



THE CARING HANDBOOK

For people experiencing
homelessness or hardship in Bristol

2019 - 2020

Produced by Caring in Bristol
and supported by



Bristol City Centre
Business
Improvement
District

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Produced by Caring in Bristol with financial support from Bristol City Centre Business Improvement District and designed by Rhombus Studio. The Caring Handbook is populated by information from **bristolhomelessconnect.com**, which provides details of homelessness services available in Bristol.

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.

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 those experiencing homelessness to immediate help and support. This is a part of our continuing effort to inform and engage everyone in helping those experiencing homelessness. Please use this handbook to start a conversation and assist people to take steps towards a safer way of life.

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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 you can access them.

How the handbook works

There is a separate colour coded section for each type of service, including day and night centres, food, amenities, health, and advice and support. On pages **14-41** there are timetables for each type of service. These show the organisations providing that service with the opening times. 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 **49-84**. And there is more information on referrals on page **3**.

Please get in touch...

The Caring Handbook is designed to be a resource 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.

Contact us

We do our best to ensure all information in this book is 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:

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

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. women only, veterans only, or refugees and asylum seekers.

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. The starting point is the Housing Advice Team at the Citizen Service Point at **100 Temple Street BS1 6AG**. You can call them on **0117 352 6800** or 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: Somewhere Safe to Stay (SSTS) or the Rough Sleeping Outreach Team who will guide you from there.

Accessing Services

You can also contact the Outreach Team directly by calling **0117 407 0330** (weekdays, 8am - 8pm) or emailing **bristolspot@mungos.org**. Out of hours, leave a message and they will respond the next working day. You can also see a member of the team by attending one of their drop-in sessions at Bristol Methodist Centre (see page **36**).

Workers go out in Bristol in the mornings and evenings to look for people sleeping rough who need help. Once you have made contact with the Outreach Team an assessment will be arranged to help you access the relevant available services.

If St Mungo's are unable to refer you to appropriate services immediately, or at all, the following options are available:

- The Julian Trust based on Wilder Street is a self-referral night shelter, which is open to everyone. See page **69** for details of opening times and services provided.
- The Emergency Duty Team can provide advice over the phone: call **01454 615 165**

Youth Homelessness

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.

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 at:

www.1625ip.co.uk

Or call us on **0117 332 7111** or freephone **0800 035 4213**

Address: **Nelson House, Nelson St, Bristol BS1 2JT**

Email: bristol-youth-maps@1625ip.co.uk

Bristol Nightstop (Caring in Bristol) provides ongoing key worker support and emergency accommodation, on a night-by-night basis, to young people aged 18-25. You need to be referred to access this service. Call or text **07979 878 814**, Monday to Friday, 09:30 – 16:30 to speak to one of our Nightstop team. Or please go to Bristol Youth MAPS where one of the MAPS team will see you.

Housing Support

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 criteria are met. If you do not qualify for housing support, you can still get help – including food and clothing. The Housing Advice Team at the Citizen Service Point will be able to tell you 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.

Housing Support

(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

Housing Support

(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.

Housing Support

(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 Housing Advice Team at the Citizen Service Point.

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

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.

Homelessness Pathways

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

In order to be referred into a pathway you have to meet the criteria for the Housing Support Register, which are very similar to those for the Main Housing Duty (see page 6), 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

Homelessness Pathways

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 (call **0117 407 0330** or email **bristolspot@mungos.org**)
- One25 based at:
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 (call **0117 407 0330** or email **bristolspot@mungos.org**)
- Via Bristol Drugs Project or Addiction Recovery Agency at one of the following drop-ins (see over):

Homelessness Pathways

BDP / ARA Drop-in Sessions (for referral to Pathway 4)

BDP at Logos House	Every Friday	11:00 - 13:00
BDP at Longhills	Every Monday	14:30 - 16:30
BDP at Stonebridge Park	Every Thursday	10:00 - 12:00
BDP at Wick House	Every Tuesday	10:00 - 12:00
ARA at ARA Kings Court, King Street, BS2 8PE	Every Thursday	14:00 - 15:30
ARA at BDP 11 Brunswick Square, BS2 8PE	1st & 3rd Tuesday of the month	10:00 - 11:30

Night Shelters

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Julian Trust Night Shelter pg 69 SR	21:30 07:30	21:30 07:30	21:30 07:30		21:30 07:30	21:30 07:30	
The Night Assessment Centre pg 71 RO	21:00 06:00	21:00 06:00	21:00 06:00	21:00 06:00	21:00 06:00	21:00 06:00	21:00 06:00
365 Shelter pg 49 RO	21:30 07:15	21:30 07:15	21:30 07:15	21:30 07:15	21:30 07:15	21:30 07:15	21:30 07:15
Spring of Hope Shelter pg 79 WO	22:00 08:00	22:00 08:00	22:00 08:00	22:00 08:00	22:00 08:00		22:00 08:00
Help Bristol's Homeless pg 67 RO	17:00 10:00	17:00 10:00	17:00 10:00	17:00 10:00	17:00 10:00		

Please note: Not all the shelters listed above provide showering and laundry facilities. Please see separate timetables.

SR: Self Referral | **RO:** Referral Only

WO: Women Using Drop-in Only

Day Centres ^{1/2}

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	13:15 15:30	10:00 15:30	10:00 15:30	10:00 15:30			
The Wild Goose Drop-In Centre pg 85	10:30 15:00 20:00 22:00	20:00 22:00	10:30 15:00 20:00 22:00	10:30 15:00 20:00 22:00	10:30 15:00 20:00 22:00		20:00 22:00
Refresh Café pg 74			09:30 15:00	09:30 15:00	09:30 15:00		

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

Day Centres 2/2

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Borderlands pg 52 RAS	09:30 12:30	09:30 14:00					
Bristol Hospitality Network pg 54 RAS	12:00 15:00						
BOSH Outreach Cafe pg 56							10:00 14:00
Royal British Legion pg 75 VO	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00		
One25 pg 72 WO	12:30 15:30	12:30 15:30	12:30 15:30		12:30 15:30		

WO: Women Using Drop-in Only | **VO:** Veterans Only
RAS: Refugee & Asylum Seeker Members 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 Drop-In Centre pg 85	10:30 11:30		10:30 11:30	10:30 11:30	10:30 11:30		
Bristol Methodist Centre pg 55		10:00 11:00	10:00 11:00	10:00 11:00			
Street Church Coffee Morning pg 83					10:30 11:45		
Christ Church Clifton Breakfast Run pg 62						08:00 08:30	
BOSH Outreach pg 56		10:00 13:00			10:00 14:00		

Lunch 1/2

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
The Wild Goose Drop-In Centre pg 85	12:30 13:30		12:30 13:30	12:30 13:30	12:30 13:30		
Bristol Methodist Centre pg 55		12:30 13:30	12:30 13:30	12:30 13:30			
Bristol Food Cycle pg 66						14:30 17:30	
BOSH Outreach pg 56		10:00 13:00			10:00 14:00		10:00 14:00
Refresh Café pg 74					12:00 14:00		
Churches Together pg 63						12:00 15:00	

Lunch ^{2/2}

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
One25 Drop-In pg 72 WO	12:30 15:30	12:30 15:30	12:30 15:30		12:30 15:30		
Borderlands pg 52 RAS		13:00 14:00					
Bristol Hospitality Network pg 54 RAS	12:00 15:00						
St Luke's Church Drop-In pg 82			11:00 13:00				11:00 13:00

WO: Women Using Drop-in Only

RAS: Refugee & Asylum Seeker Members Only

Dinner

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
The Wild Goose Drop-In Centre pg 85	20:00 22:00	20:00 22:00	20:00 22:00	20:00 22:00	20:00 22:00		20:00 22:00
Julian Trust Night Shelter pg 69	21:30 22:30	21:30 22:30	21:30 22:30		21:30 22:30	21:30 22:30	
Bristol Soup Run Trust pg 58	21:15 21:35 21:40 22:00	21:15 21:35 21:40 22:00	21:15 21:35 21:40 22:00	21:15 21:35 21:40 22:00	21:15 21:35 21:40 22:00	21:15 21:35 21:40 22:00	21:15 21:35 21:40 22:00
City Centre Food Runs*			19:30 21:00	19:00 21:00	20:00 22:00	20:00 22:00	20:00 22:00
BOSH Outreach pg 56	18:00 18:45	18:00 18:45	18:00 18:45	18:00 18:45	18:00 18:45	18:00 18:45	

*Provided by Feed the Homeless (**pg 66**) on Fri, Sun,
 Help Homeless Bristol (**pg 68**) on Sat,
 Roots Street Team (**pg 74**) at College Green on Thur,
 Street Church (**pg 83**) at Kings Centre on Wed

Showers

*Subject to availability

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre pg 55	10:00 12:00 13:15 15:00	10:00 12:00 13:30 15:00	10:00 12:00 13:30 15:00	10:00 12:00 13:30 15:00			
Julian Trust Night Shelter pg 69 ON	22:30 07:15	22:30 07:15	22:30 07:15		22:30 07:15	22:30 07:15	
The Wild Goose Drop-In Centre* pg 85	10:30 15:00 20:00 22:00	20:00 22:00	10:30 15:00 20:00 22:00	10:30 15:00 20:00 22:00	10:30 15:00 20:00 22:00		20:00 22:00
One25 Drop-In pg 72 WO	12:30 15:30	12:30 15:30	12:30 15:30		12:30 15:30		
Borderlands pg 52 RAS	09:00 10:00	09:00 10:00					
Help Bristol's Homeless pg 67	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00		

WO: Women Using Drop-in Only | ON: Overnight Guests Only

RAS: Refugee & Asylum Seeker Members Only

Laundry

*Limited availability

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre pg 55 RSO	13:15 15:30	10:00 12:00 13:30 15:00	10:00 12:00 13:30 15:00	10:00 12:00 13:30 15:00			
Julian Trust Night Shelter pg 69 ON	22:30 07:30	22:30 07:30	22:30 07:30		22:30 07:30	22:30 07:30	
One25 Drop-In pg 72 WO	12:30 15:30	12:30 15:30	12:30 15:30		12:30 15:30		
The Wild Goose Drop-In Centre* pg 85	10:30 15:00 20:00 22:00		10:30 15:00 20:00 22:00	10:30 15:00 20:00 22:00	10:30 15:00 20:00 22:00		20:00 22:00

WO: Women Using Drop-in Only

ON: Overnight Guests Only | 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	10:30		10:30	10:30	10:30		
Goose Drop-In	15:00	20:00	15:00	15:00	15:00		20:00
Centre* pg 85	20:00 22:00	22:00	20:00 22:00	20:00 22:00	20:00 22:00		22:00

Toilets ^{2/2}

*People accessing services only

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre pg 55	13:15 15:30	10:00 15:30	10:00 15:30	10:00 15:30			
Julian Trust Night Shelter pg 69	21:30 22:30	21:30 22:30	21:30 22:30		21:30 22:30	21:30 22:30	
Bristol Food Cyde pg 66						14:30 17:30	
One25 Drop-In pg 72 WO	12:30 15:30	12:30 15:30	12:30 15:30		12:30 15:30		
Borderlands pg 52 RAS	09:30 12:30	09:30 14:00					
Bristol Drugs Project* pg 53	09:00 20:00	09:00 20:00	09:00 20:00	09:00 20:00	09:00 20:00	10:00 17:00	
BOSH pg 56 Outreach Cafe							10:00 14:00
St Luke's Church Drop-In pg xx			11:00 13:00				11:00 13:00

WO: Women Using Drop-in Only

RAS: Refugee & Asylum Seeker Members 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.

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre pg 55 RSO	13:15 15:00	10:00 12:00 13:30 15:00	10:00 12:00 13:30 15:00	10:00 12:00 13:30 15:00			
Julian Trust Night Shelter pg 69	21:30 22:30	21:30 22:30	21:30 22:30		21:30 22:30	21:30 22:30	
The Wild Goose Drop-In Centre* pg 85	10:30 15:00 20:00 22:00	20:00 22:00	10:30 15:00 20:00 22:00	10:30 15:00 20:00 22:00	10:30 15:00 20:00 22:00		20:00 22:00
BOSH pg 56 Outreach Cafe							10:00 14:00

RSO: Rough Sleepers Only

Clothes 2/2

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Help Homeless Bristol pg 68						20:00 22:00	
One25 Drop-In pg 72 WO	12:30 15:30	12:30 15:30	12:30 15:30		12:30 15:30		
Emmaus Bristol pg 65	09:30 17:00	09:30 17:00	09:30 17:00	09:30 17:00	09:30 17:00	09:30 16:30	

WO: Women Using Drop-in Only

RAS: Refugee & Asylum Seeker Members Only

Telephones & Phone Charging

*Telephones Available

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre* pg 55	13:15 15:00	10:00 12:00 13:30 15:00	10:00 12:00 13:30 15:00	10:00 12:00 13:30 15:00			
Julian Trust Night Shelter pg 69 ON	22:30 07:15	22:30 07:15	22:30 07:15		22:30 07:15	22:30 07:15	
The Wild Goose Drop-In Centre* pg 85	10:30 15:00 20:00 22:00	20:00 22:00	10:30 15:00 20:00 22:00	10:30 15:00 20:00 22:00	10:30 15:00 20:00 22:00		20:00 22:00
One25 Drop-In pg 72 WO	12:30 15:30	12:30 15:30	12:30 15:30		12:30 15:30		

ON: Overnight Guests Only | WO: Women Using Drop-in Only

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.

*Wifi access, one public computer

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
The Wild Goose Drop-In Centre* pg 85	10:30 15:00 20:00 22:00	20:00 22:00	10:30 15:00 20:00 22:00	10:30 15:00 20:00 22:00	10:30 15:00 20:00 22:00		20:00 22:00
Bristol Methodist Centre pg 55	13:15 15:00	10:00 12:00 13:30 15:00	10:00 12:00	10:00 12:00			
One25 Drop-In pg 72 WO	12:30 15:30	12:30 15:30	12:30 15:30		12:30 15:30		

WO: Women Using Drop-in Only

WIFI & Computer Access ^{2/2}

*WIFI access only

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Shelter pg 77	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00		
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 82	10:00 12:00 14:00 16:00	10:00 16:00	14:00 16:00	10:00 16:00	10:00 12:00		
The Royal British Legion pg 75 VO	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00		
Borderlands pg 52 RAS	09:30 12:30	09:30 14:00					

VO: Veterans Only | RAS: Refugee & Asylum Seeker Members Only

Mental Health Support

*By appointment only

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Assertive Contact and Engagement Service (ACE Mental Health Support) pg 51	08:00 17:00	08:00 17:00	08:00 17:00	08:00 17:00	08:00 17:00		
Bristol Sanctuary* pg 57					18:00 00:30	18:00 00:30	18:00 00:30

See [pg 45](#) for other mental health helplines.

You can also call the Samaritans at any time on: [116 123](#)

Health & Dental Care ^{1/2}

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. Access to the University of Bristol Dental Hospital service is made by ringing 111.

*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		

Health & Dental Care ^{2/2}

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

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Wet Clinics @ Compass Centre pg 69			14:00 16:00				
Wet Clinics @ Wild Goose pg 85		14:00 16:00					
One25 Drop-In pg 72 WO	12:30 15:30		12:30 15:30				
BDP Clinic pg 53				15:00 19:30			
Bristol TB Nurses pg 59 RO	08:30 17:00	08:30 17:00	08:30 17:00	08:30 17:00	08:30 17:00		

WO: Women Using Drop-in Only | RO: Referral Only

First Aid

There is a walk-in centre at the Broadmead Medical Centre inside Boots which is open to everyone.

*People accessing services only

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Broadmead Medical Walk-In Centre pg 61	08:00 20:00	08:00 20:00	08:00 20:00	08:00 20:00	08:00 20:00	08:00 20:00	11:00 17:00
Julian Trust pg 69			21:30 22:30				
Bristol Drugs Project* pg 53	09:00 20:00	09:00 20:00	09:00 20:00	09:00 20:00	09:00 20:00	10:00 17:00	

Animals

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 49 to 84.

*Based in London, referral to local vet

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Dogs Trust Hope Project* pg 65	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						12:00 13:00	
StreetVet @ College Green (bi-monthly) pg 83				19:00 20:00			

Housing Advice ^{1/3}

There is information on access to Housing Support provided on pages 6 to 9. 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 Housing* pg 50	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00		
CHAS (Bristol) Housing Advice Service pg 62	09:00 17:00	09:00 17:00	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 pg 54	09:30 16:30	09:30 16:30	09:30 16:30	09:30 16:30	09:30 16:30		
Citizen Advice Bristol pg 63	09:30 13:00	09:30 13:00	12:30 14:00		09:30 13:00		

RSO: Rough Sleepers Only

Housing Advice 2/3

*at Bristol Methodist Centre

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
St Mungo's Outreach Team* pg 4		10:00 12:00	10:00 12:00				
The Big Issue (Signposting & referrals for vendors only) pg 51	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 14:00	
St Pauls Advice Centre (Basic Level Advice) pg 82	10:00 12:00 14:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00	10:00 12:00		
British Red Cross Refugee Support pg 60 RAS	09:00 12:00 13:00 16:30	09:00 12:00 13:00 16:30	09:00 12:00 13:00 16:30	09:00 12:00 13:00 16:30	09:00 12:00 13:00 16:30		
One25 Drop-In pg 72 WO	12:30 15:30	12:30 15:30	12:30 15:30		12:30 15:30		

WO: Women Using Drop-in Only

VO: Veterans Only | **RAS:** Refugee & Asylum Seeker Members Only

Housing Advice 3/3

*16-21 year olds / 22-25 year olds with priority need

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Youth Maps (1625 Independent People)* pg 49	09:00 17:00	09:00 17:00	13:00 17:00	09:00 17:00	09:00 17:00		
Royal British Legion pg 75 VO	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00		
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 80 VO	10:00 16:00	10:00 16:00	10:00 16:00	11:00 14:00			

VO: Veterans Only | **WO:** Women Using Drop-in Only

Legal Advice

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
CHAS (Bristol) Housing Advice Service pg 62	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00		
Citizen Advice Bristol pg 63	09:30 13:00	09:30 13:00	12:00 14:30		09:30 13:00		
Bristol Law Centre pg 54	09:00 16:30	09:00 16:30	09:00 16:30	09:00 16:30	09:00 16:30		
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 82	10:00 12:00 14:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00	10:00 12:00		
The Big Issue (Signposting & referrals for vendors only) pg 51	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 14:00	

Drugs & Alcohol Support ^{1/2}

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 what support is available.

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
DHI Peer & Workforce Development Hub pg 64	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00		
BDP Health & Harm Reduction Centre pg 53	09:00 20:00	09:00 20:00	09:00 20:00	09:00 20:00	09:00 20:00	10:00 17:00	
The Big Issue* pg 51	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 14:00	

Drugs & Alcohol Support ^{2/2}

*Signposting & referrals for vendors only

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
BDP Women's Morning pg 53			11:00 13:00				
BDP 50+ Group pg 53			16:30 18:30				
BDP Prism LGBT+ Support pg 72	17:30 20:00						
BDP Veterans Support at Royal British Legion pg 75				11:00 13:00			
Homeless Health Centre - The 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		
One25 Drop-In pg 72 WO	12:30 15:30	12:30 15:30	12:30 15:30		12:30 15:30		

WO: Women Using Drop-in Only

Domestic Abuse

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Next Link pg 70	08:30 17:30	08:30 17:30	08:30 17:30	08:30 17:30	08:30 17:30	09:30 13:00	
CHAS (Bristol) Housing Advice Service pg 62	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00		
Citizen Advice Bristol pg 63	09:30 13:00	09:30 13:00	12:00 14:30		09:30 13:00		
One25 Drop-In pg 72 WO	12:30 15:30	12:30 15:30	12:30 15:30		12:30 15:30		

WO: Women Using Drop-in Only

Winter Services

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

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 61) project includes an open-access day shelter between 23rd and 29th December and a referral-only night shelter between 23rd December and 1st January (self-referrals accepted).

The day shelter will be run at the Trinity Centre in Old Market again 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 with the St Mungos Outreach Team or at the Trinity Centre.

Winter Services

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 people sleeping rough. In order to access these, you need to be referred by the St Mungo's Outreach Team by calling **0117 407 0330** or emailing **bristolspot@mungos.org**

St Anne's Winter Shelter (St Mungo's) is a 24 hour shelter providing accommodation for 30 people from October to March. Includes a combination of women only and mixed dormitories, as well as space for couples. Space for a limited number of pets. Referrals are managed by the St Mungo's Outreach Team.

Bristol Churches Winter Night Shelter (pg 53) provides accommodation for 12 single homeless people aged 18 and over during the winter months (usually January to March). Referrals are managed by the St Mungo's Outreach Team.

Christ Church Clifton Breakfast Run (pg 62) and Churches Together (**pg 63**) 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**.

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 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

Bristol Hospitality Network (**pg 54**), Borderlands (**pg 52**), British Red Cross - Refugee Support (**pg 60**) and Aid Box Community (**pg 50**) all provide services exclusively to refugees and asylum seekers.

ACH also provide specialist housing support for refugees. You can find opening times under the relevant service category sections in this book.

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 with mental health problems.

Call: **0808 808 0330** (20:00 - 00:00 Wed to Sun)

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)

Shelterline Helpline for housing advice.

Call: **0808 800 4444**

(08:00 - 20:00 on weekdays / 09:00 - 17:00 on weekends)

SSAFA Bristol & South Gloucestershire

Practical, emotional and financial support for veterans.

Call: **0800 731 4880** (09:00 - 17:00 Mon to Fri)

Helplines

Help Homeless Bristol helpline

Support engaging with services.

Call: **07704 674 241**

(09:30 - 14:30 Tue, Wed / 09:30 - 11:30 Fri)

Missing People

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

Call: **116 000**

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

Online: **missingpeople.org.uk**

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)

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)

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** (08:00 - 00:00, 7 days a week)

Online: **gamcare.org.uk**

SARI Helpline Helpline to report a hate crime

Call: **0800 171 2272**

SAFE Link sexual abuse helpline

Call: **0333 323 1543** (08:30 - 17:30, 7 days a week)

National Domestic Violence Helpline

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

Helplines

SARSAS Freephone helpline and email support for anyone who has suffered sexual assault or abuse.

Email: support@sarsas.org.uk

Women and girls:

Call: **0808 801 0456**

(11:00 - 14:00 Mon, Fri 18:00 - 20:30 Tue, Wed, Thu)

Men and boys:

Call: **0808 801 0465**

(11:00 - 14:00 Mon, Fri 18:00 - 20:30 Tue, Wed, Thu)

Next Link Domestic abuse helpline

Call: **0117 925 0680**

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

Streetwise Deals with street-based Anti-Social Behaviour.

Call: **07827 979 647** (09:00 - 18:00 Mon to Fri)

Organisations (A-Z)

1625 Independent People (Bristol Youth MAPS)

Supports local young people aged 16-25 who are at risk of becoming homeless or are already homeless. We 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](tel:01173327111) or [0800 0354 213](tel:08000354213)

Email: enquiries@1625ip.co.uk

Online: 1625ip.co.uk

365 Shelter (Caring in Bristol)

Provides emergency accommodation for 15 people, with low support needs, aged 18 and over. Referrals are managed through St Mungo's ([pg 4](#)).

Email: info@caringinbristol.org.uk

Online: caringinbristol.co.uk/project/the-365-shelter

Organisations (A-Z)

ACH Ashley 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: [Unit 20, Easton Business Centre, Felix Road BS5 0HE](#)
Call: [0117 954 0433](tel:0117 954 0433)
Email: info@ach.org.uk
Online: ach.org.uk

Aid Box Community Hub

Bristol-based charity dedicated to distributing emergency aid to refugees and asylum seekers in Bristol and across Europe.

Visit: [174a Cheltenham Road BS6 5RE](#)
Call: [0117 336 8441](tel:0117 336 8441)
Email: robin@aidboxcommunity.org.uk
Online: aidboxcommunity.co.uk

Organisations (A-Z)

Assertive Contact and Engagement Service (ACE)

Staff support those with mental health issues, who face complex barriers to access support. This includes people sleeping rough and other people experiencing homelessness, plus those using drugs and alcohol problematically.

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

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

The Big Issue

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.

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

Call: **0117 942 8538**

Email: **lewis.stewart@bigissue.com**

Online: **bigissue.com**

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](#)

Online: borderlands.uk.com

Bristol Central Library

Access to computers, the internet and printing; community legal service information available.

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

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

Organisations (A-Z)

Bristol Churches Winter Night Shelter (Crisis Centre Ministries)

Volunteers from over 60 churches and the wider community come together to offer their time, money and venues to resource a night shelter for people experiencing homelessness. Each night the venues offer up to 12 homeless individuals a bed space, hot meal and a safe place to sleep. This service runs during the winter months from January to March.

Email: bristolchurcheswintershelter@gmail.com

Online: crisis-centre.org.uk/winternightshelter

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.

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](https://www.bdp.org.uk)

Organisations (A-Z)

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](tel:0117 379 0011)

Email: contact@bhn.org.uk

Online: bhn.org.uk

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 987 6000](tel:0117 987 6000)

Email: mail@bristolawcentre.org.uk

Online: bristolawcentre.org.uk

Organisations (A-Z)

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](tel:0117 955 5606)

Online: methodist-centre.org.uk

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.

Visit: [35 Old Market Street, Old Market BS2 0EZQ](#)

Call: [0117 980 0370](tel:0117 980 0370)

Email: admin@bristolmind.org.uk

Online: bristolmind.org.uk

Organisations (A-Z)

Bristol Nightstop (Caring in Bristol)

Provides ongoing key worker support and emergency accommodation, on a night-by-night basis, to young people aged 18-25. Referrals are via Bristol Youth Maps and St Mungo's (see page 5 for details)

Call: **07979 878 814**

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

Online: **caringinbristol.co.uk/project/bristolnightstop**

Bristol Outreach Services for the Homeless (BOSH)

BOSH is an outreach project providing advocacy, support, free food and other basic necessities to people experiencing homelessness in Bristol. We operate food runs in Broadmead from Mon to Sat; and the BOSH Outreach Café opens as a day centre on Sun 10:00 - 14:00 at **Docklands Youth Centre, Brigstocke Road, St Paul's, BS2 8UF** providing a freshly cooked meal, supplies and activities.

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

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

Email: **boshoutreach@gmail.com**

Online: **bosh.org.uk**

Organisations (A-Z)

Bristol Sanctuary

The Sanctuary provides a safe place for people who are in distress or struggling with their mental health. We offer a calm environment and have some distraction activities available such as crafts and games. You will have the opportunity to talk to a member of staff on your first visit. The Sanctuary is a short-term service: we cannot provide ongoing support and we are unable to provide somewhere to stay overnight.

We speak to people before offering spaces each night we are open. We are unable to offer a space if you turn up unannounced. We ask people to call us on 0117 954 2952 or text us on 07709 295 661. We take calls from 16:30 on the days we are open and will respond to all messages then. If you do not have a phone you can present at New Street between 16:30 and 17:00 and ask to speak to a member of the Sanctuary team. We will then assess your situation but cannot guarantee a space in any circumstance.

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

Call: **0117 954 2952** or **07709 295 661**

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: **info@bristolsoupruntrust.org.uk**

Online: **bristolsoupruntrust.org.uk**

Organisations (A-Z)

Bristol TB Nurses (Bristol Community 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. The TB nurses will support you to complete your treatment.

Call: **0117 954 3066**

Email: **bristoltb 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 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.

Visit: [Unit 19, Easton Business Centre, Felix Road, BS5 0HE](#)

Call: [0117 941 5040](tel:01179415040)

Email: refugeeservicebristol@redcross.org.uk

Online: redcross.org.uk

Organisations (A-Z)

Broadmead Medical Centre

Walk in service is for any person whether they are registered with a local surgery or not.

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

Call: **0117 954 9828**

Email: **adminbmc@nhs.net**

Online: **broadmeadmedicalcentre.nhs.uk**

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**

Organisations (A-Z)

CHAS (Bristol)

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.

Call: **0117 935 1260**

Online: **chasbristol.co.uk**

Christ Church Clifton Breakfast Run

Provide hot drinks, bacon and burger baps, sandwiches, fruit etc as well as toiletries. Also provide hats, gloves, scarves etc. in the winter.

Visit: **Cannon Street BS1 3LP** (at the back of the Bus station, by the God's House International Centre)

Call: **0117 973 6524**

Online: **breakfastrun.org.uk**

Organisations (A-Z)

Churches Together in Clifton, Cotham and Redland

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

Visit: **In St James's Park BS1 3NZ**

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. In addition to their advice session if you need basic signposting and information you can visit: 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.

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

Call: **03444 111 444**

Email: **admin@bristolcab.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:
E5 King's Centre, 16-18 King's Square BS2 8AZ
- 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

Provides free and subsidised veterinary treatment referral to any dog whose owner is experiencing homelessness.

Call: **020 7837 0006**

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 age 18+, all genders. 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**

fran@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

Food Cycle

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.

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

Email: bristol@foodcycle.org.uk

Online: foodcycle.org.uk/location/bristol

Organisations (A-Z)

Gambling Treatment (ARA and Gamcare)

ARA provides counselling for people in the South West and Wales experiencing problems with gambling.

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

Call: **0117 930 0282**

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

Online: **addictionrecovery.org.uk/portfolio-item/
gambling-treatment**

Help Bristol's Homeless

A charity with a mission to change the face of homelessness in Bristol. 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** or **07757 649 505**

Email: **contact@helpbristolshomeless.org**

Online: **helpbristolshomeless.org**

Organisations (A-Z)

Help Homeless Bristol

HHB Outreach every Saturday providing food, clothing and much more, and a listening ear. Meeting point 8pm outside Sainsburys in Cabot Circus.

We also provide telephone support, phone number **07704 674 241** (see **pg 46**).

Offering mentoring support helping people to engage with appropriate services. We also have a HHB van where we can help people with moving their belongings should they find accommodation.

Emergency response for people who suddenly find themselves homeless offering basic essentials to keep them warm.

Call: **0789 565 2842** or **07704 674 241**

Email: **wecare@helphomelessbristol.co.uk**

FB: **@HelpHomelessBristol**

Organisations (A-Z)

Homeless Health Service

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.

Visit: [The Compass Centre, 1 Jamaica Street BS2 8JP](#)

Email: info.homelesshealth@nhs.net

Online: homelesshealthservice.co.uk

Julian Trust Night Shelter

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

Visit: [Guest entrance on Wilder Street](#)

Call: [0117 924 4604](tel:0117 924 4604)

Email: helpdesk@juliantrust.org.uk

Online: juliantrust.org.uk

Organisations (A-Z)

Missing Link

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 experiencing homelessness.

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

Call: [0117 925 1811](tel:0117 925 1811)

Email: enquiries@missinglinkhousing.co.uk

Online: missinglinkhousing.co.uk

Next Link

Helpline 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

Organisations (A-Z)

Night Assessment Centre (St Mungo's)

This Night Shelter provides emergency accommodation for 10 people with complex needs aged 18 and over. Referrals are made via the St Mungo's Outreach Team, who connect with people who are sleeping rough. Contact the Outreach Team on **0117 407 0330** (weekdays, 8:00 - 20:00) or **bristolspot@mungos.org**. Out of hours, leave a message and they will respond the next working day.

Visit: **The Compass Centre, 1 Jamaica Street BS2 8JP**
Call: **0117 407 0330**
Email: **bristolspot@mungos.org**

Off The Record

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

Visit: **8-10 West Street, Old Market BS2 0BH**
Call: **0808 808 9120**
Email: **hello@otrbristol.org.uk**
Online: **otrbristol.org.uk**

Organisations (A-Z)

One25

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.

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

Call: **0117 909 8832**

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

Online: **one25.org.uk**

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-borne virus support, 1-to-1 support and referrals into Bristol ROADS. Check website for current address.

Call: **07971 354 498**

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

Online: **bdp.org.uk**

Organisations (A-Z)

Recovery College (St Mungo's)

A pioneering, inclusive learning programme, based on the principle that learning can be a transformative experience. Based in our New Street Hub in the heart of St Jude's.

Courses are free and are designed, delivered and attended by St Mungo's clients, staff and volunteers, and they are also open to the general public. All our courses are free and run by volunteers.

If you would like more information please call, email or pop by to get one of our prospectuses (Monday - Thursday in term time).

Visit: **1 New Street, St Jude's BS2 9DX**

Call: **0117 954 2954**

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.

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

Call: **0117 908 6015**

Email: **refreshbs3@gmail.com**

Online: **refreshbedminster.co.uk**

Roots Street Team

Run a weekly static drop-in outside the Marriot hotel on College Green every Thur from 19:00 - 21:00 (closing time varies depending on how busy it is). We provide hot food, cold snacks, hot and cold drinks, sleeping bags, toiletries, clothing and conversation in a friendly environment.

Email: **rootsstreetteam@gmail.com**

Social: **@rootsstreetteam**

Organisations (A-Z)

Royal British Legion

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 experiencing homelessness, 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.

Visit: **Pop-in centre, 60 Union Street BS1 2DL**

Call: **0808 802 8080**

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

Online: **britishlegion.org.uk**

Organisations (A-Z)

SAFE Link

Helpline providing independent advice and support for female, male and child victims of rape and sexual assault, including victims of recent or historic abuse and those with learning disabilities.

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

Call: [0333 323 1543](tel: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](tel:0117 955 1600)

Email: bristol.easton@salvationarmy.org.uk

Online: sabristoleaston.org.uk

Organisations (A-Z)

See Change (Julian House in Bristol)

Prison resettlement, community rehabilitation programmes and a social enterprise. These support clients whose backgrounds include involvement with the criminal justice system, homelessness, mental health issues, addictions and long term unemployment.

Visit: **10-12 Picton Street BS6 5QA**

Email: **supportedhousing@julianhouse.org.uk**

Online: **julianhouse.org.uk**

Shelter

Shelter provides independent and confidential housing 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.

Visit: **New Bond House, Bond Street BS2 9AG**

Call: **0344 515 1430**

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

Online: **shelter.org.uk**

Organisations (A-Z)

Sisters of the Church

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

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

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

Somerset and Avon Rape and Sexual Abuse Support (SARSAS)

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 free-phone helpline, E-support, 1-1 support by phone or face to face (booked via the phone line), specialist counselling, information and support resources.

Call: **0117 929 9556**

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

Online: **sarsas.org.uk**

Organisations (A-Z)

Somewhere Safe to Stay (St Mungo's)

Somewhere Safe to Stay (SSTS) aims to reduce the number of people sleeping rough in Bristol by providing emergency support to people at imminent risk of rough sleeping, so that they never have to sleep on the streets. Based at the Compass Centre, the SSTS Hub provides a safe space, away from the streets, where clients receive intensive support from our team of Assessment and Reconnection Workers, helping them to access suitable housing options.

In order to access SSTS you need to be referred by a partner organisation (see [pg xx](#) for details).

Spring of Hope Women's Emergency Night Shelter (Crisis Centre Ministries)

A restricted access women-only emergency night shelter for up to twelve women. Contact using the details above or at Wild Goose for details.

Visit: [Address provided when a referral is made](#)
Call: [07990 715 691](tel:07990715691)
Email: val.thompson@crisis-centre.org.uk
Online: crisis-centre.org.uk/content/spring-ofhope

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: **0117 963 8086**

Email: **bristol.branch@ssafa.org.uk**

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

Organisations (A-Z)

Stand Against Racism & Inequality (SARI)

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.

Call: **0800 171 2272**

Email: **sari@sariweb.org.uk**

Online: **sariweb.org.uk**

Social: **@SARlcharity**

St Anne's Winter Shelter (St Mungo's)

Winter shelter for 30 people, open from October to March. Includes a combination of women only and mixed dormitories, as well as space for couples. To access the shelter you need to be referred (see page **43** for details).

Email: **info@mungos.org**

Online: **mungos.org**

Organisations (A-Z)

St Luke's Church, Barton Hill

Twice-weekly drop-in from 11am to 1pm on a Wednesday and Sunday. Providing tea and coffee, pool, table tennis, toilets and hot food. The drop-in is open to everyone and dogs are welcome.

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

Online: **stlukesbartonhill.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. The outreach programme is every Wednesday 19:00 - 21:30 and provides 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.

Visit: **E5 Kings Centre, BS2 8AZ**

Call: **0117 923 2847**

Email: **office@elimbristol.org**

Online: **elimbristol.org**

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 Saturdays 12:00 to 13:00 in **St James' Park, The Haymarket BS1 3NZ** and on Thursdays 19:00 - 20:00 on **College Green BS1 5TJ**.

Email: **streetvetbristol@gmail.com**

Online: **streetvet.co.uk**

Organisations (A-Z)

Streetwise Project

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.

Call: **07827 979 647**

Email: **richard.hawkridge@bristol.gov.uk**

The Park Bench

Library for people experiencing homelessness. We are running a library service at Bristol Methodist Centre (**pg 55**) every Wednesday morning at 10:30 and an evening session at Logos House on Thursdays between 18:00 and 19:00.

Email: **theparkbenchbristol@gmail.com**

Online: **theparkbench.org.uk**

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**

Wild Goose Drop-In Centre (Crisis Centre Ministries)

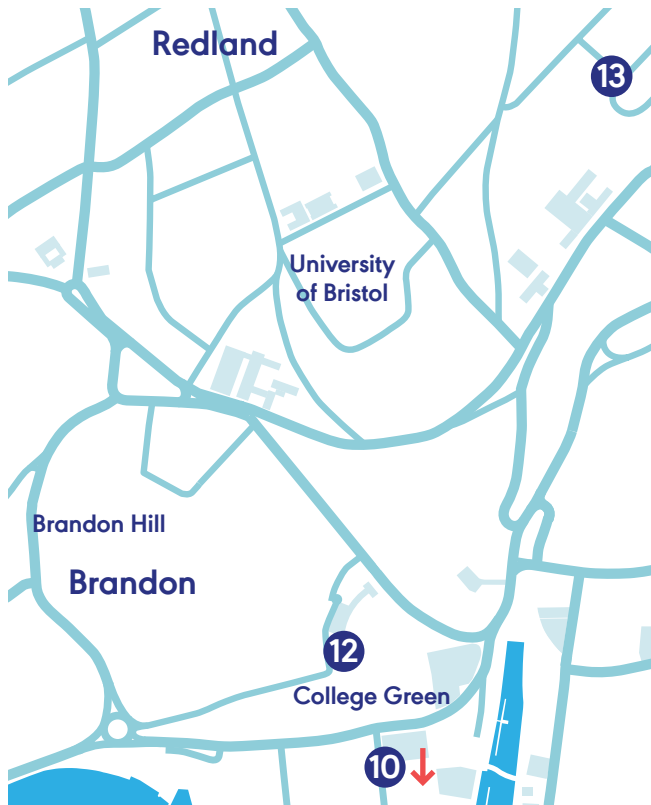
Provides free hot meals, shower facilities, clothing and toiletries four days a week and an evening meal six nights a week for those in extreme poverty and need. The centre also serves as a hub signposting to appropriate voluntary and Council services for service users.

Visit: **32 Stapleton Road BS5 0QY**
Call: **07941 414 425** or **0117 405 7116**
Email: **mick.connolly@crisis-centre.org.uk**
Online: **crisis-centre.org.uk/content/wild-goose**

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 0BJ
- 5 The Wild Goose Drop-in Centre,**
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 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 DHI Central Treatment Hub,** E5 King's Centre, 16-18 King
Square BS2 8JL
- 14 DHI Peer Support Hub, 2 Brunswick Square,**
2 Brunswick Court, Upper York St BS2 8PE

Map



Map



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Bristol's Homelessness Stats

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

3% are at immediate risk by sleeping on our streets

Connect people with local support wherever you see someone at risk or currently experiencing homelessness

Help build a caring city

TAP 

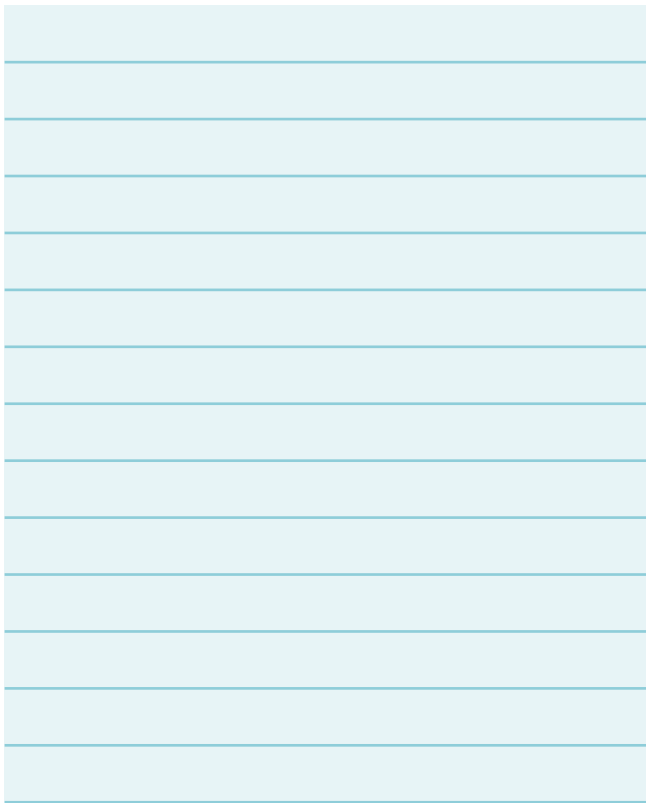
FOR BRISTOL

Help make
Bristol the city
that solves
homelessness

#TapForBristol  #BristolCares

www.tapforbristol.org

Notes




Notes



A large rectangular area with a light blue background and horizontal blue lines, intended for taking notes. The lines are evenly spaced and extend across the width of the page.

Notes





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



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[@CaringinBristol](https://www.instagram.com/CaringinBristol)



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