



THE CARING HANDBOOK

Services and support available
to people experiencing
homelessness or crisis in Bristol

2022 - 2023

Produced by Caring in Bristol
With support from





If you are concerned about someone over the age of 18 that who is sleeping rough in England or Wales, you can use the Streetlink website to send an alert to the local authority or outreach services to help them find the individual and connect them to support. It is important to note that if you think the person you are concerned about is under 18 please do not contact StreetLink but instead call the police.

You can send StreetLink an alert about someone sleeping rough via:

Website: streetlink.org.uk

Mobile App: 'StreetLink'

Phone: **0300 500 0914**

The service can get busy so wherever possible we advise people to use either the website or mobile app.

We do our best to ensure all information in this book is correct at the time of production; however, it may become out of date.

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B Bristol City Centre
Business
Improvement
District

This resource is free at the point of delivery and we want to keep it that way. The collection, collation and verification of information is done by Caring in Bristol who rely on public donations to support this work. We are therefore asking organisations who can afford to do so, to make a donation towards the cost of producing this essential handbook:
caringinbristol.co.uk/donate/

Its purpose is to connect people with support services and information. This is a part of our continuing effort to inform and engage everyone in helping those experiencing or at risk of homelessness. You can use this handbook to start a conversation and assist people find the support they need.

Contact us

We welcome feedback from any of our readers.
You can email us at: **info@caringinbristol.org.uk**
or call us on: **0117 924 4444**

Designed by Rhombus Studio.

Bristol City Centre Business District have provided support towards printing copies for distribution in central Bristol.

Contents

Introduction	1
Accessing Services	2
Youth Homelessness Prevention	4
Housing Support	5 - 8
Homelessness Pathways	9 - 10
Timetables	14 - 41
Winter Services	37
Non-UK Citizens	38
Refugees and Asylum Seekers	39
Helplines	40 - 47
List of organisations (A-Z)	48 - 86
Map	88 - 90
Index	91 - 94



Timetables:

11	Day Centres	
12	Breakfast	
13	Lunch	
14	Dinner	
16	Showers	
17	Laundry	
18	Toilets	
20	Clothes	
22	WIFI and Computer Access	
24	Telephones and Phone Charging	
25	Mental Health Support	
27	Health and Dental Care	
30	Animals	
31	Housing Advice	
34	Legal Advice	
35	Drugs and Alcohol Support	

Introduction

This book is for anyone experiencing homelessness or hardship in Bristol, the organisations and groups working to support them and members of the public who want to help. You will find information here on the services available and how to access them.

How the handbook works

There is a separate colour coded section for each type of service, including day centres, food, amenities, health and advice services. On pages **11 - 36** there are timetables for each type of service. These show the organisations providing that service with the opening times. Anyone seeking support aged 21 or younger should refer to the Youth Services on page **4** first as some other services may not be suitable for young people. Each organisation has a page number reference where you can find their contact details.

Accessing services

Some of the services listed can be accessed directly and immediately. Some will require you to make an appointment. And for some, you will require a referral. You can find access information for each organisation in the organisation listing on pages **48 - 86**. And there is more information on referrals on page **2**.

Accessing Services

There are 2 types of homelessness services in Bristol: Direct access and referral only.

Direct Access: 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 aware that some services are restricted to certain groups e.g. 18+, women only, veterans only, or refugees and asylum seekers. This will be indicated in their listings in this book.

Referral Only: To access some services (especially accommodation) you will need to be referred. This means you will need to complete an assessment to figure out what support you are eligible for. If you are experiencing homelessness or at risk of losing your home within 8 weeks, your starting point is the council's **Homelessness Prevention Team** at the Citizen Service Point at **100 Temple Street BS1 6AG**. You can call them on **0117 352 6800** or you can visit:

- 9am - 4pm: Monday, Tuesday, Thursday and Friday
- 10am - 4pm: Wednesday

Depending on your situation, you may be referred to a St Mungo's service who will guide you from there.

You can also contact the St Mungo's Outreach Team directly by calling **0117 407 0330** (weekdays, 9am-5pm) or emailing **bristolstreetconcern@mungos.org**. Out of hours, please leave a message and they will aim to respond to you on the next working day.

The Outreach Team also hold two drop ins a week where you can meet with a member of the team. Drop-ins are held from 10.00 - 12.00 every Monday and Thursday at **1 New Street, Bristol, BS2 9DX**.

The Outreach Team go onto the streets across the city every day of the week, including shifts early in the mornings and late at night, to look for people sleeping rough who need help and to support them to move forward. Once you have made contact with the Outreach Team, an assessment will be arranged to help you access the relevant available services and aim to get you the support you need.

If you are in immediate need, you can contact the Emergency Duty Team after 5pm and on weekends, on **01454 615 165**.

Night Shelters

The Covid-19 pandemic has changed the way night shelters can operate. Those that are open currently operate by referral only, via St Mungo's Outreach Team: **0117 407 0330** (weekdays, 9am-5pm).

Youth Homelessness Prevention

Bristol Youth 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.

They offer advice, assessment and support to help you remain at home or find alternative accommodation if this is not possible.

They 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 at:

1625ip.co.uk/get-help/bristol-youth-maps-web-referral-form-for-young-people Or call us on **0117 332 7111** or freephone **0800 0354213** (between 9-5pm)

Address: **Nelson House, Nelson St, Bristol BS1 2JT**
- near The Lanes and Rough Trade Records.

Email: bristolyouthmaps@1625ip.co.uk

Housing Support ^{1/4}

The number of people looking for emergency accommodation or hostel places in Bristol is often greater than the number of places that are available.

The council is only required to provide housing in certain circumstances. If you do not qualify for housing support, you can still get help - including food and clothing.

The Homelessness Prevention Team at the Citizen Service Point 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. The conditions are fairly complicated, but the Homelessness Prevention Team at the council can talk you through them.

(2): If you are homeless or threatened with homelessness the council will carry out an assessment of your needs and will work with you to create a personalised housing plan.

The plan will set out the steps that you and your Housing Advisor will each take to either stop you from becoming homeless or to find housing if you are already homeless.

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 the requirements of (1) and (2) above, and the 3 additional requirements 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

A Housing Advisor from the council 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.

(3): Priority need

A Housing Advisor from the council 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, 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 unintentionally homeless, the council still must provide temporary accommodation (as long as you meet the conditions **(1)**, **(2)** and **(3)**), for a reasonable period to enable you to find accommodation. This is usually just for a few weeks.

(5): Local connection

Having a local connection means you live or work in Bristol, have lived in Bristol previously for either 6 out of the last 12 months or 3 out of the last 5 years, have close family connections in Bristol, or there are special reasons for you needing to be in the Bristol 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 to visit the Citizen Service Point and speak to a customer advisor.

The Citizen Service Point is at **100 Temple Street, BS1 6AG** and you can visit:

- 9am - 4pm: Monday, Tuesday, Thursday and Friday
- 10am - 4pm: Wednesday

Or you can call them on: **0117 352 6800**

Homelessness Pathways ^{1/2}

Homelessness Pathways is the 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.

The way this process works is by referring you to the most appropriate pathway depending on circumstances.

There are different levels of support depending on how much support you need. You are then supported through the pathway and 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 qualify for help you must:

1. Be homeless and require housing support
2. Have recourse to public funds, i.e. meet the immigration and residence conditions; and
3. Have a clear local connection with Bristol.

You can only be referred into Pathways 1 - 4 by:

- The Council's Homelessness Prevention Team based at: **100 Temple Street**.
- St Mungo's Outreach Team (call **0117 407 0330** or email **bristolspot@mungos.org**)

You can also be referred into Pathway 4 by:

- Addiction Recovery Agency (ARA) (Call **0330 1340 286**).
- Visit one of the following BDP drop-ins (**see over**):

Drop-in Sessions (for referral to Pathway 4)

BDP at Longhills	Monday	13:00 - 14:30
BDP at Stonebridge Park	Monday	15:00 - 16:30
BDP at Logos House	Tuesday	09:30 - 11:30
ARA at ARA Kings Court, King Street, BS2 8PE	Wednesday	14:00 - 15:30
BDP at Wick House	Friday	10:00 - 11:30

Day Centres

These services offer sanctuary and support for people experiencing homelessness. Additionally, there are several other services available at these locations at certain times.

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre pg 55	10:00 15:00	10:00 15:00	10:00 15:00	13:15 15:00			
The Wild Goose pg 86	09:30 15:00 19:30 21:00		09:30 15:00	09:30 15:00	09:30 15:00 19:30 21:00		
Borderlands pg 52 RAS*		09:30 14:00					
Bristol Hospitality Network pg 54 RAS*	12:00 15:00						
BOSH Outreach Cafe pg 57	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00		

To find out more look at the organisation section starting on page 48.

*RAS: Refugee & Asylum Seeker Only

Breakfast

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.

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
The Wild Goose pg 86	09:30 - 10:30		09:30 - 10:30	09:30 - 10:30	09:30 - 10:30		
Bristol Methodist Centre pg 55	10:00 - 11:00	10:00 - 11:00	10:00 - 11:00				
Street Church Coffee Morning pg 82					10:30 - 11:45		
BOSH Outreach pg 57	09:00 - 10:00	09:00 - 10:00	09:00 - 10:00	09:00 - 10:00	09:00 - 10:00	10:00 - 11:00	10:00 - 11:00
Borderlands pg 52 RAS*		10:00 - 11:00					
Kings Kitchen pg 70		07:00 - 09:00					

*RAS: Refugee & Asylum Seeker Only

Lunch

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
The Wild Goose pg 86	12:00 13:00		12:00 13:00	12:00 13:00	12:00 13:00		
Bristol Methodist Centre pg 55	12:30 13:30	12:30 13:30	12:30 13:30				
Food Cycle (Barton Hill) pg 67						13:00	
Bristol Food Cycle (Easton) pg 67			19:30				
Refresh Café pg 74			09:30 12:30				
Borderlands pg 52 RAS		13:00 14:00					
Bristol Hospitality Network pg 54 RAS*	11:00 14:00						

Dinner 1/2

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
The Wild Goose pg 86	19:30 21:00				19:30 21:00		
Julian Trust Night Shelter pg 69	20:00 21:30	20:00 21:30	20:00 21:30		20:00 21:30		
Soup Run Trust @ Pip 'n' Jay pg 60	21:15 21:40	21:15 21:40	21:15 21:40	21:15 21:40	21:15 21:40	21:15 21:40	21:15 21:40
Soup Run Trust @ Redcliffe Bridge pg 60	21:45 22:15	21:45 22:15	21:45 22:15	21:45 22:15	21:45 22:15	21:45 22:15	21:45 22:15
Feed the Homeless @ Champion Square pg 67					19:00 20:30		19:00 20:30

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Roots Street Team pg 74				19:00 - 20:00			
Helping Homeless Believe pg 68						20:00 - 21:30	
Street Church pg 82			19:15 - 20:00				
Street Life pg 81						18:00 - 19:00	
Soul Food pg 78			17:30 - 19:00				

While this Handbook focuses on provision in the centre of Bristol, Feeding Bristol have a food map where you can find food provision across the City. You can find it at feedingbristol.org/info

Showers

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre pg 55	10:00 14:30	10:00 14:30	10:00 14:30	10:00 14:30			
Julian Trust Night Shelter pg 69	20:00 21:30	20:00 21:30	20:00 21:30		20:00 21:30		
The Wild Goose pg 86	10:30 11:30 14:00 15:00		10:30 11:30 14:00 15:00	10:30 11:30 14:00 15:00	10:30 11:30 14:00 15:00		
Borderlands pg 52 RAS*		10:00 14:00					
Help Bristol's Homeless* pg 68	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00		

*please call ahead to arrange

*RAS: Refugee & Asylum Seeker Only

Laundry

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre pg 55 RSO*	10:00 14:30	10:00 14:30	10:00 14:30	10:00 14:30			
Julian Trust Night Shelter pg 69	20:00 21:30	20:00 21:30	20:00 21:30		20:00 21:30		
The Wild Goose pg 86	10:30 11:30 14:00 15:00		10:30 11:30 14:00 15:00	10:30 11:30 14:00 15:00	10:30 11:30 14:00 15:00		

*RSO: Rough Sleepers Only

Toilets ^{1/2}

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

Community Toilet Scheme locations in the city centre:

- Bristol City Council Citizen Service Point, 100 Temple Street BS1 6AG
- Cabot Circus Shopping Centre: lower ground floor, Glass House, Broadmead BS1 3BX
- Mshed, Prince's Wharf, Wapping Road BS1 4RN

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
The Wild	09:30		09:30	09:30	09:30		
Goose pg 86	15:00		15:00	15:00	15:00		
	19:30				19:30		
	21:00				21:00		

*People accessing services only

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre pg 55	10:00 15:00	10:00 15:30	10:00 15:30	13:15 15:00			
Julian Trust Night Shelter pg 69	20:00 21:30	20:00 21:30	20:00 21:30		20:00 21:30		
Bristol Food Cycle (Barton Hill) pg 67						13:30 14:30	
Bristol Food Cycle (Easton) pg 67			19:30 20:30				
Borderlands pg 52 RAS*		10:00 14:00					
BOSH Outreach pg 57	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00		

*RAS: Refugee & Asylum Seeker Only

Clothes ^{1/2}

These services provide free clean clothes to people experiencing homelessness.

The quantity and quality available will depend on donations received by the organisations. Many organisations listed also provide blankets and sleeping bags.

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Help Homeless Bristol pg 68						19:00	
Street Church pg 82			19:15 20:45				
Emmaus Bristol pg 66	09:30 17:00	09:30 17:00	09:30 17:00	09:30 17:00	09:30 17:00	09:30 16:30	
Street Life pg 81						18:00 19:00	
BOSH Outreach pg 57	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00		

RSO: Rough Sleepers Only

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre pg 55 RSO*	10:00 15:00	10:00 15:00	10:00 15:00	13:15 15:00			
Julian Trust Night Shelter pg 69	20:00 21:30	20:00 21:30	20:00 21:30		20:00 21:30		
The Wild Goose pg 86	10:30 11:30 14:00 15:00		10:30 11:30 14:00 15:00	10:30 11:30 14:00 15:00	10:30 11:30 14:00 15:00		

WIFI & Computer Access ^{1/2}

The following services have computers available and/or free WIFI. Most places only have a small number of computers and time slots will be limited. You can also access computers in public libraries.

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
The Wild Goose pg 86	10:30 11:30 14:00 15:00		10:30 11:30 14:00 15:00	10:30 11:30 14:00 15:00	10:30 11:30 14:00 15:00		
Bristol Methodist Centre pg 55	10:00 15:00	10:00 15:00	10:00 15:00	13:15 15:00			
One25 Drop-In pg 72 WO	12:30 15:30	12:30 15:30	12:30 15:30		12:30 15:30		

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Central Library pg 52	09:30 17:00	09:30 19:00	09:30 17:00	09:30 19:00	09:30 17:00	10:00 17:00	13:00 17:00
St Pauls Advice Centre pg 81	10:00 12:00	10:00 12:00	10:00 12:00	10:00 12:00			
BOSH Outreach pg 57	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00		
Borderlands pg 52 RAS*		10:00 14:00					

*RAS: Refugee & Asylum Seeker Only

Telephones & Phone Charging

*Telephones Available

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre* pg 55	10:00 15:00	10:00 15:00	10:00 15:00	13:15 15:00			
The Wild Goose pg 86	09:30 10:30 12:00 13:30 19:30 21:00		09:30 10:30 12:00 13:30	09:30 10:30 12:00 13:30	09:30 10:30 12:00 13:30 19:30 21:00		

Mental Health Support ^{1/2}

Contact your GP to find out about how to access mental health support.

GP services cannot refuse to register someone because they are homeless, do not have proof of address or identification, or because of their immigration status.

In a crisis situation, call **999** or the Bristol Mental Health Crisis line - **0800 953 1919** (open 24/7).

You can also call the Samaritans at any time on: **116 123**

See **pg 40** for other mental health helplines.

*By appointment only, phone lines open from 16:00

**Call/online for self-referral

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Assertive Contact and Engagement Service (ACE) pg 50	08:00 17:00	08:00 17:00	08:00 17:00	08:00 17:00	08:00 17:00		
Bristol Sanctuary* pg 59	17:00 23:00			17:00 23:00	17:00 23:00	17:00 23:00	17:00 23:00
Off the Record pg 71 YP*	16:00 19:00					10:00 13:00	
VitaMinds** pg 85	08:00 20:00	08:00 20:00	08:00 20:00	08:00 20:00	08:00 17:00	09:00 13:00	

*YP: Service for 11-25 year olds.

Health & Dental Care ^{1/3}

You can visit the Homeless Health Service at the Compass Centre (pg 69) to find out what health services are available to you.

Open sessions run Monday to Friday on a drop-in basis. You can also make appointments for specific services at the reception, open 09:00-17:00 Monday-Friday.

Access the University of Bristol Dental Hospital for urgent dental care on **0117 342 9525** (08:30-10:30 Monday-Friday) or at any time by ringing 111. Contact your dentist first if you are registered with one.

Bristol TB Nurses (pg 61) can be contacted for advice on **0117 9543066** Monday-Friday between 8.30am and 5pm.

Unity Sexual Health Services (NHS), phone to find out about available services and to book an appointment: **0117 3426900**

- 08:30-17:00 Monday-Thursday (closed 14:00-15:00 Wed)
- 08:30-13:00 Friday
- 09:00-12:00 Saturday

Homeless Health Service also run drop-in clinics at the following locations:

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Wet Clinics @ Wild Goose pg 86			14:00 - 16:00				
BDP Clinic pg 53	09:00 - 12:00	09:00 - 17:00		09:00 - 17:00	12:00 - 17:00		
Wet Clinic @ Emmanuel City Centre Church		14:00 - 16:00					
Clinic @ Julian Trust pg 69			19:30 - 21:00				

*Doctor / *Nurse / *Supervised Methadone and Resettlement Team

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Homeless Health @ Compass Centre* pg 69	14:00 16:00	10:00 12:00	10:00 12:00	14:00 16:00	10:00 12:00		
Homeless Health @ Compass Centre* pg 69	10:00 12:30 14:00 16:00	10:00 12:30 14:00 16:00	10:00 12:30 14:00 16:00	10:00 12:30 14:00 16:00	10:00 12:30 14:00 16:00		
Smart Team @ Compass Centre* pg 69	10:00 14:30	10:00 14:30	10:00 14:30	10:00 14:30	10:00 14:30		
Podiatry, Homeless Health @ Compass Centre pg 69	09:00 17:00 (fortnightly)						

Animals

If you are experiencing homelessness and have a pet there are a couple of organisations who may be able to help.

*The Dogs Trust Hope Project ([pg 66](#)) provides free veterinary care for dogs whose owners are experiencing homelessness or in housing crisis via a local vet practice. Please call **020 7833 7611** to find out where you can access this support. You can call Monday-Friday 09:00 - 17:00.

There is also an online directory of dog-friendly homelessness services on moretodogstrust.org.uk/help-with-finding-accommodation/dog-friendly-hostels

You can also check with any service if they allow pets by contacting them using details found on pages [48](#) to [86](#).

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Dogs Trust Hope Project* pg 66	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00		
StreetVet @ St James's Park (weekly) pg 83						11:00 12:00	

Housing Advice ^{1/3}

There is information on access to Housing Support provided on pages 5 to 8. If you are experiencing homelessness the best place to start is the Citizen Service Point at 100 Temple Street. Please see below for other services that may also be able to give you advice.

*Specialist refugee support

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
ACH Ashley Community Housing* pg 48	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00		
CHAS Housing Advice Service (Bristol) pg 63	09:00 17:00		09:00 17:00		09:00 17:00		
Shelter pg 77	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00		
Bristol Law Centre (Phone advice) pg 55	10:00 12:00 14:00 16:00	10:00 12:00 14:00 16:00	10:00 12:00 14:00 16:00	10:00 12:00 14:00 16:00	10:00 12:00 14:00 16:00		
Citizens Advice Bristol (phone advice) pg 64	09:30 16:00	09:30 16:00	09:30 16:00	09:30 16:00	09:30 16:00		

*16-21 year olds / 22-25 year olds by referral from another agency only.
We can offer advice and signposting, so if in doubt please get in touch.

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Youth Maps (1625 Independent People)* pg 48	09:00 17:00	09:00 17:00	13:00 17:00	09:00 17:00	09:00 17:00		
Royal British Legion (phone advice) pg 75 VO	08:00 08:00	08:00 08:00	08:00 08:00	08:00 08:00	08:00 08:00	08:00 08:00	08:00 08:00
Missing Link pg 70 WO*	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00		
SSAFA Bristol & South Glos pg 79 VO*	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00		

*VO: Veterans Only | WO: Women Only

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
St Mungo's Outreach Team* pg 75		10:00 12:00		10:00 12:00			
St Pauls Advice Centre (Basic Level Advice) pg 81	10:00 12:00	10:00 12:00	10:00 12:00	10:00 12:00			
British Red Cross Refugee Support pg 60 RAS*	11:00 15:00		11:00 15:00		11:00 15:00		

***1 New Street, Bristol, BS2 9DX.**

This drop in is only for those rough sleeping currently and haven't already been assessed by an outreach worker.

***RAS: Refugee & Asylum Seeker Only**

Legal Advice

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
CHAS Housing Advice Service (Bristol) pg 63	09:00 17:00		09:00 17:00		09:00 17:00		
Citizens Advice Bristol (phone advice) pg 64	09:30 16:00	09:30 16:00	09:30 16:00	09:30 16:00	09:30 16:00		
Bristol Law Centre pg 55	10:00 12:00 14:00 16:00	10:00 12:00 14:00 16:00	10:00 12:00 14:00 16:00	10:00 12:00 14:00 16:00	10:00 12:00 14:00 16:00		
Shelter pg 77	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00		
St Pauls Advice Centre (Basic level advice) pg 81	10:00 12:00	10:00 12:00	10:00 12:00	10:00 12:00			

Drugs & Alcohol Support ^{1/2}

Bristol ROADS (Recovery Orientated Alcohol & Drugs Service) is Bristol's service for people seeking help with substance use – it is free and confidential.

It is delivered by providers Bristol Drugs Project (BDP) (53), Bristol Specialist Drug & Alcohol Services (BSDAS) (60) & Developing Health & Independence (DHI) (65).

DHI is the first point-of-contact for referrals and initial assessments: **0117 440 0540**
or email ROADS: **roads@dhi-online.org.uk**

Lines open from 9am -5pm Monday to Friday.

BDP Diverse Communities Link Worker Confidential support for Black and minority ethnic communities to drug and alcohol treatment services – **07498298326** (Monday-Friday)

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
DHI (call as above) pg 65	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00		

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
BDP Health & Harm Reduction Centre pg 53	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:30 13:00	
BDP Women's Morning (contact BDP first) pg 53			10:30 12:30				
BDP 50+ Group (contact BDP first) pg 53			16:30 18:30				
BDP Prism LGBT+ Support (contact BDP first) pg 53				17:00 19:00			
Homeless Health Centre - The Compass Centre pg 69	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00		

Winter Services

There are some additional services available over the colder winter months which are outlined below.

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 63) project includes an open-access day centre, over the 24th–30th December at the Trinity Centre in Old Market. There will be food, health & wellbeing services, social activities, entertainment and other support provided.

Severe Weather Emergency Protocol (SWEP) There is special provision in place in Bristol during severe weather conditions, known as SWEP when emergency accommodation is made available for people sleeping rough.

In order to access support when SWEP is called, you need to refer yourself to St Mungo's Outreach Team by calling **0117 407 0330** or emailing **bristolstreetconcern@mungos.org**

Bristol Churches Winter Night Shelter (pg 53) provides referral only accommodation for 8 single adults during the winter months (November to March).

Non-UK Citizens

You may have difficulty claiming benefits or homelessness assistance if your immigration status gives you 'no recourse to public funds'. This would be stated on your settlement ID.

You can apply to have this condition removed if a change of circumstances has left you or your family unable to afford basic necessities such as food and housing. We recommend you seek immigration advice to assist you with this application if possible.

For advice on how your immigration status may affect housing support available to you can contact the following:

St Paul's Advice Centre - **0117 9552981**

Citizens Advice Bristol - **0808 2787957**

JCWI IRREGULAR MIGRANTS HELPLINE:

If you are in the UK without status and need legal advice, call the helpline on **020 7553 7470**.

Settled provide telephone advice in English, Bulgarian, French, Italian, Polish Romanian, Slovak and Spanish on **0330 223 5336 / advice@settled.org.uk**

Borderlands (52) provide support for any vulnerable migrants.

Refugees & Asylum Seekers

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 people seeking sanctuary.

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/what-we-do/bristol-organisations

Bristol Hospitality Network (54), Borderlands (52), British Red Cross - Refugee Support (62), Aid Box Community (49) and Bristol Refugee Rights (58) all provide services to refugees and asylum seekers. ACH (48) also provide specialist housing support for refugees.

You can find opening times under the relevant service category sections in this book.

Helplines

HOUSING/HOMELESSNESS

Shelter Emergency Helpline Helpline for housing advice.

Call: **0808 800 4444** (08:00 - 20:00 on weekdays /
09:00 - 17:00 on weekends & bank holidays)

St Mungo's Duty Line For information on how the
Outreach Team can support you if you are sleeping rough.

Call: **0117 407 0330** (09:00 - 17:00, Mon - Fri)

Helping Homeless Believe Emergency provision for basic
essentials and support engaging with services.

Call: **07704 674 241** (09:00 - 17:00 Tues, Wed
09:00 - 15:00 Fri or Text outside of hours)

MENTAL HEALTH SUPPORT

Bristol MindLine Information and support for people
in distress/in need of mental health support.

Call: **0808 808 0330** (19:00 - 23:00 Wed to Sun)

Helplines

Samaritans Helpline for emotional support

Call: **116 123** (24 hours a day, 7 days a week)

Email: **jo@samaritans.org**

Online: **samaritans.org**

Bristol MindLine Information and support for people in distress/in need of mental health support.

Call: **0808 808 0330** (19:00 - 23:00 Wed to Sun)

Campaign Against Living Miserably CALM

Confidential, anonymous and free support, information and signposting on any issue.

Call: **0800 58 58 58** (17:00 - 0:00, 7 days a week)

Online: **www.thecalmzone.net** (webchat)

Bristol Mental Health Crisis Line

Support if you are in a mental health crisis.

Call: **0300 555 0334** (24 hours a day, 7 days a week)

Helplines

ADDICTION (ALCOHOL, DRUGS, GAMBLING)

Alcoholics Anonymous Helpline for people who need support with alcohol addiction. Find meetings in Bristol.

Call: **0800 9177 650** (24 hours a day, 7 days a week)

Online: **alcoholics-anonymous.org.uk** (online chat)

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)

Online: **www.ukna.org**

Bristol Drugs Project

Information and support around drug and alcohol issues.

Call: **0117 9876000**

(09:00 - 17:00 Mon-Fri / 09:30 - 13:00 Sat)

Email: **info@bdp.org.uk**

Online: **www.bdp.org.uk**

Helplines

Cocaine Anonymous Support and help to recover from addiction. Find out about meetings in Bristol.

Call: **0800 612 0225** (10:00 - 22:00, 7 days a week)

Email: **helpline@cauk.org.uk**

Online: **cocaineanonymous.org.uk**

GamCare Provides information, advice and support for anyone affected by problem gambling.

Call: **0808 8020 133** (24 hours a day, 7 days a week)

Online: **gamcare.org.uk** (online chat)

Gamblers Anonymous

For information and to find out about local meetings.

Call: **0330 094 0322** (Open 24/7)

Email: **info@bdp.org.uk**

Online: **www.gamblersanonymous.org.uk**

Helplines

IF YOU HAVE BEEN A VICTIM OF A CRIME

Bristol Hate Crime and Discrimination Services (BHC&DS)

Helpline to report a hate crime.

Call: **0800 171 2272** (24 hours a day, 7 days a week)

Email: **info@bhcds.org.uk**

Online: **bhcds.org.uk** (Report via online form)

SAFE Link Sexual abuse helpline

Call: **0333 323 1543** (08:30 - 17:30, Mon - Fri)

Email: **safe.Link@safelinksupport.co.uk**

Online: **safelinksupport.co.uk**

(Live online chat available 10:00 - 16:00 Mon - Fri)

Next Link Domestic Abuse Helpline

Call: **0800 4700 280**

(08:30 - 17:30 Mon to Fri, 09:30 - 13:00 Sat)

Online: **nextlinkhousing.co.uk**

(Online Chat 10:00 - 16:00 Mon to Fri)

Helplines

SARSAS (Somerset & Avon Rape & Sexual Abuse Support)

Freephone helpline and email support for anyone who has experienced rape, sexual assault or sexual abuse. These lines are open to all. Girls, boys, women and men. Trans and non-binary callers are welcome.

Call: **0808 801 0456 / 0808 801 0464**
(11:00 - 14:00 Mon, Fri 18:00 - 20:00 Tue, Wed, Thu)

Email: **support@saras.org.uk**

Online: **saras.org.uk** (Live Chat - Tue: 12:00 - 14:00 / 18:00 - 20:00, Wed: 18:00 - 20:00, Thu: 12:00 - 14:00 / 18:00 - 20:00pm)

UK Modern Slavery & Exploitation Helpline (Unseen)

Provide information, advice and guidance about any modern slavery issue.

Call: **08000 121 700** (24 hours a day/ 7 days a week)

Online: **modernslaveryhelpline.org/report**

Helplines

The Bridge - Sexual Assault Referral Centre (SARC)

Support for people who have experienced a sexual assault, sexual abuse or sexual violence

Call: **0117 342 6999** (24 hours a day, 7 days a week)

Email: **ubh-tr.thebridgecanhelp@nhs.net**

Online: **www.thebridgecanhelp.org.uk**

The Street Intervention Service (SIS)

Deals with street-based Anti-Social Behaviour.

Call: **0779544613** (09:00 - 18:00 Mon to Fri)

National Domestic Violence Helpline

Call: **0808 2000 247** (24 hours a day, 7 days a week)

Online: **nationaldahelpline.org.uk** (send a message)

Helplines

OTHER HELPLINES

Forcesline (SSAFA Bristol & South Gloucestershire)

Practical, emotional and financial support for veterans

Call: **0800 260 6767** (09:00 - 17:00 Mon to Fri)

Online: **ssafa.org.uk** (online chat)

Missing People 24-hour lifeline to anyone who is missing or away from home.

Call: **116 000** (08:30 - 17:30, Mon - Fri)

Text: **116 000** (08:30 - 17:30, Mon - Fri)

Email: **116000@missingpeople.org.uk**

Online: **missingpeople.org.uk** (online chat)

Organisations (A-Z)

1625 Independent People

Bristol Youth MAPS: Supports local young people aged 16-21 who are at risk of becoming homeless or are already homeless. 1625ip also run a number of specialist projects and services to help young people to live independently and reboot their lives.

Visit: **Nelson House, Nelson Street BS1 2JT**
Call: **0117 332 7111** or **0800 0354 213**
Email: **bristol youthmaps@1625ip.co.uk**
Online: **1625ip.co.uk/get-help**

ACH Ashley Community Housing

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.

Visit: **2nd Floor, Eden House, Eastgate Office Park,
Eastgate Road, Bristol, BS5 6XY.**
Call: **0117 954 0433**
Email: **info@ach.org.uk**
Online: **ach.org.uk**

Organisations (A-Z)

Aid Box Community Hub

We provide practical aid and community to refugees and people seeking asylum in Bristol. The Free Shop is open for appointments on Mon, Tue and Thu 10:30 - 15:00. To book an appointment email freeshop@aidboxcommunity.co.uk

Visit: [174b Cheltenham Road BS6 5RE](#)

Call: [0117 336 8441](tel:0117 336 8441)

Email: freeshop@aidboxcommunity.co.uk

Online: aidboxcommunity.co.uk

ARA Gambling Service

Ara are the National Gambling Treatment Provider for Bristol. They deliver free and confidential advice, counselling and other support to people suffering gambling harms and those affected.

Call: [0330 1340 286](tel:0330 1340 286)

(if you reach answerphone for immediate help, call GamCare on: [0808 8020 133](tel:0808 8020 133) 24 hours a day)

Email: aragamblingservice@recovery4all.co.uk

Online: recovery4all.co.uk

Organisations (A-Z)

ARA Supported Housing

Supported housing service for people at risk of homelessness and are looking to achieve abstinence from drugs or alcohol. (Must satisfy the local connection to Bristol.) Call our reception to self-refer and to find out about referral criteria.

Call: **0330 1340 286**

Email: **info@recovery4all.co.uk**

Assertive Contact and Engagement Service (ACE)

ACE is a community based mental health support service. Staff support those with complex mental health needs, who have recently experienced crisis, and face multiple barriers to accessing support. They work with people with a range of difficulties, such as homelessness or threat of, offending behaviour, alcohol/substance misuse, and/or asylum seeker and refugees status.

Call: **0117 239 8969** (Mon - Fri, 08:00 - 17:00)

Email: **awp.bmhace@nhs.net**

Organisations (A-Z)

The Big Issue

The Big Issue provides people experiencing social and financial exclusion with a means to earn their own income safely and legitimately through selling magazines in Bristol and the surrounding areas. The Big Issue Foundation provides bespoke support for vendors to help connect them with health, housing, employment, and benefits services. We also provide support for digital & financial inclusion, getting a bank account and obtaining identification.

Visit: **1 Upper York Court, Upper York Street BS2 8QF**

Call: **0117 942 8538**

Email: **geo.leonard@bigissue.com**

Online: **bigissue.com**

Open: **Drop-in** (Mon to Thu 08:30 - 14:00)

Appointments (Fri only 08:30 - 14:00)

Organisations (A-Z)

Borderlands

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

Visit: [Tolentino Hall, Lawfords Gate BS5 ORE](#)

Call: [0117 904 0479](tel:01179040479)

Email: hello@borderlands.org.uk

Online: borderlands.uk.com

Bristol Central Library

Access to computers (2 hour limit), the internet and printing, photocopiers; General information and signposting to local services available.

Visit: [College Green BS1 5TL](#)

Call: [0117 903 7250](tel:01179037250)

Online: bristol.gov.uk/libraries-archive/central-library

Organisations (A-Z)

Bristol Churches Winter Night Shelter (inHope)

Accommodation for 8 single homeless people aged 18 and over during the winter months (November to March). Referrals are managed jointly by the St Mungo's Outreach Team and Borderlands. Please contact for up to date information on this service provision.

Email: bristolchurcheswintershelter@gmail.com

Online: inhope.uk/our-activities/managed-activities/bristol-churches-winter-night-shelter/

Bristol Drugs Project (BDP)

Providing services for Bristol ROADS (Recovery Orientated Alcohol and Drugs Service). Dedicated support to help people reduce the harm drugs and alcohol can cause.

With all BDP targeted group services you can speak to staff 1-1 on request.

Visit: [11 Brunswick Square BS2 8PE](https://www.bdp.org.uk)

Call: [0117 987 6000](tel:01179876000)

Email: info@bdp.org.uk

Online: bdp.org.uk

Organisations (A-Z)

BDP Diverse Communities Link Worker

Confidential support for Black and minority ethnic communities to drug and alcohol treatment services.

Call: **07498298326**

Bristol Hospitality Network

A local charity set up in solidarity with refugees and asylum seekers. We provide accommodation, support and a weekly drop-in centre for asylum seekers facing destitution.

Visit: **Easton Family Centre, Beaufort Street BS5 0SQ**

Call: **0117 379 0011**

Email: **contact@bhn.org.uk**

Online: **bhn.org.uk**

Organisations (A-Z)

Bristol Law Centre

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

Visit: **2 Hide Market, West Street BS2 0BH**

Call: **0117 924 8662**

Email: **mail@bristollawcentre.org.uk**

Online: **bristollawcentre.org.uk**

Bristol Methodist Centre

Offers sanctuary, support and a variety of services to people experiencing homelessness in Bristol.

Visit: **Lincoln Street, Lawrence Hill BS5 0BJ**

Call: **0117 955 5606**

Online: **methodist-centre.org.uk**

Organisations (A-Z)

Bristol Mind

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, including advocacy, counselling, training, information, and telephone helplines, aim to contribute to mental and emotional wellbeing and to reduce stigma and discrimination. Our Information and Signposting line is open between 09:30 - 15:30, Mon to Fri (excluding bank holidays).

Visit: **35 Old Market Street, Old Market BS2 0EZQ**

Call: **0117 980 0370**

Email: **info@bristolmind.org.uk**

Online: **bristolmind.org.uk**

Organisations (A-Z)

Bristol Outreach Services for the Homeless (BOSH)

BOSH provides advocacy, support, free food and other basic necessities to people experiencing homelessness in Bristol. Services run from our Hub, 64 Bond Street. Breakfast will be available between 09:00 - 10:00 during the week and 10:00 - 11:00 at weekends. Services include a benefits drop-in, housing drop-in, computer access, wellbeing services, haircuts, advocacy appointments, lockers for rough sleepers, clothing, food banks, assistance with CV writing, job searches, life skill classes and other activities. For information on specific timings, please contact.

Visit: **64 Bond Street, BS1 3LZ**

Call: **0750 039 2782 or 07464 792 606**

Email: **julie.dempster@bosh.org.uk**

Online: **bosh.org.uk**

Organisations (A-Z)

Bristol Refugee Rights

BRR works together with people seeking sanctuary in the city to navigate the asylum process, including application support for housing and asylum seeker allowance and signposting to legal, medical and any other emergency services Helpline: **07526 352 353** Open Tue, Wed 10:00 - 13:00. Please tell us your name and phone number. We will call you back when we can. If you need an interpreter, tell us which language you speak. Advice and Information Session (drop in) Wed 10:00-12:00

Visit: **The Wellspring Settlement Main Hall, 43 Ducie Road, Bristol, BS5 0AX**

Call: **07526 352 353** (Helpline: call/text/WhatsApp)

Email: **advice@bristolrefugeerights.org** (advice)
info@bristolrefugeerights.org (general)

Organisations (A-Z)

Bristol Sanctuary

Bristol Sanctuary is a place to come when you are in serious emotional distress. We aim to provide a safe, and welcoming environment where you can take stock and find some balance. While at The Sanctuary, staff will be led by you with a focus on helping you to stay safe and make a short term plan of what to do next. We can provide information on how to access other Bristol Mental Health services, signpost you to other providers, including telephone helplines and support you to recognise your own strengths or strategies for crisis prevention and management. Location is **Gloucester House, Dorian Way, Southmead Hospital, Bristol, BS10 5NB**. We can provide a free taxi home as part of the service.

The Sanctuary offers up to 90 minutes face to face support or 30 minutes phone support. The Sanctuary operate on a night by night basis. Our staff will carry out a triage over the first phone call before allocating the most appropriate support for the individual.

Our opening hours are Fri - Mon, 18:00 - 00:30.

Call: **07709295661** (16:00 - 23:00 Thu - Mon)

Organisations (A-Z)

Bristol Soup Run Trust We operate a soup run in two locations every night of the week:

Outside Pip & Jay church:
(Tower Hill, BS2 0ET) @ 21:15

Outside Redcliffe Wharf:
(Redcliffe Wharf, Redcliffe Way, BS1 6SR) @ 21:40

Call: **0117 203 3183**
Email: **admin@bristolsoupruntrust.org.uk**
Online: **bristolsoupruntrust.org.uk**

Bristol Specialist Drugs and Alcohol Service (BSDAS)
Part of Avon and Wiltshire Mental Health Partnership (AWP)
Providing services for Bristol ROADS (Recovery Orientated Alcohol and Drugs Service). Dedicated support to help people reduce the harm drugs and alcohol can cause.

Visit: **1 Colston Fort, Montague Place, Bristol BS6 5UB**
Call: **0117 919 2345**
Email: **info@bristolmind.org.uk**
Online: **awp.nhs.uk/our-services/community-services/drug-and-alcohol-services**

Organisations (A-Z)

Bristol TB Nurses (Sirona care & health) If you have been in contact with a person who has Tuberculosis (TB) or you are concerned that you may have symptoms of tuberculosis (see below), then please contact our team of qualified nurses for advice.

Symptoms include:

- a cough that has lasted for more than 3 weeks
- a regular cough that has got worse
- coughing up blood or thick mucus
- fever
- heavy night sweats
- reduced appetite
- lost weight
- tiredness
- swollen glands, in the neck, armpit or groin.

Tuberculosis is curable. Treatment involves taking a course of antibiotics. To access support and treatment, you will need to be referred by your GP. For any questions, you can call the TB nurses on **0117 954 3066** Mon - Fri between 8:30 - 17:00. Outside of these hours messages can be left on our office phone. We will aim to respond the next working day.

Call: **0117 954 3066**

Email: **sirona.tb nurse@nhs.net**

Organisations (A-Z)

British Red Cross Refugee Support

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, integration loans and family reunion. 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.

Call: **01179415040 / 07739863036** (Call/WhatsApp)

Email: **refugeeservicebristol@redcross.org.uk**

Online: **redcross.org.uk**

Broadmead Medical Centre

To register with the GP surgery visit the centre Mon - Fri, 08:30 - 18:30. You do not need to have a fixed address to register.

Visit: **59 Broadmead (inside Boots, the Galleries) BS1 3EA**

Call: **0117 954 9828**

Email: **bnssg.admin.bmc@nhs.net**

Online: **broadmeadmedicalcentre.nhs.uk**

Organisations (A-Z)

Caring at Christmas (Caring in Bristol)

A day centre and night shelter open over the Christmas and New Year period when other essential services are closed. Hundreds of volunteers come together to provide delicious home-cooked meals, well-being activities, companionship and much more. Exact timings and locations vary each year.

Call: **0117 924 4444**

Email: **christmas@caringinbristol.org.uk**

Online: **caringinbristol.co.uk/project/caring-at-christmas**

CHAS Housing Advice Service (Bristol)

We provide free, confidential housing advice to anyone facing housing crisis or threatened with homelessness in Bristol. We can help people at risk of homelessness or people living in unsuitable/unsafe housing, with advice or ongoing support for vulnerable clients

Call: **0117 935 1260**

Email: **advice@chasbristol.co.uk**

Online: **chasbristol.co.uk**

Organisations (A-Z)

Citizens Advice Bristol

Provides free, confidential and impartial advice to anyone living in or passing through the city. We offer advice on a range of issues including housing, benefits and money problems. Currently not open to the public for face to face drop in however responds quickly to written correspondence and emails. We hope to make slow steps to opening up for face to face in the future, please Email for up-to date operational information.

Write: **48 Fairfax Street BS1 3BL**

Call: **0808 278 7957**

Email: **info@citizensadvicebristol.org.uk**

Online: **bristolcab.org.uk**

Organisations (A-Z)

Developing Health & Independence (DHI)

If you'd like help to address your alcohol or drug use, we offer a comprehensive range of support through our Community Recovery Hubs and Peer Support Hub GP referrals, through ROADS for detox services in GP setting, medical or residential setting and support if you have other needs or complexities.

DHI Peer Support Hub, open 10.00 - 16.00 daily:

2 Brunswick Court, Upper York St, BS2 8PE

(closed bank holidays)

DHI (ROADS) Treatment Hubs (all closed bank holidays):

- DHI Central Treatment Hub:
2 Brunswick Court, Upper York Street, BS2 8PE
- DHI North Treatment Hub:
The Greenway Centre, Doncaster Rd BS10 5PY
- DHI South Treatment Hub:
Symes Community Building, Peterson Ave BS13 OBE

Call: **0117 4400 540**

Email: **roads@dhi-services.org.uk**

Online: **dhi-online.org.uk**

Organisations (A-Z)

Dogs Trust Hope Project

The Hope Project provides free veterinary care for dogs whose owners are experiencing homelessness or in housing crisis. There is also an online directory of dog-friendly homelessness services on moretodogstrust.org.uk/help-with-finding-accommodation/dog-friendly-hostels

Call: **020 7833 7611**

Email: hopeproject@dogstrust.org.uk

Online: dogstrusthopeproject.org.uk

Emmaus Bristol

Emmaus Bristol is a 24+ bed community with additional satellite houses for those experiencing homelessness. Offering meaningful voluntary work as well as a stable home for as long as someone needs it. Support to move into independent living offered. Emmaus Bristol also offer clothing from their shop, availability depends on donations they receive.

Visit: **Backfields House, Upper York Street BS2 8QJ**

Call: **0330 041 3135**

Email: community@emmausbristol.org.uk

Online: emmausbristol.org.uk

Organisations (A-Z)

Feed The Homeless Bristol

Activities centre around distributing hot home-cooked meals to people experiencing homelessness within Bristol's city centre on Fridays and Sundays.

Email: info@feedthehomeless.org.uk

Online: feedthehomeless.org.uk

Bristol Food Cycle

Every Wed (Easton Christian Family Centre) and Sat (Barton Hill Settlement) we serve delicious meals to those who attend our two locations in Bristol. We also work in partnership with other local organisations and welcome a mix of wonderful people into our extended dining room.

Visit: [Easton Christian Family Centre, St Jude's, Bristol BS5 0SQ \(Wheelchair accessible. Disabled Toilet. Disabled Parking.\)](#) Wed 19:30.

Visit: [Barton Hill Settlement, 43 Ducie Road, Barton Hill BS5 0AX](#) Sat 13:30.

Email: bristol@foodcycle.org.uk

Online: foodcycle.org.uk

Organisations (A-Z)

Help Bristol's Homeless

We provide emergency and temporary accommodation for people experiencing homelessness via referral from other homelessness groups and organisations or via emailing us.

Visit: **Spring Street, Bedminster BS3 4PZ**

Call: **07710 267 758**

Online: **helpbristolshomeless.org**

Helping Homeless Believe (HHB)

We meet at Sainsbury's Cabot Circus every Saturday evening at 19:00 handing out hot meals, snack packs, drinks, clothing and care packs. We also provide an emergency response for people who suddenly find themselves homeless. We also have a van where we can help people with moving their belongings should they find accommodation. We have a base in Kingswood where people can receive clothing, wash their clothing and shower.

Call: **07704674241** (09:00 - 17:00 Tues, Wed
09:00 - 15:00 Fri / Text anytime)

Email: **hbb@helpinghomelessbelieve.co.uk**

Online: **helpinghomelessbelieve.co.uk**

Organisations (A-Z)

Homeless Health Service

We offer both drop-in and appointments for all services including doctors, nurses, podiatry, and dieticians. We take a trauma-informed and holistic approach to physical health care. Services are based at The Compass Centre in Stokes Croft, Bristol, but staff offer outreach clinics in several locations around the city including The Wild Goose Cafe, One25, Bristol Drugs Project and St. Mungo's Longhills.

Visit: **The Compass Centre, 1 Jamaica Street BS2 8JP**

Call: **0117 989 2450**

Email: **info.homeleshealth@nhs.net**

Online: **homeleshealthservice.co.uk**

Julian Trust Night Shelter

Evening Service Open for Men and Women 18+ for free hot meal, showers and clothes. Overnight 9 bed spaces, referral by St Mungo's. No queueing.

Visit: **Guest entrance on Wilder Street**

Call: **0117 924 4604**

Email: **helpdesk@juliantrust.org.uk**

Online: **juliantrust.org.uk**

Organisations (A-Z)

Kings Kitchen

Serves a cooked breakfast and hot drinks every Tuesday morning from 07:00 - 09:00. We are open for people to eat in or take their food away if they prefer.

Visit: **Trinity Tabernacle, Hassell Drive,
Easton, Bristol BS2 0AN**
Email: **trinitytabcontact@yahoo.com**
FB: **TrinitytabernacleBristol**

Missing Link

Provides a range of housing and support services to women with mental health needs who are in unsuitable accommodation or who are experiencing homelessness.

Visit: **Link House, 5 Queen Square BS1 4JQ**
Call: **0117 925 1811**
Email: **enquiries@missinglinkhousing.co.uk**
Online: **missinglinkhousing.co.uk**

Organisations (A-Z)

Next Link

Specialist support service providing domestic abuse advice and support for women and children in Bristol, including accommodation, crisis support, group work, specialist BAME and community outreach support.

Visit: [Link House, 5 Queen Square BS1 4JQ](#)

Call: [0117 925 0680](tel:0117 925 0680)

Email: enquiries@nextlinkhousing.co.uk

Online: nextlinkhousing.co.uk

Off The Record

Provide free self referral counselling and mental health support for young people aged 11-25 years. Hubs (drop in service) every Mon 16:00 - 19:00, Sat 10:00am - 13:00 for 11-25 years olds, to find out about OTR support, get help signing up or signposted to other services for mental health/wellbeing.

Visit: [8-10 West Street, Old Market BS2 0BH](#)

Call: [0808 808 9120](tel:0808 808 9120)

Email: hello@otrbristol.org.uk

Online: otrbristol.org.uk

Organisations (A-Z)

One25

Through our drop-in, night outreach and casework services we offer holistic, person-centred support to women involved in street sex work. Women can self-refer by calling the free number below, coming along to our drop in in St Pauls, or flagging down our outreach van. We also accept casework referrals from professionals.

Our drop-in provides hot food, laundry, showers, medical services, hairdresser, wellbeing activities and a safe place to be. The outreach van offers food, warm clothes, condoms, harm reduction and safety advice. See our website for more details and info on our Pause and Peony services.

Drop in **Mon - Fri, 12:30 - 15:30**

Visit: **The Grosvenor Centre, 138a Grosvenor Road,
St Pauls, BS2 8YA**

Call: **0800 612 5125**

Email: **office@one25.org.uk**

Online: **one25.org.uk**

Organisations (A-Z)

Prism (BDP)

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 sessions for those looking to make changes to their drug or alcohol use and referrals into Bristol ROADS. Check website for current address.

Call: **07971 354 498**
Email: **prism@bdp.org.uk**
Online: **bdp.org.uk**

Recovery College (St Mungo's)

The Bristol Recovery College offers classes in core subjects such as Maths, English, ESOL and Digital Skills. If you would like to go to college, look for wellbeing activities or you are thinking about employment we can offer personalised support to reach your goals. All our courses are free for St Mungo's clients. If you would like more information, please email us to find out what's going on.

Email: **bristolrecoverycollege@mungos.org**

Organisations (A-Z)

Refresh Cafe

We offer a peaceful friendly cafe with free meals for people experiencing homelessness, a foodbank, a Prayer Room and supportive staff. Food bank and free hot meal 09:30 - 12:30 every Wed. Service provision due to increase, for up-to-date information, please get in touch.

Visit: **81 East Street, Bedminster BS3 4EX**

Call: **0117 908 6015 / 07785900527** (Text only)

Email: **refreshbs3@gmail.com**

Online: **refreshbedminster.co.uk**

Roots Street Team

Run a weekly static drop-in Thu from 19:00 - 20:00 on Champions Square. We provide hot food, cold snacks, hot and cold drinks, emergency essentials: sleeping bags, toiletries, clothing, and conversation and signposting. Everyone is welcome.

Email: **rootsstreetteam@gmail.com**

Social: **@rootsstreetteam**

Organisations (A-Z)

Rough Sleeping Prevention Service (St Mungo's)

RSPS aims to reduce the number of people sleeping rough in Bristol by providing support to people at imminent risk of rough sleeping, so that they never have to sleep on the streets. The team of Assessment and Reconnection Workers will work with clients to support them to access suitable housing options. If you are currently at risk of rough sleeping, or rough sleeping for the first time, you can make a self-referral by contacting us.

Call: **0117 911 4454**

Email: **bristolrsps@mungos.org**

Royal British Legion

We support current service personnel, veterans and their dependants and carers. Offering information and advice in several areas including, housing and benefits, care and independent living, physical and mental wellbeing, financial and employment support.

Call: **0808 802 8080** (08:00 - 20:00 Mon-Sun)

Email: **info@britishlegion.org.uk**

Online: **britishlegion.org.uk**

Organisations (A-Z)

SAFE Link

Specialist support service providing independent advice and support for for anyone (women, men, children) who has been the victim of rape and sexual assault, including victims of recent or historic abuse and those with learning disabilities. You do NOT have to report to the police to access our service

Visit: **Link House, 5 Queen Square BS1 4JQ**

Call: **0333 323 1543**

Email: **safe.link@safelinksupport.co.uk**

Online: **safelinksupport.co.uk**

The Salvation Army - Bristol Easton Corps

Clothes and showers are available but there are no set times. Please call or email for more details.

Visit: **Hassell Drive BS2 0AN**

Call: **0117 955 1600**

Email: **bristol.easton@salvationarmy.org.uk**

Online: **salvationarmy.org.uk/bristol-easton**

Organisations (A-Z)

Shelter

For advice or guidance, call us between the hours of 09:00 - 17:00, Mon-Fri. We also have a Legal Team who can help you if you are eligible for Legal Aid. For example, we might be able to help if you need to go to court about a housing problem or challenge a council's homelessness decision. You'll need to make an appointment to speak with our Legal Team, by calling **0344 515 1778*** (09:00 - 17:00, Mon-Fri).

Visit: **Brunswick Court, Brunswick Square,
Bristol, BS2 8PE, UK**

Call: **03301 755 121** (09:00 - 17:00, Mon-Fri)

Email: **bristol_reception@shelter.org.uk**

Online: **shelter.org.uk**

***this number is for legal appointments only.**

Sisters of the Church

Food service; small food parcels and drinks given out to those in need. Open Mon-Wed, 10:00 - 12:30.

Visit: **82 Ashley Road BS6 5NT**

Call: **0117 941 3268**

Email: **bristoladmin@sistersofthechurch.org.uk**

Organisations (A-Z)

Somerset and Avon Rape and Sexual Abuse Support (SARSAS)

SARSAS offers free, confidential, specialist support for people , aged 18+, who have been raped or sexually abused at any time in their lives.

Call: **0808 801 0456 / 0808 801 0464**

Email: **support@sarsas.org.uk**

Online: **sarsas.org.uk**

Soul Food

Soul Food provides a hot, delicious, freshly prepared two course meal every Wednesday evening. Offering a safe space, respite and support to anyone dealing with the challenges of homelessness, poverty or loneliness, Soul Food is more than a meal. Guests are welcome to access the food pantry and clothing rail. Dogs also welcome. Every Wednesday, 5.30 - 7pm

Visit: **B&A Gloucester Road, 161a Gloucester Road, Bristol, BS7 8NT** (Every Wed, 17:30 - 19:00)

Email: **soulfood@babristol.org**

Online: **babristol.org/soulfood-lc**

Organisations (A-Z)

SSAFA Bristol and South Gloucestershire

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 other life issues that can affect people.

Visit: **Bristol Division, HMS Flying Fox,
Winterstoke Road,
BS3 2NS**

Call: **0204 566 9131**

Email: **southwest.region@ssafa.org.uk**

Online: **ssafa.org.uk/bristol-south-gloucestershire**

Organisations (A-Z)

Stand Against Racism & Inequality (SARI)

Can also be found on Facebook and Twitter @SARlcharity
SARI is a service-user led charity that specialises in dealing with racism and all forms of hate crime. We have an out-of-hours emergency phone service. SARI welcomes referrals either directly from the victim or from third party referrers. You can email, call, drop in during office hours or do a web referral via our websites.

Call: **0117 942 0060**

Email: **hello@saricharity.org.uk**

Visit: **15 Portland Square, Bristol, BS2 8SJ**

Online: **saricharity.org.uk**

St Luke's Church, Barton Hill

Providing tea and coffee, pool, table tennis, toilets and hot food. The drop-in is open to everyone and dogs are welcome. For up-to-to-date opening hours, please contact the Church

Visit: **The Crypt, St Luke's Church,
Church Street BS5 9FB**

Email: **annejoslin@hotmail.co.uk** (Warden)

Online: **stlukesbartonhill.org.uk**

Organisations (A-Z)

Street Life

Providing hot and cold meals, clothing, toiletries and (when available) sleeping bags/blankets to people experiencing homelessness in Bristol. Serving in the Brunswick Square car park (BS2 8PE) every Sat, 18:00-19:00. In the winter, Street Life then delivers items around the city centre 19:30-21:30.

Call: **0117 924 3322**

Email: **streetlife@citychurch.org.uk**

Online: **citychurch.org.uk**

St Pauls Advice Centre

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.

Visit: **146 Grosvenor Road BS2 8YA**

Call: **0117 955 2981**

Email: **enquiry@stpaulsAdvice.org.uk**

Online: **stpaulsAdvice.org.uk**

Organisations (A-Z)

Street Church

Run by the E5 church group, there are two weekly sessions which are open to everyone.

Every Wednesday 19:15 - 20:45 and provides support (food, clothing, community and support) to those who are homeless or in dire need.

The coffee morning is every Friday 10.30 - 11.45 and provides food and hot drinks served to those in need within our local community.

Street Church also runs a foodbank on a referral basis (Friday 2-4pm).

Visit: **E5 Street Church Kings Community**

16-18 Kings Square, Bristol BS2 8AZ

Call: **0117 923 2847**

Email: **office@elimbristol.org**

Online: **elimbristol.org**

Organisations (A-Z)

StreetVet, Bristol

An organisation made up of volunteer vets and vet nurses, providing free veterinary care to people experiencing homelessness, as well as necessities such as pet food, blankets and toys etc.

We meet on Sat, 11:00 - 12:00 in
St James' Park, The Haymarket BS1 3NZ.

Hostel workers are encouraged to email if they would like us to post pet supplies directly to their residents.

Please also see the StreetVet Accredited Hostel Scheme:
streetvet.co.uk/streetvet-accredited-hostel-scheme

Temporary winter shelters can apply to have a pet pack posted to them: **streetvet.co.uk/welcoming-dogs**

Email: **streetvetbristol@gmail.com**

Online: **streetvet.co.uk**

Organisations (A-Z)

The Street Intervention Service

The Street Intervention Service is a multi-agency project that deals with street based Anti-Social Behaviour (ASB) in Bristol. The approach taken is to assess the needs of individuals engaged in ASB and through referrals and one to one work, put support packages in place to address those needs. Part of a support package may include addressing individuals behaviour. This is done by taking an incremental approach to preventing ASB, using court orders as a last resort or where there are threats, aggressive or abusive behaviour.

Call: **07795446131**

Email: **gareth.liggins@bristol.gov.uk**

Organisations (A-Z)

VitaMinds

A free and confidential NHS service offering phone, digital or face to face support. If you are suffering from depression, anxiety, post-traumatic stress disorder, excessive worry or low mood, then VitaMinds can help. VitaMinds works in partnership with the NHS to offer a range of short-term psychological therapies known as IAPT (Improving Access to Psychological Therapies) to adults 16-years and over, who live and are registered with a GP in Bristol, North Somerset and South Gloucestershire.

VitaMinds is a FREE service and you don't need to visit a GP to get help. For an initial assessment, either call or go the website to complete an online form or digital referral.

Call: **03332001893** (08:00 - 20:00 Mon-Thu,
08:00 - 17:00 Fri, 09:00 - 13:00 Sat)

Online: **vitahealthgroup.co.uk/nhs-services/nhs-mental-health/bristol-north-somerset-and-south-gloucestershire/**

Organisations (A-Z)

Well Aware

Free health and well-being 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 well-being.

Visit: **The Care Forum, The Vassall Centre,
Gill Avenue, Fishponds BS16 2QQ**

Call: **0808 808 5252**

Online: **wellaware.org.uk**

The Wild Goose (inHope)

Provides free hot meals, shower facilities, clothing and toiletries four days a week for those in extreme poverty and need. Also open Mon/Fri evenings with evening provision to increase, please contact for up-to-date opening times. The Wild Goose also serves as a hub signposting to appropriate voluntary and council services for service users.

Visit: **32 Stapleton Road BS5 0QY**

Call: **07941 414 425 / 0117 405 7116**

Email: **mick.connolly@inhope.uk**

Online: **inhope.uk/our-activities/the-wild-goose**

Notes



Map

- 1 Bristol City Council Citizen Service Point,**
100 Temple Street BS1 6AG
- 2 Julian Trust Night Shelter,** Wilder Street BS2 8UT
- 3 The Compass Centre,** Jamaica Street BS2 8JP
- 4 Bristol Methodist Centre,** Lincoln Street BS5 OBJ
- 5 The Wild Goose (inHope),** 32 Stapleton Road BS5 0QY
- 6 One25,** The Grosvenor Centre,
138A Grosvenor Rd BS2 8YA
- 7 Borderlands,** Tolentino Hall BS5 ORE
- 8 Bristol Soup Run Trust,** Pip & Jay Church, Tower Hill BS2 OET
- 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 DHI Peer Support Hub, 2 Brunswick Square,**
2 Brunswick Court, Upper York St BS2 8PE
- 14 BOSH,** 64 Bond Street, BS1 3LZ
- 15 1 Colston Fort,** Montague Place, Bristol BS6 5UB
- 16 Bristol Refugee Rights,** Wellspring Settlement,
43 Ducie Rd, Barton Hill, Bristol BS5 0AX

Map





Index

1625 Independent People	48
ACH Ashley Community Housing	31, 48
Addiction Recovery Agency (ARA)	9, 10
Aid Box Community Hub	49
Alcoholics Anonymous	42
ARA Gambling Service	49
ARA Supported Housing	50
Assertive Contact and Engagement Service (ACE)	26, 50
Big Issue	51
Borderlands	38, 39, 52, 53, 88
Bristol Central Library	52
Bristol Churches Winter Night Shelter	37, 53
Bristol Drugs Project (BDP)	10, 28, 35, 36, 42, 53
Bristol Food Cycle	13, 19, 67
Bristol Hospitality Network (BHN)	54
Bristol Law Centre	31, 34, 55
Bristol Mental Health Crisis Line	25, 41
Bristol Methodist Centre	2, 11, 12, 13, 19, 22, 55, 88
Bristol Mind	40, 56
Bristol Outreach Services for the Homeless (BOSH)	11, 12, 57, 88

Index

Bristol ROADS	35, 53, 60, 73
Bristol Sanctuary	26, 59
Bristol Soup Run Trust	60, 88
Bristol Specialist Drugs and Alcohol Service (BSDAS)	35, 60
Bristol TB Nurses	27, 61
British Red Cross Refugee Support	33, 62
Bristol Refugee Rights	39, 58, 88
Broadmead Medical Centre	62, 88
Campaign Against Living Miserably CALM	40
Caring at Christmas	37, 63, 97
CHAS (Bristol)	31, 34, 63, 97
Citizens Advice Bristol	31, 34, 38, 64
Citizen Service Point	2, 5, 8, 18, 31, 88
Cocaine Anonymous	43
Developing Health & Independence (DHI)	35, 65, 88
Dogs Trust Hope Project	30, 66
Emmaus Bristol	20, 66
Feed The Homeless Bristol	67
Food Cycle	13, 19, 67
Gamcare	43, 49

Index

Gamblers Anonymous	43
Gambling Treatment (ARA and Gamcare)	49
Help Bristol's Homeless	68
Helping Homeless Believe	15, 41, 68
Homeless Health Service	69, 27, 28, 88
Homelessness Prevention Team (BCC)	2, 5, 10
Julian Trust Night Shelter	14, 16, 19, 21, 69, 88
Kings Kitchen	12, 70
Missing Link	32, 70
Missing People	47
Narcotics Anonymous	42
Next Link	44, 71
Off The Record	26, 71
One25	22, 69, 72, 88
Prism (BDP)	36, 73
Recovery College (St Mungo's)	73
Refresh Café	13, 74, 88
Roots Street Team	74
Rough Sleeping Prevention Service (RSPS)	75
Royal British Legion	32, 75

Index

SAFE Link	44, 76
Salvation Army - Bristol Easton Corps	76
Samaritans	25, 40
Shelter	31, 34, 77
Sisters of the Church	77
SARSAS (Somerset and Avon Rape and Sexual Abuse Support)	45, 78
Soul Food	15, 78
SSAFA Bristol and South Gloucestershire	79
St Pauls Advice Centre	23, 33, 34, 81
Stand Against Racism & Inequality (SARI)	80
Street Church	12, 15, 20, 82
Street Life	15, 20, 81
StreetVet, Bristol	83
The Street Intervention Service	46, 84
UK Modern Slavery & Exploitation Helpline (Unseen)	45
Unity Sexual Health	27
VitaMinds	26, 85
Well Aware	86
Wild Goose (inHope)	11, 12, 16, 17, 18, 21, 22, 24, 28, 86, 88

Bristol's Homelessness Stats.

97% of those experiencing homelessness in Bristol are not sleeping rough and are hidden from view.

More than ever with rising costs of living, we need to be aware of those around us who are struggling.

3% are at immediate risk by sleeping on our streets.

Connect people with local support wherever you see someone at risk currently rough sleeping.

5 Steps to a more Caring city.

1. **Inform** yourself of the services and provision available.
2. **Link** individuals to immediate help and support.
3. **Share** what you see
- get friends and family to act.
4. **Volunteer** with services that need your time.
5. **Donate** money directly to organisations making a difference.

Resources: bristolhomelessconnect.com / StreetLink App
Contactless Donations: Habourside / Broadmead



Caring in Bristol

We are a small independent charity dedicated to ending homelessness in our city. As well as Caring at Christmas (63), we currently operate the following services.

Early Doors

Our homelessness prevention project focuses on early intervention, enabling communities to identify and support those who find themselves approaching a housing crisis. Delivered in partnership with CHAS Bristol.

Project Z

A team of dedicated, specialist youth practitioners offering holistic and adaptable 1:1 work with young people aged 16-25 who find themselves facing a range of challenges and experiencing a vulnerable housing situation.

Bristol Goods

Caring in Bristol's food club focuses on supporting people struggling with their household budgeting by providing fresh nutritious groceries at a subsidised rate. We work with our members to signpost other support services and help them maintain their tenancies.



TAP for Bristol

TAP for Bristol is an initiative from Bristol City Centre BID in partnership with Caring in Bristol.

In September 2019, Bristol City Centre BID launched TAP for Bristol, which has provided contactless donation points throughout the city centre, raising vital funds to support prevention and emergency support for those at risk of, or currently experiencing homelessness.

During this time donations have been provided to Caring in Bristol to fund prevention work, with a matching £30,000+ shared between a number of charities who have projects specifically aimed at supporting those in urgent need in Bristol.

Details of where donation points can be found, together with further information can be found at:

TAPforbristol.org or contact
paula@Bristolcitycentrebid.co.uk



The Caring Handbook created by Caring in Bristol

This resource is free at the point of delivery and we want to keep it that way. The collection, collation and verification of information is done by Caring in Bristol who rely on public donations to support this work. We are therefore asking organisations who can afford to do so, to make a donation towards the cost of producing this essential handbook:

caringinbristol.co.uk/donate

 @CaringinBristol  @CaringinBristol

 fb.com/CaringinBristol

caringinbristol.co.uk
info@caringinbristol.org.uk