



CARING AT CHRISTMAS 2022

Supporting those experiencing homelessness at Christmas for over three decades

Proudly based in St Pauls and Old Market





Introduction

In 2022 Caring in Bristol ran the Caring at Christmas project for its 33rd year. Never have the relevance and need for our services been greater due to the increasingly challenging economic landscape we all face, nationally and locally.

The week-long pop-up day centre and delivery service ran from December 24th to December 30th providing hot food, support, compassion and vital supplies to those experiencing or at risk of homelessness in our communities.

Whilst the festive season can be seen as an exciting time for some, for many people Christmas is an acutely difficult time due to a lack of safe housing options. With most services closing down at Christmas many can feel isolated and frightened. However, Caring at Christmas fills this gap through the kindness and generosity of hundreds of volunteers and the dedication of hard working staff members. The project can be a vital support service for some of the most vulnerable people in our city.

The day centre at Trinity is highly regarded. Every guest, volunteer and partner that was interviewed following the project overwhelmingly regarded it as a positive initiative. Guests and volunteers expressed they felt clear benefits for their own mental and physical wellbeing.

“I feel respected.”

“One volunteer knew I was lonely and find talking difficult, and challenged me to a game of scrabble, when I was next in she remembered and had a scrabble board ready to play, the little things make you feel seen.”

“I can switch off.”





“This is paradise, I don’t have to walk around all day, I can sit and have coffee and tea brought to me.”

“I don’t have to make any effort.”

Staff / volunteers are accessible, attentive, and available

“I am being cared for.”

Staff/ volunteers are understanding and responsive to guests' needs.

“It’s a one stop shop.”

Almost everything they need is under one roof in one place.

“I can maintain or make friendships.”

There is a safe, managed space.

Meeting 'Christmas needs'

The day centre is highly regarded. Every guest, volunteer and partner interviewed experienced it as an overwhelmingly positive initiative.

Guests **AND** volunteers both felt there were clear benefits for their own mental and physical wellbeing. Around half of the guests had attended previously. They said they would come again next year.

It is important to acknowledge Christmas as being central to the day centre's offer. Christmas does "feel different" to other periods during the year. Guests feel they are "supposed" to:

- **Eat well**
- **Meet family/friends over the Christmas period.**

Most of those facing homelessness who use the day centre service have difficulties finding good quality food, and had few family/friends to meet. The day centre is effective at fulfilling these two needs during the Christmas period.

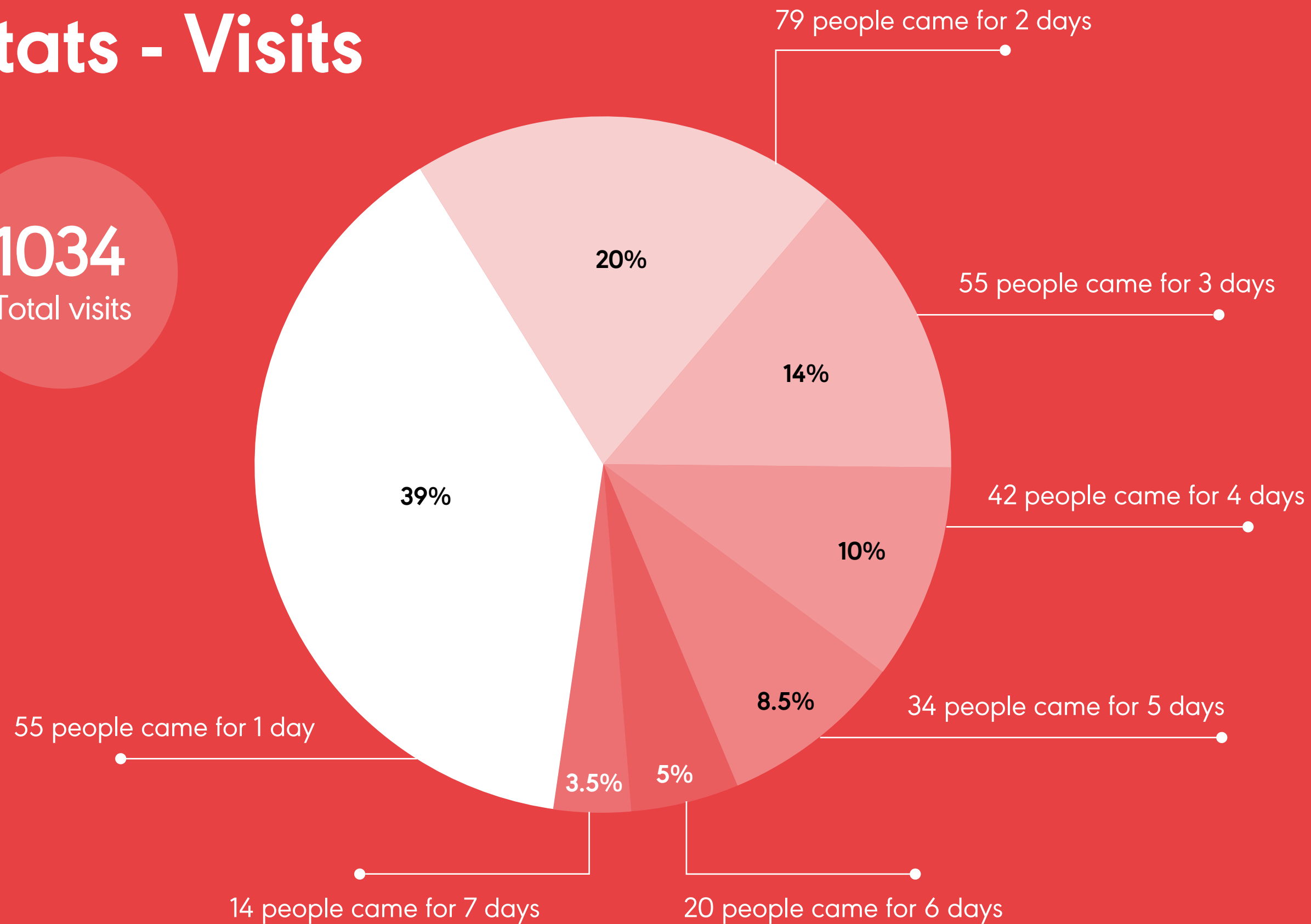
The requirement for services:

- **Rough sleepers:** Most focused on food (hot and pantry), warmth and crisis services e.g. medical attention, short-term housing
- **Those in more precarious accommodation:** Most focused on food (pantry), entertainment (movies), healthcare/ wellbeing (St John, Samaritans, GP, Haircut, massage), housing, employment
- **Less precarious accommodation:** Most focused on the atmosphere, people, entertainment, maintaining and creating friendships

Stats - Visits

1034

Total visits



80

sleeping kits
provided



1440

meals provided



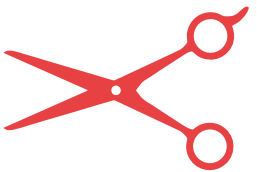
200

hampers
delivered

Stats - Extra Support

Partner organisations we worked with

SJA
St. Mungos
Cocaine Anonymous
BDP
Samaritans



33

haircuts given

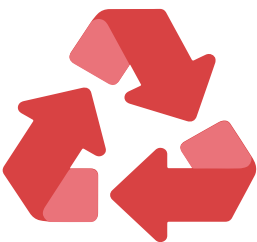


100+

massages given

Our Caring Handbook, which is sponsored by our partners at Burges Salmon along with our Housing Support Handbook were very effective resources at the centre, allowing volunteers to provide information easily and accurately.

Both these resources were also provided to any guests that required them helping to provide advice and signposting where necessary.



5

tonnes of
food diverted
from waste

About our 462 volunteers and the service...

Our guests said:

“Attentive to your every need, make you feel special.”

“Respectful, know when to leave you alone, know when you want a chat.”

“Do not pass judgement.”

“It provides me with consistency, I can rely on it. I know when it will be, where it will be and what it offers me.”

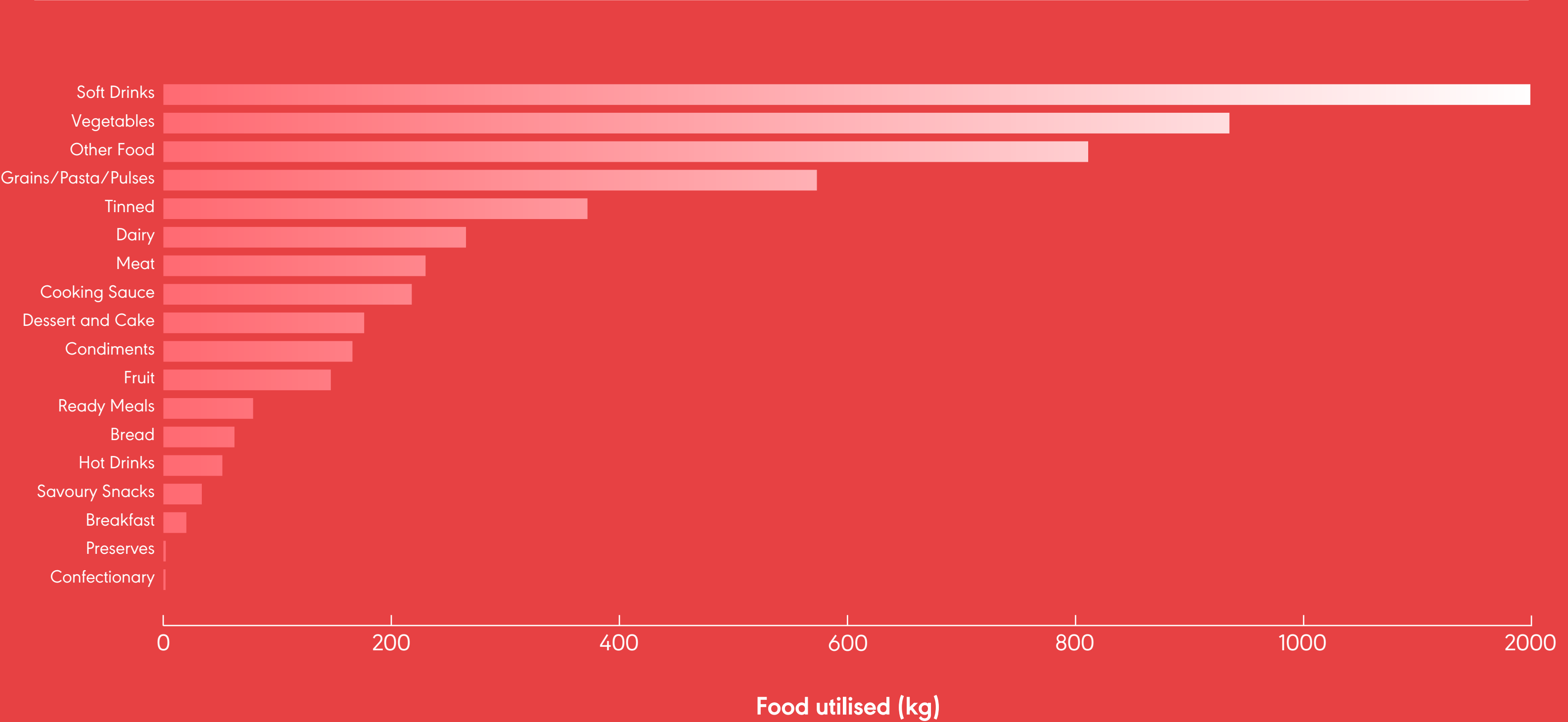
“Do not discriminate.”

“Are loyal, they will remember you.”

“Make you feel safe.”

Stats - Food Utilised

September to December 2022, FareShare Southwest supplied the below foods to support Caring at Christmas.



Stats - Food Utilised

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Product Department	Food utilised (kg)	Food utilised (Tonnes)	Food utilised meal equivalents
Bread	59.60	0.06	141.91
Breakfast (Cereal)	19.25	0.02	45.83
Condiments	158.48	0.16	377.34
Confectionary	1.82	0.00	4.32
Cooking Sauce	208.20	0.21	495.72
Dairy	253.65	0.25	603.94
Dessert and Cake	168.30	0.17	400.72
Fruit	140.35	0.14	334.17
Grains/Pasta/Pulses	547.77	0.55	1,304.24
Hot Drinks	49.43	0.05	117.69
Meat	219.77	0.22	523.27
Other Food	775.18	0.78	1,845.70
Preserves	2.00	0.00	4.76
Ready Meals	75.20	0.08	179.05
Savoury Snacks	32.20	0.03	76.67
Soft Drinks	1,145.80	1.15	2,728.15
Tinned Food	355.48	0.36	846.39
Vegetables	893.56	0.89	2,127.57
Total	5,106.03	5.11	12,157.46

A big thank you to...

Food partners

- Team Canteen
- Team Love
- Emmeline
- Salt + Malt
- Nadu
- Bianchi's
- Pony and Trap (Josh Eggleton)
- Root
- Square food foundation
- Pump house
- Box E
- St. Monicas Trust

Donations & Gifts

- Mango Consulting
- Jolly Hog
- Yeo Valley
- Community Farm
- Essential Trading
- Textile Cotton Company
- Aardman Animations



A big thank you to...

Caring at Christmas Donations

- Lettus Grow
- MBDA
- Echoic Audio
- Bright Event Management
- Mango Creative
- Offspring Films
- Set a side Storage
- Leggwork
- Netitude
- Cryer and Coe
- Immediate Media
- Box Makers Yard
- Harold Stephens
- Shield Services Group
- Elmtree Garden Contractors
- Brunel pi
- Limbs & Things
- Clifton Rentals
- SLX
- Dr Fox
- Sharkfin Consulting
- Natracare
- Epoch
- Hunt Lancaster
- Direct Line Group
- Showcase PR
- Nexus Planning
- Hugo's Greengrocer



Community Groups that donated to the campaign

- Redmaid's High School
- Pink Elephant Club
- Gassworks Choir
- St Mary Church Leigh Woods
- Rotary Club of Bristol Breakfast
- Bristol Masons
- Lions Club of Thornbury
- St Michaels Church
- Chew Magna and Yeo Baptist Church
- Heartwood Chorus
- Newtown Park Brewery Cycle Club
- St Mary's Church Redcliffe
- Christchurch Clifton
- Church of St Bridgets



Caring in Bristol

The Night Shelter / 14 Little Bishop Street / St Pauls, Bristol, BS2 9JF / Tel: +44(0)117 924 4444 / info@caringinbristol.org.uk
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