michaels Hill, Bristol BS2 8EA

Tel: 0808 808 9120 or text: 07896 880011

Email: confidential@otrbristol.org.uk

www.otrbristol.org.uk

Free self referral counselling and mental health support for young people aged 11-25 years. Opening hours are Monday 9.30am-5.30pm, Tuesday 9.30am-8pm, Wednesday 9.30am-8pm, Thursday 9.30am-5.30pm and Friday and Saturday 9:30 - 17:30.



St Mungo's Broadway Outreach Team

The Compass Centre, 1 Jamaica Street, Bristol BS2 8JP
Tel: 0117 944 0581 www.mungosbroadway.org.uk/bristol
Email: bristolspot@mungos.org

Working with rough sleepers, the Outreach Team are based at the Compass Centre. Outreach can provide referrals to accommodation for rough sleepers.

Please make contact to arrange an appointment.

Refugee Action

Unit 43-45, Easton Business Centre, Felix Road, Bristol BS5 0HE
Tel: 0117 941 5960

We provide advice to people seeking asylum and to new refugees, and consultancy advice to other organisations working with or advising asylum seekers and refugees. Contact times: Monday to Friday 9am – 5pm.

Telephone Advice: 0117 941 5960

Shelter - Bristol Services Housing Advice

New Bond House, Bond Street, Bristol BS2 8RG
Shelters free housing advice helpline: 08088 004444

Face to face advice in Bristol on housing and related issues such as debt, welfare benefits and mortgage difficulties.

To arrange an appointment, call 0344 515 1414 Monday to Friday 9am-5pm.

Shelter's free housing advice helpline is open all year round, Monday to Friday 8am-8pm or Saturdays and Sundays 8am-5pm. Calls are free from UK landlines and main mobile networks (Virgin, ee, 3, T-Mobile, Vodafone and O2) or for online advice visit: www.shelter.org.uk/get_advice

St Pauls Advice Centre

146 Grosvenor Road, St Pauls, Bristol BS2 8YA
Tel: 0117 955 2981
www.stpaulsAdvice.org.uk

Free, confidential and independent legal advice and advocacy in welfare benefits, debt, housing and employment law. Benefit appeal tribunal representation available. Drop-in Mon and Thurs, first come first served basis, doors open at 10am and session ends 12pm. Advice and support now open to all but those from the local area do receive priority.



Open times: Mon 10am - 12noon, 2pm - 4pm (Appointment Only)/ Tues New Client Drop In 10am - 4pm/ Weds 2pm - 4pm (Appointment Only)/Thurs New Client Drop In 10am - 4pm/Friday 10am - 12noon (Appointment Only)

Crisis Centre Ministries

32 Stapleton Road, Bristol, BS5 0QY
Tel: 0117 330 1230

Generally open Monday 12noon-2pm, Tuesday – Friday 11am-2pm and 8pm-10pm, Saturday 9am-12noon but it is best to phone and check someone will be available. Runs the Wild Goose Café (p21) and the LITE Project (p58); also provides some counselling, advice and support on an individual basis to people who are or have been homeless, or are struggling with drugs, alcohol, or mental health issues. Monday and Thursday afternoons 2-4.30pm.

SSAFA

Bristol Division, HMS Flying Fox, Winterstoke Road,
Bristol BS3 2NS
Tel: 0117 963 8086
Email: avon.severnside@ssafa.org.uk
www.ssafa.org.uk

SSAFA Forces Help exists to help according to need all men and women serving, or who have served at any time, in the Armed Forces of the Crown, their



families and dependents, which include widows and widowers. The Branch network operates worldwide. Confidential Support Line: 0800 731 4880

Bristol BASE (Barnardo's Against Sexual Exploitation)

Tel: 0117 934 9726
Email: becky.lewis@barnardos.org.uk

BASE provide support to young people under the age of 18 who are being sexually exploited or at risk of exploitation, including abuse through prostitution. Support aims to help keep young people safer and to protect their health. There is a sexual health nurse at BASE. Opening hours are Monday-Friday, 9am-5pm. Self referrals or referrals through agency.

1625 Independent People

Kingsley Hall, 59 Old Market Street, Bristol BS2 0ER
Tel: 0117 317 8800
1625ip.co.uk

Opening times: Monday-Friday 9am-5pm, except Wednesdays: 1pm-5pm. For 16-25 year olds. Shared housing and self contained flats. For floating support in council and Housing Association tenancies (p42).



The 'Future 4 Me' project offers a resettlement programme that will enable young offenders and care leavers aged 16-19 to access a joined up resettlement package to help with their move on. The project offers support through a key worker who will work with young offenders in prisons before being released, and those leaving care, to build up a resettlement program that will be agreed through an assessment with the young person.

Young Bristol

The Station, Silver Street, Bristol BS1 2AG
Tel: 0117 929 2513
Email: info@youngbristol.com
www.youngbristol.com

Monday-Friday, 9am-5pm. Young Bristol provides a range of opportunities for young people (8-19yrs) to develop skills, build confidence and achieve goals.

SARI - Stand Against Racism & Inequality

PO Box 2454, Bristol BS2 2WX
Freephone: 0800 171 2272
Tel: 0117 942 0060 Fax: 0117 942 0066

A completely free and confidential service for reporting and combating race and faith based hate crime, and support victims of race and faith based hate crimes. SARI



welcomes referrals either directly from the person suffering from the hate crime or by a third party.

Border Lands

The Assisi Centre, Lawfords Gate, Bristol BS5 0RE
Tel: 07718 598 188

Borderlands Drop-in for Refugees, Asylum Seekers and people with immigration problems offers a safe place where you can meet people and get help. We offer access to other service providers including medical support (NHS Primary Health Care) and free legal advice for all aspects of immigration law. We also run free English language classes (ESOL) to help people learn English and become independent.

The Care Forum

Tel: 0117 965 4444
Freephone: 0808 808 5252 (Monday to Wednesday 9.00am-5.00pm, Thursday and Friday 9.00am-7.00pm, Saturdays 10am-1pm)
Email: das@thecareforum.org.uk
www.thecareforum.org

Advocacy support service for people accessing Bristol ROADS.



Central - 100 Temple Street

Bristol, BS1 6HT
Tel: 0800 121 7387

By appointment only. Mon-Fri 9am-5pm. If you prefer to access council services in person, you can visit knowledgeable staff at any Citizen Service Point (CSP) across Bristol (p03-07).

At a CSP you can report a noise complaint, antisocial behaviour, apply for concessionary travel card, blue badge, tenancy enquires, if you wish to give notice. Take your documents to be verified for Housing and Council Tax Benefit and much more.

Bristol Quayside Social Security Office

Lodge House, 602-632 Fishponds Road, Fishponds,
Bristol BS16 3HZ
Tel: 0845 604 3719

Not open to public but can ring for advice Monday-Friday, 9am-5pm.



Social Security Office, Job Centre & Employment Support Allowance

Bristol Quayside, Eagle House, St Stephens Street
Bristol BS1 1EN
Tel: 0117 938 8100

Monday, Tuesday, Thursday, Friday 9am-5pm,
Wednesday 10am-5pm. Appointment recommended.

Jobcentre - Combined Jobcentre & Jobseekers Allowance Office

442 Stapleton Road, Easton, Bristol BS5 6NR
Tel: 0845 604 3719

Monday, Tuesday, Thursday and Friday, 8.30am-5pm. If you're thinking about starting work or getting new skills, contact the organisations in this section.

Aspire Community Enterprise LTD

Unit 20 Barton Hill Trading Estate, Maze Street, Barton Hill, Bristol BS5 9TQ.
Tel: 0117 954 0861
www.aspire-bristol.co.uk

Full time supported employment for homeless or ex-homeless people committed to full time work. Placement and employment opportunities in window cleaning,



gardening and landscaping, property refurbishment, painting and decorating and woodworking.

For further information, call Monday to Friday, 9am to 5pm.

The Big Issue Foundation

Unit 1 York Court, Upper York Street, Bristol BS2 8QF

Tel: 0117 942 8528 General enquiries

Email: info@bigissue.com

www.bigissue.com/tags/bristol

An opportunity to earn a legitimate income through selling a quality weekly publication. You have to be homeless or vulnerably housed. Induction and training will be provided. You have to adhere to a code of conduct. Sign posting, information and advice are offered on issues such as housing and resettlement, drug and alcohol, physical and mental health, education and training or employment. Referral to specialists.

Homeless and vulnerably housed welcome, please call in Monday-Saturday 9am-5pm (10am on Thursday) with a lunch break, Saturday support services are not available. May close earlier on Saturday.

One off projects, workshops and other activities are available as are opportunities to be move towards your aspirations.

Vendors are supported in the office and on pitch through daily outreach.

Business in the Community - Business Action on Homelessness

Portwall Place, Portwall Lane, Bristol BS99 7UD

Tel: 0117 930 9380 www.bitc.co.uk

Business Action on Homelessness offers 2 days pre-employment training followed by a 2 week work placement with companies such as Marks and Spencer, Royal Mail, John Lewis and Gala. These placements give you a chance to gain recent work experience and to feel more confident about looking for work. After the placement you will be offered follow up support including regular network meetings and the support of a volunteer job coach to help you with your job search.

Clean Slate Training & Employment

The Coach House, 2 Upper York Street, Bristol BS2 8QN

Tel: 0117 942 8054 Fax: 0117 942 2329

Email: info@cleanslateltd.co.uk

Creates and supports opportunities for people serious about getting paid work. It is for homeless people and those from groups that are excluded from the labour market.



Clean Slate runs its own social enterprises, such as its distribution and fulfilment service, that offer paid work and supports individuals with their own business ideas. Clean Slate operates as a Temp Agency, offering paid work by the hour that is taxed and NI'd. A pre-employment training programme, called On the Job, includes CV writing, basic skills and personal development, and enables Temp Workers to increase the hourly rate of pay they can earn with Clean Slate.

One in Eight

North Bristol Community Project
160 Gloucester Road, Bishopston, Bristol BS7 8NT
Tel: 0117 924 6228 www.oneineight.co.uk

Monday-Friday 10am-4pm IT, Basic Skills and internet access. Other classes include languages, arts writing and counselling.

Please ring for availability or visit www.oneineight.co.uk

St Mungo's Pathways to Employment

The Compass Centre, 1 Jamaica Street, Bristol BS2 8JP
Tel: 0117 944 0581 www.mungosbroadway.org.uk

This delivers activities for clients affected by housing issues, from social activities, through IT skills and skills

for life, to employment facing portfolio courses provided in partnership with City of Bristol College. We also provide volunteer & work experience placements, in partnership with Business in the Community .

Fairbridge West

The Prince's Trust, Canningford House, 38 Victoria Street, Bristol BS1 6BY
Tel: 0117 970 5320
www.prices-trust.org.uk

A Youth Development Charity working with disaffected, disadvantaged or vulnerable young people aged 13-25 years. Offering a personal development programme for young people. It runs numerous courses that increases personal and social skills while helping young people achieve their potential through 1:1 sessions exploring their goals and aspirations. Courses include outdoor pursuits, football, art, drama, sailing and lots more.

The LITE Course

Run by Crisis Centre Ministries
32 Stapleton Road, Bristol, BS5 0QY
Tel: 0117 330 1230

Free training in Personal Development for those who would like to increase their confidence and take steps towards



managing life and relationships well. LITE also helps equip students to move on to further training, voluntary or paid work.

The course is run for 12 weeks on Tuesday, Wednesday & Thursday 1pm-4pm.

For further information, ring and make an appointment with the LITE Course staff.

LIBRARIES

Bristol Central Library

College Green, Bristol BS1 5TL
Telephone: 0117 903 7200

Free email and Internet access. 10p per sheet for printing.

Opening times;

Monday:	9.30am-7.30pm
Tuesday:	9.30am-7.30pm
Wednesday:	10am-5pm
Thursday:	9.30am-7.30pm
Friday:	9.30am-5pm
Saturday:	9.30am-5pm
Sunday:	1-5pm.

Many services operate different opening times at Christmas, Easter and other Bank Holidays. You need to ask the services you use whether their opening hours change at holiday times.

Caring at Christmas

Julian House, Little Bishop St, St Pauls, Bristol BS2 9JF
Tel: 0117 924 4444
www.caringatchristmas.org.uk

We open at 3pm on 24th December all the way through until 1st January at 10am. We provide accommodation, clothing, 3 hot meals a day, laundry service, shower facilities as well as support, advice, services and entertainment. We are open 24/7 over the week for access through out the day, breakfast is served from 9am, lunch at 1pm and evening meal at 8pm, hot drinks and snacks provided throughout the day. The shelter is open in the day for all and can hold around 150 people, the shelter doors are locked at 11pm sharp for those who wish to stay, we can accommodate around 50 people overnight. The shelter doors will re-open around 7am each day.

Please enter from the Wilder Street car park entrance.

There are a large number of charity shops in Bristol selling reasonably priced, good quality clothing and household items. Many of these shops are along Gloucester Road (A38) and The Horsefair. Organisations in this booklet that also run shops are detailed below:

**Bristol Methodist Centre
The Centre Charity Shop**

31-33 Midland Road, St Philips, Bristol, BS2 0JT
Tel: 0117 954 0708

Opening times:
Mon to Wed, 9.30am-3.30pm, Fri 9am-5pm
Items available: Clothing and bric-a-brac.

The SOFA Project

48-54 West Street, StPhilips, Bristol, BS2 0BL

Tel: 0117 954 3567
www.sofaproject.org.uk
Opening times: Mon, Tues, Thurs, Fri 9.30am-5pm Thurs 10.30am -5pm Sat 10am-4pm. Items available: Reasonably priced furniture and fully safety checked electrical goods. Telephone or call in shop.

Emmaus Bristol

Backfields House, Upper York Street, St Pauls, Bristol BS2 8WF

Tel: 0117 954 0886
Opening times:
Mon to Sat 10am-5pm, Reasonably priced restored and furniture, bicycles, fully tested electrical goods, bric-a-brac, clothes and more.

Emmaus

72 Bedminster Parade, Bristo BS3 4HL

Tel: 0117 954 0886
Opening times:
Tues-Sat 10am-4.30pm
Furniture, household items, fully tested electrical goods and bric-a-brac.

One in Eight

160 Gloucester Road, Bishopston, Bristol, BS7 8NT
Tel: 0117 924 6228. Mon-Sat
www.oneineight.co.uk
10am-4pm. Clothing, bedding and bric-a-brac.

Age Concern

Imperial Arcade
2 East Street
Bedminster
Bristol BS3 4HH
Tel: 0117 953 2745
www.ageuk.org.uk

The Salvation Army Community/Charity Shops

Reasonably low priced / good quality items of clothing and bric-a-brac. Proceeds from these shops support the work of the Salvation Army.

110 Cheltenham Road

Stokes Croft, Bristol, BS6 5RW
Tel: 0117 924 5018

Opening times:
Mon to Sat, 9.30am-4.30pm.

5 Lower Redland

Redland Bristol, BS6 6TB
Tel: 0117 973 6813

Opening times:
Mon to Fri 9.30am-4.30pm.

Two Mile Hill Road

387 Two Mile Hill, Kingswood, Bristol, BS15 1AD
Tel: 0117 967 5383

Opening times as advertised.



Bristol Lesbian and Gay Switchboard (BLAGS)

Tel: 0117 942 0842
Information, advice and support. Monday through to Friday. 8-10pm.

Bristol MIND Line

Tel: 0808 808 0330 - free Information and support for people with mental health problems. Wednesday to Sunday, 8pm to midnight.

Bristol Rape Crisis

Helpline: 0117 929 8868
Listening and supporting victims of sexual violence.

Childline

Tel: 0800 1111 - free Helpline for children and young people in danger and distress. 24hour/7days.

Drinkline

Tel: 0300 123 1110 - free Advice, information and support on your own or someone else's drinking. Monday to Friday 9am-11pm.

Message Home Helpline

0800 700 740 - free messagehome@missing people.org.uk

Helpline for people who have left or run away from home. 24hour / 7days

'Freephone' calls are free from phone boxes or landlines. Some mobile phone providers charge for 'freephone' numbers.

Message Home Helpline for under 18's (runaway)

0808 8007070 - free Children and young people run away from home or have been forced to leave. 24hour / 7 days

National Drugs Helpline

0800 776 600 - free
Helpline for anyone concerned about drug or solvent abuse. 24 hour / 7 day.

Samaritans

0845 790 9090 - local rate call. Emotional support for anyone in crisis 24-7.

Shelterline

0808 800 4444 - free

Housing advice helpline. Mon-Fri, 8am-8pm. Sat-Sun, 8am-5pm. 7 days



National Domestic Violence Helpline

Womens Advice Helpline: 0808 200 0247
Mens Advice Helpline: 0808 801 0327 - both free

National Missing Persons Helpline

0500 700 700 - free 24 hour/7 days

Saneline

0300 304 7000 - local rate call. Helpline providing information and advice on mental health. 1pm-11pm – only, 7 days.



If you are of no fixed abode and get either job seekers allowance or income support, the PDSA can help your animal. You need to take proof of benefits with you. If you have accommodation, you need to take proof of your housing benefit with you. Your animal will be treated free of charge but you are invited to make a donation towards the treatment costs if you can.

PDSA Veterinary Centre

556 Bath Road, Bristol BS4 3JZ
Tel: 0117 977 5911
www.pdsa.org.uk

National Line: 0800 731 2502

The PDSA provide treatment for sick and injured animals. Telephone to make an appointment.

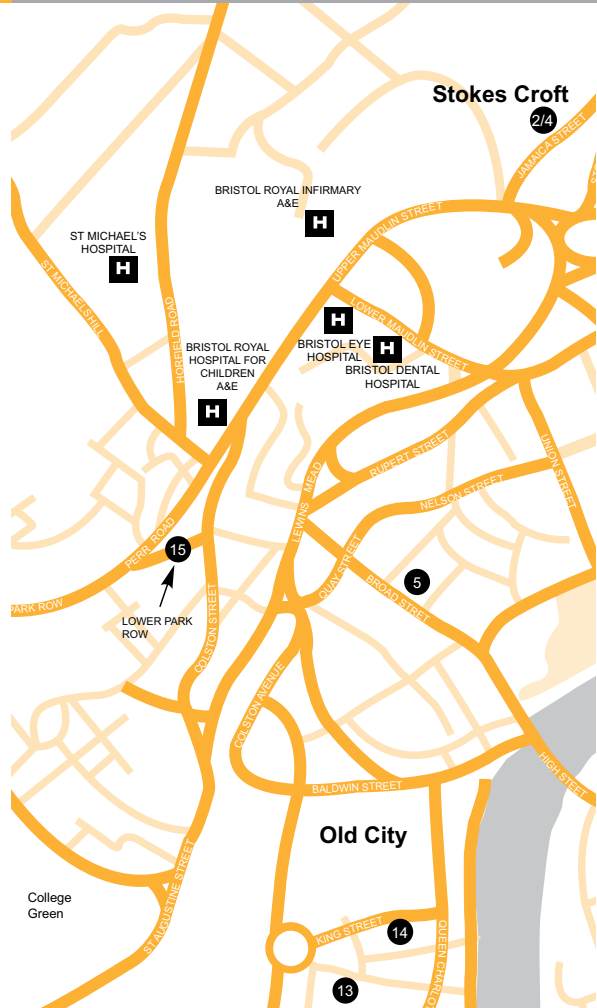
Cats Protection League

272 North Street, Bedminster, Bristol BS3 1JA
Tel: 0117 966 5428
www.cats.org.uk

Dogs Trust - Hope Project

Tel: 0207 8370006
www.moretodogstrust.org.uk

- 1 **Logos House** 2 Little George Street
- 2 **The Compass Centre** 1 Jamaica Street, Kingsdown
- 3 **Bristol Methodist Centre** 31-33 Midland Road
- 4 **1 Jamaica Street Hostel** 1 Jamaica Street, Kingsdown
- 5 **Broadmead Walk in Centre** 33-34 Broad Street
- 6 **Avon & Bristol Law Centre** 2 Moon Street, Stokes Croft
- 7 **Bristol Drugs Project** 11 Brunswick Square
- 8 **Wild Goose Coffee Shop (Crisis Centre)**
32 Stapleton Road
- 9 **Julian Trust Nightshelter - Caring at Christmas**
Little Bishop Street, St Pauls
- 10 **One 25** 138a Grosvenor Rd
- 11 **The Salvation Army**
The Candle Community Centre, 6 Ashley Road
- 12 **Shelter** Bristol Housing Aid Centre
First Floor, Kenham House, Wilder Street
- 13 **Missing Link/Next Link** 5 Queen Square
- 14 **ARA** Unit 2, Kings Court, Little Kings Street
- 15 **The Big Issue South West** Unit 1, York Court
- 16 **Central** - 100 Temple Street
- 17 **Emmaus Shop** Backfields





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