Bristol City Centre Business Improvement District are pleased to have supported the printing of this life changing resource. It is a tragedy that people find themselves on the streets of our caring city.

We are distributing this free resource to all businesses and organisations in our area.

Its purpose is to connect those rough sleeping to immediate help and support.

This is a part of our continuing effort to inform and engage everyone in helping those experiencing rough sleeping. Please use this handbook to start a conversation and assist people to take steps towards a safer way of life.
Produced in partnership with Caring in Bristol, Arkbound Foundation and Bristol City Council.

The *Survival Handbook* is populated by information from [bristolhomelessconnect.com](http://bristolhomelessconnect.com), which provides details of all the homelessness services available in Bristol. The website also brings people across Bristol together to support rough sleepers by sharing volunteering opportunities and information.

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This book is for anyone finding themselves sleeping rough in Bristol. You will find information here on the services available and how you can access them.

There is a separate section for each type of service, including night shelters, food provision, clothing, laundry, showering facilities and longer-term support.

There are lots of organisations offering different services across the city. For each type of service there is a timetable listing for the organisations providing the service and when they are available. Each organisation has a page number reference. The contact details for the organisations are listed alphabetically on pages 50-78.

Please be aware that whilst you can access some of the services immediately, some will require you to make an appointment. In some cases, you may be referred to other services more appropriate for your needs. There is information about how you access the services included in the organisation list starting on page 50.

All the information in this book was correct at the time of publishing; however, it may become out of date quite quickly. For the most up to date information, please visit the online version of this guide at bristolhomelessconnect.com
The Survival Handbook is designed to be a resource for rough sleepers, with most of the services listed accepting self referrals and offering immediate help. For more information on these services, and others, please visit bristolhomelessconnect.com

We welcome feedback from any of our readers. You can email us at info@caringinbristol.org.uk or call us on 0117 924 4444.
If you are sleeping rough you will need to engage with Bristol’s homelessness services to help you find emergency accommodation, food, clothing, advice and other support. There are some open-access services available where you can simply turn up such as The Wild Goose Café or the Bristol Methodist Centre. Please be wary of the fact that some services are restricted to certain groups (e.g. women only, refugees or asylum seekers). Other services are only available by referral.

The best place to start for any referral-based services is with the Rough Sleeping Outreach Team run by St Mungo’s (contact details on page 60). The team can be found at The Compass Centre in Jamaica Street. Workers go out in Bristol in the mornings and evenings to look for rough sleepers who need help. On visiting The Compass Centre, you will be given a pre-assessment, followed by a more detailed assessment if you want to take advantage of the services and shelters available.

If St Mungo’s are unable to refer you to appropriate services immediately, or at all, there are other options available:

• The Julian Trust based on Wilder Street is a self-referral night shelter, which is open to everyone. See page 66 for details of opening times and services provided.
If you need help accessing Council Services (or simply accessing a computer) you can visit the Citizen Service Point at 100 Temple Street or contact the Housing Advice Team on 0117 352 6800.

Youth Homelessness

• **Bristol Nightstop** provide support to young people aged 18-25 on a self-referral basis. You will be assessed by the team and they may be able to arrange emergency or temporary accommodation for you in the homes of trained and vetted individuals through a network of hosts. See page 58 for contact details and opening times.

• **MAPS** If you are a young person aged 16-21 and are currently homeless or at risk of homelessness you can self refer (or be referred by an agency) using the form found on www.1625ip.co.uk

We only work with young people over 21 (up to and including 24) where they have significant support needs which mean they are unlikely to be able to successfully engage with an adult focused service.

Please fill in the MAPS online Client form or call us on 0117 332 7111 or freephone 0800 0354213.

**Address:** Nelson House, Nelson St, Bristol BS1 2JT
**Email:** bristolyouthmaps@1625ip.co.uk
Bristol has one of the highest rough sleeper populations in the UK and the number of people looking for emergency accommodation or hostel places is often greater than the number of places that are available. New legislation (introduced in 2018) means more support (primarily advice and guidance) will be available if you are either homeless or at risk of homelessness. The availability for support is dependent on personal circumstances – see below for more details. The council is only required to provide housing if certain conditions are met. If you do not qualify for housing support, you can still get help – including food and clothing. The Outreach Team at The Compass Centre will be able to tell what help you are entitled to.

(1): Immigration and residence conditions

Anyone can ask the council for help when homeless or facing homelessness. However, if you do not meet the immigration or residence conditions, you will only be able to access general information and advice. These conditions are to do with whether you are a British, EU or non-EU citizen, how long you have been in the UK, your working status, and whether you are a refugee or asylum seeker. The conditions are fairly complicated, but the Homelessness and Housing Team at the council can talk you through them.
(2): Legally homeless

You have to be legally homeless or threatened with homelessness in order to qualify for help. This means that you either have nowhere to stay now, or you are likely to have nowhere to stay within the next 8 weeks, or you have been issued with a section 21 eviction notice. As long as you meet this condition, the council are required to carry out a homeless assessment with you and then give you a personal housing plan. Your housing plan sets out the steps to take to either stop you becoming homeless or find housing if you’ve already lost your home. These plans usually last 8 weeks up to you becoming homeless and a further 8 weeks once you are homeless. Beyond that, the council will only provide help if you qualify for longer-term housing or the ‘main housing duty’.

The main housing duty

In order to qualify for the main housing duty, you must meet conditions (1) and (2) above, and the 3 additional conditions below. You must:

- Have a priority need
- Be homeless through no fault of your own
- Usually have a local connection to Bristol
(3): Priority need

The Council team will assess whether you are in priority need. If you are a family with children (under 16 years old), pregnant, a care leaver (aged 18-20) or your property becomes uninhabitable (eg. due to fire or flood), you are automatically considered in priority need. You will also be considered in priority need if you are classed as vulnerable. This may be due to a disability, serious health condition or if you are at risk of domestic abuse.

(4): Unintentionally homeless

If the council decide it is your fault you are homeless (i.e. you are intentionally homeless), you will not be entitled to longer-term housing. This could be because you:

- Were evicted for anti-social or criminal behaviour
- Didn’t pay the rent or mortgage when it was affordable
- Could have stayed in your home but left anyway

If you are intentionally homeless, the council still must provide temporary accommodation (as long as you meet the conditions (1), (2) and (3)), usually just for a few weeks.
(5): Local connection

Having a local connection means you live or work in Bristol, have close family here, or need specialist healthcare in the area. If you don’t have a local connection to Bristol, the council can refer you to a different council where you do have a local connection. However, they can’t do this if you are at risk of domestic abuse or violence in that area.

To sum up:

You must meet all 5 conditions to qualify for longer-term housing. However, there is still support available if you only meet some of the conditions. The best way to find out what support you can get, is talk to The Outreach Team at The Compass Centre page 60.
Homelessness Pathways is the new model for supporting single adults from homelessness to long-term accommodation. This is for adults aged over 22 without dependent children. There are 4 different pathways in Bristol and each one is provided by a partnership of different organisations and coordinated by a lead agency. There are 4 levels of support within a pathway, from high-level support (level 1) to low-level support (level 4).

The way this works is by referring you to the most appropriate pathway depending on circumstances. The level at which you enter the pathway will depend on how much support you need. You are then supported through the pathway to level 4 and then on to settled accommodation.

These pathways are:

- **Pathway 1**: men only, led by The Salvation Army
- **Pathway 2**: mixed, led by Second Step
- **Pathway 3**: women only, led by St Mungo’s
- **Pathway 4**: substance misuse treatment accommodation, led by Addiction Recovery Agency (ARA)

In order to be referred into a pathway you have to meet the criteria for the Housing Support Register.
These criteria are very similar to those for the Main Housing Duty (see section on Housing Support pg 9), as the pathways are linked to this duty. In order to qualify for help you must:

1. Be 'vulnerable', i.e. be in priority need
2. Require housing support, i.e. be legally homeless
3. Have recourse to public funds, i.e. meet the immigration and residence conditions; and
4. Have a clear local connection with Bristol.

You can only be referred into **Pathways 1 - 3** by one of the following teams:

- The council’s Homelessness Prevention Team based at 100 Temple Street.
- St Mungo’s Outreach Team based at The Compass Centre on Jamaica Street.
- One25 based at the Grosvenor Centre, 138a Grosvenor Road.

You can be referred into **Pathway 4** by one of the following:

- The council’s Homelessness Prevention Team based at 100 Temple Street
- St Mungo’s Outreach Team based at The Compass Centre pg 60
- Via a BDP Support Worker or at one of the following drop-ins:
# Drop-in sessions

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<tr>
<th>Location</th>
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<td>Jamaica Street BS2 8JW</td>
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<td><strong>ARA</strong></td>
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<td>Kings Court, King Street BS1 4EE</td>
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<td>160 Whitefield Road, Speedwell BS5 7TZ</td>
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Please note: Not all the shelters listed above provide showering and laundry facilities. Please see separate timetables.

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<tr>
<td>Bristol Nightstop pg 58</td>
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These services offer sanctuary and support for rough sleepers. Additionally, there are several other services available at these locations at certain times. To find out more look at the organisation section starting on page 50.
These services offer free or cheap meals. Some are eat-in venues, others provide takeaway in various locations. The timetables are shown by breakfast, lunch and dinner.

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<tr>
<th>Day</th>
<th>The Wild Goose Drop-in Centre pg 77</th>
<th>Bristol Methodist Centre pg 56</th>
<th>The Salvation Army Bristol Easton Corps pg 71</th>
<th>Borderlands Pg 53 Refugee and asylum seeker members only</th>
<th>Christ Church Clifton Breakfast Run pg 59</th>
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**Provider**
- The Wild Goose Drop In Centre pg 77
- Bristol Methodist Centre pg 56
- Open Door, Ivy Church pg 68
- Bristol Food Cycle pg 63
- Bristol Outreach Services for Homeless (BOSH) pg 53
- Food run in city centre
- Refresh Café pg 70
- Churches Together pg 59
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<td>Julian Trust Night Shelter pg 66</td>
<td>Bristol Soup Run Trust pg 57</td>
<td>Feed the Homeless pg 62 Food run in city centre</td>
<td>Help Bristol’s Homeless pg 64 Food run in city centre</td>
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Toilets

There are toilets available at many of the venues providing services to rough sleepers (see timetable).

There is also a **Community Toilet Scheme** in Bristol. These are businesses and organisations who are happy for members of the public to use their toilet facilities. If you see a **Community Toilet Scheme** sign then you can use those toilets. There is a full list of locations and a map on the council website: [bristol.gov.uk/streets-travel/public-toilets](http://bristol.gov.uk/streets-travel/public-toilets)

**Community Toilet Scheme** locations in the city centre include:

- **Bristol City Council Customer Service Point**, 100 Temple Street, BS1 6AG
- **Cabot Circus Shopping Centre: lower ground floor**, Glass House, Broadmead BS1 3BX
- **Create Centre**, Smeaton Road, Hotwells, BS1 6X
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</table>
These services provide free clean clothes to rough sleepers. The quantity and quality available will depend on donations received by the organisations.

<table>
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<th>Provider</th>
<th>Bristol Methodist Centre pg 56</th>
<th>The Wild Goose Drop-in Centre pg 77</th>
<th>Julian Trust Night Shelter pg 66</th>
<th>Bristol Outreach Services for the Homeless (BOSH) pg 53</th>
<th>Help Bristol’s Homeless pg 64</th>
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You can visit the **Homeless Health Service** at **The Compass Centre** (pg 60) to find out what health services are available to you. They provide lots of services on site right there and can help you find any other health services you need.
The times for the drop-in clinics are shown below. You can also make appointments for specific services at the reception. Access to the **University of Bristol Dental Hospital** service is made by ringing 111.

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<thead>
<tr>
<th>Provider</th>
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In addition to the clinics shown above, you can get **first aid support** at certain times from a few service providers. There is a Walk-in Centre in Broadmead’s Galleries shopping centre (inside Boots) which is open to everyone. See the Health section on page 28 for more info.
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<th>Provider</th>
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The following services have computers available and/or free WIFI. Most places only have a small number of computers and timeslots will be limited. You can also access computers in public libraries.

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<th>Provider</th>
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There is a full list on the council website: [bristol.gov.uk/libraries-archives/library-finder](http://bristol.gov.uk/libraries-archives/library-finder). You can also access free WiFi in many cafes around Bristol if you can purchase an item.

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If you are sleeping rough and have pets there are a couple of organisations that may be able to help. You can also check with any service if they allow pets by contacting them using details found on pages 50 to 78.
There is some information regarding access to Housing Support provided on pages 8 to 14. If you are sleeping rough the best place to start is The Compass Centre on Jamaica Street. Please see below for other services that may also be able to give you advice.
<table>
<thead>
<tr>
<th>Provider</th>
<th>St Pauls Advice Centre</th>
<th>The Big Issue</th>
<th>1625 Independent People (MAPS)</th>
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<td>SUN</td>
<td>pg 75 Basic level advice</td>
<td>pg 52 Signposting and referrals for vendors only</td>
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MON, TUE, WED, THU, SAT, SUN

Provider

St Pauls Advice Centre
pg 75 Basic level advice

The Big Issue
pg 52 Signposting and referrals for vendors only

1625 Independent People
(MAPS) pg 50
16-21 year olds only; 21-25 year olds with priority need

One25 pg 68
Women only
<table>
<thead>
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Refugees only pg 57
Veterans only pg 70
Women Only pg 66
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<th>CHAS (Bristol) Housing Advice Service pg 58</th>
<th>Citizens Advice Bristol pg 59</th>
<th>Avon &amp; Bristol Law Centre pg 52</th>
<th>Shelter pg 72</th>
<th>St Pauls Advice Centre pg 75 Basic level advice</th>
<th>The Big Issue pg 52 Signposting and referrals for vendors only</th>
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**Provider**

- CHAS (Bristol) Housing Advice Service
- Citizens Advice Bristol
- Avon & Bristol Law Centre
- Shelter
- St Pauls Advice Centre
- The Big Issue
Bristol ROADS (Recovery Orientated Alcohol and Drugs Service) provides free and confidential advice as well as support and treatment for adults with problematic alcohol and drug use. ROADS is run by Bristol Drugs Project (BDP), Developing Health and Independence (DHI) and Avon and Wiltshire Mental Health Partnership NHS Trust. Drop in to one of the Community Recovery Hubs or the BDP Health and Harm Reduction Centre to find out more about what support is available. Advice is also available from other providers as listed below.
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<th>Provider</th>
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<td>Homeless Health Service pg 65 Via The Compass Centre</td>
<td>The Big Issue pg 52 Signposting and referral; vendors only</td>
<td>One25 pg 68 Women only</td>
<td>Women's Independent Alcohol Support pg 78 Women only</td>
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## Gambling Support Provider

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**GamCare pg 63**
Advice and treatment by self-referral

**See Change pg 74**
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Winter Services

There are some additional services available over the colder winter months which are outlined below. This guide is printed in the summer, so information may have changed; you can check the website for the latest details: bristolhomelessconnect.com

Severe Weather Emergency Protocol (SWEP)

There is special provision in place in Bristol during severe weather conditions. This means that when there is extreme cold, wind, snow or rain, extra bed spaces are made available for rough sleepers. In order to access these, you need to be referred by the St Mungo’s Outreach Team at The Compass Centre on Jamaica Street.

Bristol Churches Winter Night Shelter (pg 44) provides accommodation for 12 single homeless people aged 18 and over during the winter months. Referrals are managed by The Compass Centre.

Christ Church Clifton Breakfast Run (pg 59) and Churches Together (pg 59) provide hats, scarfs and gloves during the food runs in winter. Times for these can be found in the Food section on pages 17 to 20.
Christmas and New Year

A number of services are closed during the Christmas and New Year period, however there are temporary provisions in place to fill the gaps.

**Caring at Christmas** (pg 45) project includes an open access day shelter between 24th and 28th December, and a referral only night shelter between 24th December and 1st January. Self referrals are accepted.

The day shelter will be run at the **Trinity Centre** in Old Market this year. There will be food, health & wellbeing services, social activities, entertainment and other support provided.

The night shelter will be based at The **Julian Trust Night Shelter**, and to access a bed you will need to register at the **Trinity Centre**.
Bristol was officially made a **City of Sanctuary** in 2011, meaning it is a welcoming place of safety for all and proud to offer sanctuary to people fleeing violence and persecution. Many of the services listed in this book can be accessed by refugees and asylum seekers, and there are a few organisations working exclusively with sanctuary seekers.

**Bristol City of Sanctuary** is a charity that supports these organisations across the city. Their website has details of all the support that is available: [bristol.cityofsanctuary.org/bristolorganisations](http://bristol.cityofsanctuary.org/bristolorganisations)

**Bristol Hospitality Network** (pg 55), **Borderlands** (53), **British Red Cross - Refugee Support** (pg 57) and **Aid Box Community** (pg 50) all provide services exclusively to refugees and asylum seekers. You can find opening times under the relevant service category sections in this book.
Caring in Bristol are striving to create a society where everyone has a home, has hope and is part of their community.

Get involved and find out more at www.caringinbristol.co.uk

@CaringinBristol     #CaringinBristol     facebook.com/caringinbristol/
Helplines

**Samaritans**
Helpline for emotional support
Call: **116 123**
24 hours a day, 7 days a week

**Shelterline**
Helpline for housing advice.
Emergency helpline: **0808 1644 660**
Non-urgent helpline: **0808 800 4444**
8:00-20:00 on weekdays, 9:00-17:00 on weekends

**Narcotics Anonymous**
Helpline for support and advice about the nature of drug addiction
Call: **0300 999 1212**
10:00-00:00 7 days a week

**Cocaine Anonymous**
Support and help to recover from addiction.
Find out about meetings in Bristol.
Call: **07760 632986**
10:00-22:00 7 days a week

**Alcoholics Anonymous**
Helpline for people who need support with alcohol addiction.
Find out about meetings in Bristol.
Call: **0800 9177 650**
24 hours a day, 7 days a week

**GamCare**
Provides information, advice and support for anyone affected by problem gambling.
Call: **0808 8020 133**
Web chat: [www.gamcare.org.uk](http://www.gamcare.org.uk) 8:00-00:00 7 days a week
SSAFA Bristol & South Gloucestershire
Practical, emotional and financial support for veterans.
Call: 0117 963 8082
or 07483 135 651
Email: bristol.branch@ssafa.org.uk
10:00-16:00
Monday and Thursday

Bristol MIND Line
Information and support for people with mental health problems.
Call: 0808 808 0330
20:00-00:00
Wednesday to Sunday

Streetwise
Deals with street-based Anti-Social Behaviour.
Call: 07827 979 647
9:00-17:00
Monday to Friday

Missing People
24-hour lifeline to anyone who is missing or away from home.
Call: 116 000
Email: 116000@missingpeople.org.uk
Website: www MISSINGPEOPLE.ORG.UK

Bristol Mental Health Crisis Line
If you are in a mental health crisis.
Call: 0300 555 0334
24 hours a day, 7 days a week
1625 Independent People
Kingsley Hall, 59 Old Market Street BS2 0ER
0117 317 8800
enquiries@1625ip.co.uk
www.1625ip.co.uk

Supports local young people aged 16-25 who are at risk of becoming homeless or are already homeless. Housing is just the tip of the iceberg of what we do - we run a number of specialist projects and services to help young people to live independently and reboot their lives.

365 Shelter (Caring in Bristol)
Entry via referral from St Mungo’s Outreach Team at The Compass Centre, 1 Jamaica Street BS2 8JP
info@caringinbristol.org.uk
www.caringinbristol.co.uk/project/the-365-shelter

Provides emergency accommodation for 15 people, with low support needs, aged 18 and over. Referrals are through the St Mungo’s outreach team.

Aid Box Community
5-7 Waverley Road BS6 6ES
0117 336 8441
freeshopabc1@gmail.com
www.aidboxcommunity.co.uk
Bristol-based charity dedicated to distributing emergency aid to refugees and asylum seekers in Bristol and across Europe.

**Assertive Contact and Engagement Service (ACE)**  
0117 239 8969 (Monday-Friday, 8:00-20:00)

Staff work to provide mental health support to people who are homeless or at risk of homelessness, helping street drinkers or people who take drugs or drink problematically, and people who are in contact with criminal justice services.

**Ashley Community Housing**  
Unit 20, Easton Business Centre, Felix Road BS5 0HE  
0117 954 0433  
info@ashleyhousing.com  
www.ashleyhousing.com

Provider of resettlement services for refugee and newly arrived communities in the UK. We provide safe, secure and comfortable housing combined with culturally sensitive support and employability skills training.
List of organisations (A-Z)

**Avon & Bristol Law Centre**
- 2 Moon Street, Stokes Croft BS2 8QE
- 0117 987 6000
- mail@ablc.org.uk
- www.ablc.org.uk

We provide specialist legal advice and representation to people who could not otherwise afford access to justice.

**Arkbound Foundation**
- Backfields House, Upper York Street BS2 8QJ
  (Above Emmaus charity shop, opposite Lakota)
- info@arkfound.org
- www.arkfound.org

Freely supports homeless people to start their own media outlets, get involved with existing media outlets, be matched with a mentor to progress their writing, as well as providing sponsorship to get a book published. Open 10:00-16:00 Monday-Friday.

**The Big Issue**
- 1 Upper York Court, Upper York Street BS2 8QF
- 0117 942 8538
- lewis.stewart@bigissue.com
- www.bigissue.com
The Big Issue provides people experiencing social and financial exclusion with a means to earn their own income through selling magazines. The Big Issue Foundation works to connect them to the vital support they need to enable them to rebuild their lives and determine their own pathways to a better future.

**Borderlands**

📍 Tolentino Hall, Lawfords Gate BS5 0RE  
📞 07718 598 188  
🌐 www.borderlands.uk.com

We offer a drop-in centre for refugees and asylum seekers to access food, warmth, English classes and information.

**Bristol Outreach Services for the Homeless (BOSH)**

✉️ boshoutreach@gmail.com

Outreach group providing advocacy, support, drinks, food, toiletries, sleeping bags, clothing, dog food and other necessities to the homeless community in Bristol. BOSH Route begins at 10:30 outside the Union Street Tesco and covers Broadmead, St James’ Park, the centre, the waterfront, Park Street and Clifton.
Boundless Magazine
Backfields House, Upper York Street BS2 8QJ
(Above Emmaus charity shop, opposite Lakota)
07724662112
boundless@arkbound.com
www.arkbound.com/boundlessmagazine

Publishes a bi-annual magazine with content by people with experience of homelessness. Can be sold for £1.99, with each vendor receiving half of each sale and additional bonuses. The magazine aims to prioritise vendors who have experience of homelessness, as well as supporting them access writing opportunities. Open 10:00-16:00 Wednesday Thursday.

Broadmead Medical Centre
59 Broadmead (inside Boots, the Galleries) BS1 3EA
0117 954 9828
adminbmc@nhs.net
www.broadmeadmedicalcentre.nhs.uk

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 of your medical needs.
Bristol Central Library
College Green BS1 5TL
www.bristol.gov.uk/libraries-archive/central-library
Access to computers, the internet and printing; community legal service information available.

Bristol Drugs Project (BDP)
11 Brunswick Square BS2 8PE
0117 987 6000
info@bdp.org.uk
www.bdp.org.uk
Providing services for Bristol ROADS (Recovery Orientated Alcohol and Drugs Service). Dedicated support to help people reduce the harm drugs and alcohol can cause. Providing outreach and inreach support to access Bristol ROADS. BDP’s Shared Care team work in GP Practices to provide alcohol detox or an opioid substitute prescription and detox.

Bristol Hospitality Network
Easton Family Centre, Beaufort Street BS5 0SQ
07734 347 817
contact@bhn.org.uk
www.bhn.org.uk
A local charity set up in solidarity with destitute asylum seekers. We provide accommodation, support and a weekly drop-in centre for asylum seekers experiencing destitution.

**Bristol Methodist Centre**
Lincoln Street, Lawrence Hill BS5 0BJ
0117 955 5606
www.methodist-centre.org.uk

Offers sanctuary, support and a variety of services to homeless and vulnerable people in Bristol.

**Bristol Mind**
35 Old Market Street, Old Market BS2 0EZ
0117 980 0370
admin@bristolmind.org.uk
www.bristolmind.org.uk

Bristol Mind aims to promote a positive view of mental health and provide services that are accessible, relevant and empowering to the people using them. Our services aim to contribute to mental and emotional wellbeing and to reduce stigma and discrimination.
Bristol Soup Run Trust

0117 203 3183
info@bristolsoupruntrust.org.uk
www.bristolsoupruntrust.org.uk

We operate a soup run in two locations every night of the week:
• Outside Pip & Jay church (Tower Hill, BS2 0ET) at 21:15
• Outside Redcliffe Wharf (Redcliffe Wharf, Redcliffe Way, BS1 6SR) at 21:40

British Red Cross Refugee Support

Unit 19, Easton Business Centre, Felix Road, Easton
BS5 0HE
0117 941 5040
refugeeservicebristol@redcross.org.uk
www.redcross.org.uk

Advice, support and assistance for asylum seekers and new refugees. People who have been granted refugee status or other leave to remain in the last 12 months can get support with accessing housing, benefits, bank accounts and integration loans. We also offer assistance to people who have been refused asylum or have another immigration status that means they are destitute. All services are free
and confidential. We use interpreters.

**Bristol Nightstop (Caring in Bristol)**

The Station, Silver Street BS1 2PY

07979 878 814

[www.caringinbristol.co.uk/project/bristol-nightstop](http://www.caringinbristol.co.uk/project/bristol-nightstop)

Ask for Bristol Nightstop at the main reception at The Station. Provides ongoing key worker support and emergency accommodation, on a night-by-night basis, to young people aged 18-25. Self-referrals are accepted.

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**CHAS (Bristol)**

0117 935 1260

[www.chasbristol.co.uk](http://www.chasbristol.co.uk)

Advice on issues such as homelessness and the threat of homelessness, housing benefit, universal credit, rent arrears, landlord and tenant problems, private renting, possession action by landlords and security of tenure, housing conditions and disrepair, overcrowding, housing and relationship breakdown, domestic violence, racial and other types of harassment, applications for social housing and supported accommodation.
**Christ Church Clifton Breakfast Run**  
Cannon Street BS1 3LP (at the back of the Bus station, by the God’s House International Centre)  
[0117 973 6524](tel:0117%20973%206524)  
[www.breakfastrun.org.uk](http://www.breakfastrun.org.uk)

Provide hot drinks, bacon and sausage sandwiches, toiletries. Also provide hats, gloves, scarfs etc. in the winter.

**Churches Together in Clifton, Cotham and Redland**  
In St James’s Park BS1 3NZ

Provides soup, substantial sandwiches, cakes, fruit, hot drinks, toiletries, and hats, gloves, scarves etc. in the winter.

**Citizens Advice Bristol**  
48 Fairfax Street BS1 3BL  
[03444 111 444](tel:03444%20111%20444)  
administr@bristolcab.org.uk  
[www.bristolcab.org.uk](http://www.bristolcab.org.uk)

Provides free, confidential and impartial advice to anyone living or passing through the city. We
offer advice on a range of issues including housing, benefits and money problems. In addition to their advice session if you need basic signposting and information you can call in Monday-Friday 09:30-16:00. They also run a Debt Advice service on Tuesday 14:00-16:00 and Thursday 11:30-13:30.

The Compass Centre (St Mungo’s)
The Compass Centre, 1 Jamaica Street BS2 8JP
0117 989 2450

The Compass Centre is run by St Mungo’s and provides access to the GP service, mental health support workers, a café run by homeless people, access to IT as well as shower facilities. Patients can drop in for appointments with either a GP or a nurse every day.

Developing Health & Independence (DHI)
E5, 16-18 King Square BS2 8AZ
0117 4400 540oads@dhi-services.org.uk
www.dhi-online.org.uk

Central point of contact to access Bristol ROADS (Recovery Orientated Alcohol & Drugs Service). If you want help to address a drug or alcohol problem,
we offer a comprehensive range of support from our Community Recovery Hubs, including one-to-one sessions, group support, preparation for detox and activities in your community. Referrals into ROADS services for detoxing in a GP Practice, detoxing in a medical or residential setting and support if you have other needs and complexities.

📞 Dogs Trust Hope Project
✉️ 020 7837 0006
🌐 hopeproject@dogstrust.org.uk
🌐 www.dogstrusthopeproject.org.uk

Provides free and subsidised veterinary treatment referral to any dog whose owner is homeless or living in temporary housing.
Emmaus Bristol
Emmaus Bristol, Backfields House, Upper York Street, Bristol BS2 8QJ
community@emmausbristol.org.uk
www.emmausbristol.org.uk

Emmaus Bristol is a 24 Bed community for age 18+. Some self-referrals accepted. Offering meaningful voluntary work as well as a stable home for as long as someone needs it.

Emmaus Bristol also offer clothing from their shop, availability depends on donations they receive.

Feed The Homeless Bristol
07460 871 717
info@feedthehomeless.org.uk
www.feedthehomeless.org.uk

Activities centre around distributing hot home-cooked meals to the homeless within Bristol’s city centre on Fridays and Sundays.
Food Cycle
Barton Hill Settlement, 43 Ducie Road, Barton Hill
BS5 0AX
bristol@foodcycle.org.uk
www.foodcycle.org.uk/location/bristol

Every Saturday we serve delicious meals to those who attend Barton Hill Settlement in Bristol. We also work in partnership with other local organisations and welcome a mix of wonderful people into our extended dining room.

Gamcare and the National Gambling HelpLine
Freephone: 0808 8020 133
www.gamcare.org.uk

Gambling Treatment (ARA and Gamcare)
0117 930 0282
info@addictionrecovery.org.uk
www.addictionrecovery.org.uk/portfolio-item/gambling-treatment
Help Bristol’s Homeless
145-147 East Street BS3 4EJ
0117 422 6115
contact@helpbristolshomeless.co.uk
www.helpbristolshomeless.co.uk

A not for profit, social enterprise, with a mission to change the face of homelessness in Bristol. We provide short term emergency accommodation, outreach, advocacy and support services to the homeless.

Help Homeless Bristol
07895652842 or 07704674241
wecare@helphomelessbristol.co.uk

Community group of volunteers who start the walk at 8pm outside MacDonald’s (Cabot Circus), then walk to the Sainsbury’s down (through Broadmead) up Union Street and down Corn Street. Have toiletries, sanitary products clothing, sleeping bags, food bags, plus hot and cold drinks.
Provide drop-in clinics with either a doctor or a nurse at The Compass Centre. We offer a holistic approach to healthcare covering emotional, physical and mental health needs. We support a wet clinic at The Wild Goose once a week. A GP works at the One25 drop-in twice a week, offering healthcare and support to women who attend there.

Homeless 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 pregnancy; all contraceptive methods available
• drugs/alcohol support and referral to other specialist services
• testing and counselling for blood borne viruses such as HIV/Hepatitis B & C
• opticians service
• referrals and liaison with other health and homeless service
Julian Trust Night Shelter

- Guest entrance on Wilder Street
- 0117 924 4604
- helpdesk@juliantrust.org.uk
- www.juliantrust.org.uk

Open for men and women 18+. Free hot meal, 18 bed spaces and showers available on first come first served basis. Guest entrance off Wilder Street.

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Missing Link

- Link House, 5 Queen Square BS1 4JQ
- 0117 925 1811
- enquiries@missinglinkhousing.co.uk
- www.missinglinkhousing.co.uk

Provides a range of housing and support services to women with mental health needs. A pre-resettlement service provides support to women in unsuitable accommodation or who are homeless.

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Next Link

- Link House, 5 Queen Square BS1 4JQ
- 0117 925 0680
- enquiries@nextlinkhousing.co.uk
- www.nextlinkhousing.co.uk
Provide domestic abuse support, women’s mental health support services and support for victims of rape and sexual abuse.

**The Night Assessment Centre (St Mungo’s)**

The Compass Centre, 1 Jamaica Street BS2 8JP

**0117 989 2450**

This night shelter provides emergency accommodation for 20 people with complex needs aged 18 and over. The Compass Centre is open all day and appointments for services are available through the outreach team. New referrals need to register with the outreach team, this can be done:

- Monday (at The Compass Centre) from 13:45
- Tuesday (at the Bristol Methodist Centre) from 11:00
- Wednesday/Thursday/Friday (at The Compass Centre) from 10:00

**Off The Record**

1 Perry Road BS1 5BQ

**0808 808 9120**

confidential@otrbristol.org.uk

www.otrbristol.org.uk
Provide free self referral counselling and mental health support for young people aged 11-25 years.

**One25**

📍 The Grosvenor Centre, 138a Grosvenor Road, St Pauls BS2 0AG  
📞 0117 909 8832  
✉️ office@one25.org.uk  
🌐 www.one25.org.uk

Reaches out to women trapped in, or vulnerable to, street sex work, supporting them to break free and build new lives away from violence, poverty and addiction.

**Open Door**

📍 Ivy Church, Ashley Hill BS6 5JD  
📞 0117 941 1750  
✉️ admin@ivychurch.net  
🌐 www.ivychurch.net

Drop-in Tuesday 12:00-14:00 (term time only). Soup & roll, cheese, fruit, healthy snacks. For anyone aged 16+.
Prism (BDP)

23-25 Midland Road, Old Market BS2 0JT
07971 354 498
prism@bdp.org.uk
www.bdp.org.uk

We run a weekly drop-in providing dedicated LGBT+ support for alcohol and drugs. This includes, advice about safer drug use, information about what you’re using, needle exchange, blood-bourne virus support, 1-to-1 support and referrals into Bristol ROADS.

Promote (BDP)

11 Brunswick Square BS2 8PE
07971 354 498
prism@bdp.org.uk
www.bdp.org.uk

Promote is a new project supporting marginalised male sex workers and their clients (and sex workers of other underserved genders) to access a range of free and fair healthcare in Bristol. We run a weekly drop-in, contact us to find out more.
List of organisations (A-Z)

**Refresh Cafe**
- 81 East Street, Bedminster BS3 4EX
- refreshbs3@gmail.com
- www.refreshbedminster.co.uk

We offer a peaceful friendly cafe with free meals for the homeless, a Foodbank, a Prayer Room and supportive staff.

**Royal British Legion**
- Pop-in centre, 60 Union Street BS1 2DL
- 0808 802 8080
- info@britishlegion.org.uk
- www.britishlegion.org.uk

We support current service personnel, veterans and their dependants/partners. We provide hands on support and grants to help them in the moment of need. If you are homeless, please make contact with us. Advice and support for service personnel and veterans. Offering assistance with finances, health issues, employment, comradeship and even holidays. We will help with anything that we consider to be a need.
The Salvation Army - Bristol Easton Corps
Hassell Drive BS2 0AN
0117 955 1600
bristol.easton@salvationarmy.org.uk
sabristoleaston.org.uk

Day Centre for the Homeless: a variety of needy people make their way to our premises every Monday morning to be helped. From 9.30 the centre is open for coffee, tea and toast. A two or three course lunch is then provided for up to 50 people at midday. Most weeks a food parcel is also given out, and clothes may be available.

Spring of Hope Women’s Emergency Night Shelter (Crisis Centre Ministries)
Address provided when a referral is made
07990 715 691
val.thompson@crisis-centre.org.uk
www.crisis-centre.org.uk/content/spring-of-hope

A restricted access women-only emergency night shelter for up to twelve women. Contact using the details above or at Wild Goose for details.
Stand Against Racism & Inequality (SARI)

0800 171 2272
sari@sariweb.org.uk
www.sariweb.org.uk

A completely free and confidential service for reporting and combating hate crime. SARI provides support for victims of any type of hate crime including racist, faith-based, disablist, homophobic, transphobic, age-based or gender-based.

Shelter

New Bond House, Bond Street BS2 9AG
0344 515 1430
bristol_reception@shelter.org.uk
www.shelter.org.uk

Shelter provides independent and confidential advice and support. Can help you if you are homeless or facing homelessness. If you are eligible for legal aid they can give you free advice and legal representation. Our skills support service can help with things like finding or preparing for work.
Offers free, confidential, specialist support for survivors over the age of 13 who have been raped or sexually abused at any time in their lives. This is regardless of whether or not they choose to report. The support we offer consists of emotional and practical support, a freephone helpline, E-support, 1-1 support by phone or face to face (booked via the phone line), specialist counselling, information and support resources. We also campaign to raise awareness of and challenge misconceptions about sexual violence and abuse as well as delivering training and consent-based workshops to professional organisations, schools and universities.

SSAFA Bristol and South Gloucestershire

- Bristol Division, HMS Flying Fox, Winterstoke Road, BS3 2NS
- bristol.branch@ssafa.org.uk
- www.ssafa.org.uk/bristol-south-gloucestshire

We are able to assist with rent/deposits to secure a home, food vouchers, annuities, payment of
priority debts, clothing, training costs and specialist equipment to be ready for employment. We also signpost into other military and external charities for advice with debt, bereavement, funeral costs, mental health issues and the other life issues that can affect people.

See Change

📍 10-12 Picton Street BS6 5QA
✉ enquiries@seechange.org.uk
🌐 www.seechange.org.uk

Addiction recovery service, community rehabilitation programmes and a social enterprise. These help clients whose backgrounds include institutional care, homelessness, mental health issues, addictions and long term unemployment.

StreetVet, Bristol

✉ streetvetbristol@gmail.com
🌐 www.streetvet.co.uk

An organisation made up of volunteer vets and vet nurses, providing free veterinary care to the homeless, as well as necessities such as pet food, blankets and toys etc. We meet on Saturdays between midday and 3pm in St James’ Park, The Haymarket, BS1 3NZ.
Sisters of the Church
82 Ashley Road BS6 5NT
bristoladmin@sistersofthechurch.org.uk

Food service; small food parcels and drinks given out to those in need.

St Pauls Advice Centre
146 Grosvenor Road BS2 8YA
0117 955 2981
enquiry@stpaulsadvice.org.uk
www.stpaulsadvice.org.uk

We provide free, independent and impartial legal advice to local people living or working in Ashley Ward and across East Bristol. We can advise on benefits, debt, and immigration issues, as well as providing help and information on a range of other problems people face such as housing and employment.

Streetwise Project
07827 979 647
richard.hawkridge@bristol.gov.uk

Streetwise is a multi-agency project that deals with street-based Anti-Social Behaviour (ASB). We refer people for support to try and tackle the immediate
causes of such behaviour whilst taking an incremental approach to preventing ASB using court orders as a last resort or where there are threats, aggressive or abusive behaviour.

The Common (Caring in Bristol)

07483386493
thecommom@caringinbristol.org.uk
caringinbristol.co.uk/project/the-common

A new, city centre project for 16-25 year olds experiencing multiple and severe disadvantage to become part of a supportive community, to experience solidarity and friendship and crucially to get the right help for their individual needs. The team will work both on a 1:1 relational basis with individual young people and offer a holistic package of care.

The Park Bench

TheParkBenchBristol@gmail.com
www.theparkbench.info

Library for homeless people. We are running a library service at Carpenter House (The Wild Goose) every Friday morning at 10:30 and an evening session at Logos House on Thursdays between 18:00 and 19:00.
The Wild Goose Drop In Centre (Crisis Centre)

- Location: 32 Stapleton Road BS5 0QY
- Contact: 07941 414 425
- Email: jonnie.angel@crisis-centre.org.uk
- Website: www.crisis-centre.org.uk/content/wild-goose

Provides free hot meals, shower facilities, clothing and toiletries four days a week and an evening meal six nights a week for those in extreme poverty and need. The centre also serves as a hub signposting to appropriate voluntary and council services for service users.

Well Aware

- Location: The Care Forum, The Vassall Centre, Gill Avenue, Fishponds BS16 2QQ
- Contact: 0808 808 5252
- Website: www.wellaware.org.uk

Free health and wellbeing information and signposting service for people living in Bristol and South Gloucestershire. Our online database includes information about 1,000s of organisations, activities and groups that can help improve your health and wellbeing. In addition to our website we also operate a telephone line for people not able to access the internet.
Women’s Independent Alcohol Support (WIAS)
82 Ashley Road BS6 5NT
0117 942 8077 (Wednesday 18:00-22:00)
contact@wiaswomen.org.uk

Run a ‘drop-by’ and a helpline and offer small women’s groups as well as one to one counselling. You can find the drop-by on Friday mornings between 10:00 and midday at the Bishopston Boston Tea Party (look out for a booth with the small WIAS sign on the table). If you would like one-to-one counselling, call us to discuss.
What Is Homelessness?

What do you think homeless people look, act and think like? Are they all addicted and mentally unstable? Are they all unhygienic? I have always looked after my appearance, I have no addictions and I have never lost my mind but I have been made homeless. After a relationship breakdown I had nowhere to live. It didn’t matter how I looked or thought or even how I felt, I simply had no home. Do you have perceptions about people who you have never even met? What is homelessness? If more people asked themselves these questions the world would be a very different place.

- From the book ‘No Homeless Problem’ by Seamus Fox. -
1 The Compass Centre, 1 Jamaica Street BS2 8JP
2 Julian Trust Night Shelter, Wilder Street BS2 8UT
3 Bristol Nightstop, The Station, Silver Street BS1 2PY
4 Bristol Methodist Centre, Lincoln Street BS5 0BJ
5 The Wild Goose Drop-in Centre, 32 Stapleton Road BS5 0QY
6 One25, The Grosvenor Centre, 138A Grosvenor Rd BS2 0AG
7 Borderlands, Tolentino Hall BS5 0RE
8 Bristol Soup Run Trust, Pip & Jay Church, Tower Hill BS2 0ET
9 Bristol Soup Run Trust, Redcliffe Wharf, Redcliffe Way BS1 6SR
10 Refresh Café, 81 East Street BS3 4EX
11 Broadmead Medical Centre, 59 Broadmead (inside Boots) BS1 3EA
12 Central Library, College Green BS1 5TL
13 Bristol City Council Customer Service Point (Toilets), 100 Temple Street BS1 6AG
14 DHI Central Drop-in, E5 (Church), 16-18 King Square BS2 8AZ
15 Boundless Magazine, Backfields House, Upper York Street BS2 8QJ (above Emmaus charity shop)
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5 steps to a more Caring Bristol

• 97% of those experiencing homelessness in Bristol are not sleeping rough*.
• 3% are at real health risk by sleeping on our streets every night.

Connect people with local support & help build a caring city

Inform yourself of the services and provisions

Link individuals to immediate help and support

Share what you see

Support by volunteering or fundraising

Donate time or money directly to local charities

Bristol has a target of no-one sleeping rough by 2022. We can only achieve this together.

See a person, not a rough sleeper. Thank you for Caring.

Resources

bristolhomelessconnect.com • Streetlink App
The Survival Handbook created by Caring in Bristol • caringinbristol.co.uk
Contactless donations at Harbourside and Broadmead
Caring in Bristol
caringinbristol.co.uk