



Caring in Bristol Handbook

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

Julian Trust
Night Shelter

2024

Produced by Caring in Bristol
With support from

The Bristol
Soup Run
Trust

BillyChip[®]
Compassion. Connection. Choice.

 **BRISTOL CITY CENTRE
Business
Improvement
District**



If you are concerned about someone over the age of 18 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'**
















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Timetables: Always check times/availability as they may change.

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Note to the reader

We do our best to ensure all information in this book is correct at the time of production; however, it may become out of date.

Young People 16-24

- If you are under 21 and are currently homeless or at risk of homelessness you can self-refer to Bristol Youth Maps.
- Support for those 22-24 is by professional referral only*, this is for people with significant support needs.

Bristol Youth MAPS (p38)

Drop in: Monday-Friday

9am-5pm



**Nelson House,
Nelson St,
BS1 2JT**



0800 0354213

bristol youthmaps@1625ip.co.uk

*To refer a young person:
1625ip.co.uk/get-help/bristol-youth-maps-web-referral-form-for-professionals/

Council Services

At risk of becoming homeless?

If you are homeless or at risk of losing your home within **56 days**, your starting point is the council's Homelessness Prevention Team at the Citizen Service Point it could mean you are owed a "prevention duty" by the council to help prevent your situation from turning into a homelessness crisis.



100 Temple Street BS1 6AG.

You can call them on **0117 352 6800**



Opening hours: 9am - 5pm: Monday, Tuesday, Thursday and Friday

10am - 5pm: Wednesday

Rough sleeping?



**Contact the St Mungo's Street
Outreach Team**

0117 4070 330 (Mon-Fri, 9am-5pm)
bristolspot@mungos.org

Out of hours, please leave a message and they will aim to respond to you on the next working day.

If you are in immediate need out of hours, you can contact the Emergency Duty Team after 5pm and on weekends.



01454 615 165

The Street Outreach team host drop-in assessments for new clients at 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.

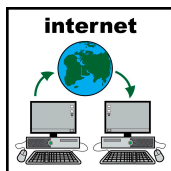
You can contact **Bristol City Council's Homelessness Prevention Team**



0117 352 6800

Drop-in Services

There are some drop-in services available where you can access services such as hot food, showers, WI-Fi. **Always check times/availability as they may change.**



The Wild Goose Café (pg 78)

32 Stapleton Rd, Easton,
Bristol BS5 0QY
07941 414425

BOSH (pg 47) 1 Alfred St, St
Philip's, Bristol BS2 0RF
01174 520378

Bristol Methodist Centre (pg 46)

Lincoln St, Bristol BS5 0BJ
0117 955 5606

Other drop-in services available see pg 8 for more details.

Housing Advice

Housing Matters (pg 59) 0117 9351260

Shelter (pg 67) 0808 800 4444

Bristol Law Centre (pg 46) 0117 924 8662

Bristol Youth Maps (pg 38)

(if you are under 22) 0117 332 7111



*For detailed housing advice see **Caring In Bristol's Housing Support Handbook**: <https://brs.tl/HShandbook>*

Legal Advice

Bristol Law Centre (pg 46) 01179248662

Citizens Advice Bristol (pg 53) 0808 278 7957

St Pauls Advice Centre (pg 73) (Basic Level Advice) 0117 955 2981





Homelessness Pathways ^{1/2}

Homelessness Pathways are ways of supporting single adults at risk of homelessness to access 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 gender, led by Second Step
- **Pathway 3:** women only, led by St Mungo's
- **Pathway 4:** substance misuse treatment accommodation, led by (Ara)

Homelessness Pathways

2/2

In order to qualify for help you must:

1. Be homeless OR at risk of homelessness in next 56 days
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:

- Ara (Call) 0330 1340 286
- Visiting one of the following BDP drop-ins (see below):

Drop-in Sessions (for referral to Pathway 4)

BDP at Longhills	Thursday	10:00 - 12:00
BDP at Stonebridge Park	Monday	10:00 - 12:00
BDP at Logos House	Friday	10:00 - 12:00
Ara Kings Court, 11 King Street, BS1 4EF	Wednesday	14:00 - 15:30
BDP at Wick House	Tuesday	11:00 - 12:00

Day Centres

These services offer a safe space and support for people experiencing homelessness. Additionally, there are several other services available at these locations at certain times. **Always check times/availability as they may change.**

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre pg 46	10:00 15:00	10:00 15:00	10:00 15:00	13:15 15:00			
The Wild Goose pg 78	09:30 14:00		09:30 14:00	09:30 14:00	09:30 14:00		
BOSH Outreach Cafe pg 47		09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	10:00 11:30	10:00 11:30
Borderlands pg 43 RAS*	10:00 14:00	10:00 14:00					
Bristol Hospitality Network pg 45 RAS*	10:00 14:00		10:00 12:00 **				
Helping Homeless Believe pg 58		09:00 17:00					
The Free Talk pg 57	10:00 19:00	10:00 19:00	10:00 19:00	10:00 19:00	10:00 19:00		

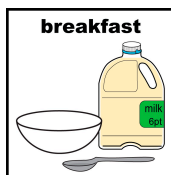
To find out more look at the organisation section starting on page 48.

*RAS: Refugee & Asylum Seeker Only

**By Appointment only

Breakfast

These services offer free or cheap meals. Some are eat-in venues, others provide takeaway in various locations. Always check times/availability as they may change.

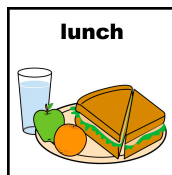


Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
The Wild Goose pg 78	09:30 10:30		09:30 10:30	09:30 10:30	09:30 10:30		
Bristol Methodist Centre pg 46	10:00 11:00	10:00 11:00	10:00 11:00				
Street Church Coffee Morning pg 74					10:30 11:45		
BOSH Outreach pg 47	09:00 10:00	09:00 10:00	09:00 10:00	09:00 10:00	09:00 10:00	10:00 11:00	10:00 11:00
Borderlands pg 43 RAS*	From 10:00	From 10:00					
Kings Kitchen pg 60		06:00 09:00					
The Free Talk pg 57	From 10:00	From 10:00	From 10:00	From 10:00	From 10:00		

9 *RAS: Refugee & Asylum Seeker Only

Lunch

Always check times/availability as they may change.



Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
The Wild Goose pg 78	12:00 - 13:30		12:00 - 13:30	12:00 - 13:30	12:00 - 13:30		
Bristol Methodist Centre pg 46	12:30 - 13:30	12:30 - 13:30	12:30 - 13:30				
FoodCycle pg 56			18:30			13:00	
Refresh Café pg 64			10:00 - 13:00				
Borderlands pg 43 RAS*		13:00 - 14:00					
Bristol Hospitality Network pg 45 RAS*	13:00 - 14:00						
The Free Talk pg 57	From 10:00	From 10:00	From 10:00	From 10:00	From 10:00		

Dinner 1/2

Always check times/availability as they may change.



Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Julian Trust Night Shelter pg 60	20:00 21:30	20:00 21:30	20:00 21:30		20:00 21:30		
Soup Run Trust @ Pip 'n' Jay pg 50	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 @ St. Mary Redcliffe pg 50	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 56					19:00 20:00		19:00 20:00

**Contact for exact times*

Dinner

2/2

Always check times/availability as they may change.

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Roots Street Team pg 65				19:00 - 20:00			
Helping Homeless Believe pg 58		19:00 - 20:00				19:00 - 20:00 **	
Street Church pg 74			19:30 - 21:00				
Street Life pg 73						18:00 - 19:00	
Soul Food pg 68			17:30 - 19:00				

***Last Saturday of the Month*

evening meal



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

Always check times/availability as they may change



Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre pg 46	10:00 14:30	10:00 14:30	10:00 14:30	10:00 14:30			
Julian Trust Night Shelter pg 60	20:00 21:30	20:00 21:30	20:00 21:30		20:00 21:30		
The Wild Goose pg 78	09:30 14:00 **		09:30 14:00 **	09:30 14:00 **	09:30 14:00 **		
Borderlands pg 43 RAS*	10:00 14:00	10:00 14:00					
Help Bristol's Homeless pg 58***	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00		
Helping Homeless Believe pg 58		12:00 18:00					

***Please call ahead to arrange

**Services are based on a booking in procedure with staff

*RAS: Refugee & Asylum Seeker Only

Laundry

Always check times/availability as they do change.



Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre pg 46 RSO*	10:00 - 14:30	10:00 - 14:30	10:00 - 14:30	10:00 - 14:30			
Julian Trust Night Shelter** pg 60	20:00 - 21:30	20:00 - 21:30	20:00 - 21:30		20:00 - 21:30		
The Wild Goose pg 78 ***	09:30 - 14:00		09:30 - 14:00	09:30 - 14:00	09:30 - 14:00		
Helping Homeless Believe pg 58		12:00 - 18:00					

***Rough sleepers only**

****Residents only**

*****Services are based on a booking in procedure with staff**

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
- Always check times/availability as they do change.

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
The Wild	09:30		09:30	09:30	09:30		
Goose pg 78	14:00		14:00	14:00	14:00		

Toilets **Always check times/availability as they may change.**

2/2

***People accessing services only**

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre pg 46	10:00 15:00	10:00 15:30	10:00 15:30	13:15 15:00			
Julian Trust Night Shelter pg 60	20:00 21:30	20:00 21:30	20:00 21:30		20:00 21:30		
FoodCycle pg 56			18:30 20:30			13:00 14:30	
Borderlands pg 43 RAS*	10:00 14:00	10:00 14:00					
BOSH pg 47		09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	10:00 11:30	10:00 11:30
The Free Talk pg 57	10:00 19:00	10:00 19:00	10:00 19:00	10:00 19:00	10:00 19:00		

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



Clothes ^{1/2}

Always check times/availability as they do change.

These services provide free clean clothes to people experiencing homelessness.

Many organisations listed also provide blankets and sleeping bags.



Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Help Bristol's Homeless pg 58						19:00	
Street Church pg 74			19:30 21:00				
Emmaus Bristol pg 55	10:00 16:30	11:00 16:30	10:00 16:30	10:00 16:30	10:00 16:30	10:00 16:30	
Street Life pg 73						18:00 19:00	
BOSH Outreach pg 47		09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	10:00 11:30	10:00 11:30

***RSO: Rough Sleepers Only**

Clothes

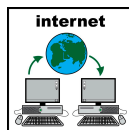
Always check times/availability ^{2/2}
as they do change.

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre pg 46 RSO*	10:00 15:00	10:00 15:00	10:00 15:00	13:15 15:00			
Julian Trust Night Shelter pg 60	20:00 21:30	20:00 21:30	20:00 21:30		20:00 21:30		
The Wild Goose pg 78	09:30 14:00		09:30 14:00	09:30 14:00	09:30 14:00		

clothes



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. Always check times/availability as they do change.

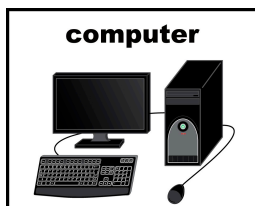
Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
The Wild Goose pg 78	09:30 14:00		09:30 14:00	09:30 14:00	09:30 14:00		
Bristol Methodist Centre pg 46	10:00 15:00	10:00 15:00	10:00 15:00	13:15 15:00			
One25 Health Hub pg 64 WO	12:30 15:30	12:30 15:30	12:30 15:30				
The Free Talk pg 57	10:00 19:00	10:00 19:00	10:00 19:00	10:00 19:00	10:00 19:00		

***WO Women Only**

WIFI & Computer Access

2/2

Always check times/availability as they do change.



Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Central Library pg 43	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 73	10:00 14:00	10:00 14:00	10:00 14:00	10:00 14:00			
BOSH Outreach pg 47		09:00 17:00	09:00 17:00	09:00 17:00	09:00 17:00	10:00 11:30	10:00 11:30
Borderlands pg 43 RAS*	10:00 14:00	10:00 14:00					

*RAS: Refugee & Asylum Seeker Only

Telephones & Phone Charging

Always check times/availability as they do change.

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Bristol Methodist Centre* pg 46	10:00 15:00	10:00 15:00	10:00 15:00	13:15 15:00			
The Wild Goose pg 78	09:30 14:00		09:30 14:00	09:30 14:00	09:30 14:00		
The Free Talk pg 57	10:00 19:00	10:00 19:00	10:00 19:00	10:00 19:00	10:00 19:00		

*Phone use available



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 33/34** for other mental health helplines.



Mental Health Support

2/2

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Assertive Contact and Engagement Service (ACE) pg 71	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00	10:00 16:00		
Bristol Sanctuary* pg 49	16:00 01:00	16:00 01:00	16:00 01:00	16:00 01:00	16:00 01:00	16:00 01:00	16:00 01:00
Off the Record pg 63 YP+	16:00 19:00					10:00 13:00	
VitaMinds** pg 77	08:00 20:00	08:00 20:00	08:00 20:00	08:00 17:00	08:00 17:00		

+YP: Service for 11-25 year olds.

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

****Call/online for self-referral**

Health & Dental Care ^{1/3}

You can visit the Homeless Health Service at the Compass Centre (pg 59) to find out what health services are available to you.

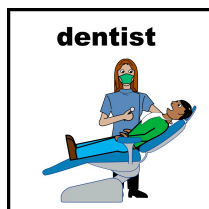
Open sessions run Monday to Friday on a drop-in basis. You can also make appointments for specific services at the reception, open 09:00-17:00 Monday-Friday.

For urgent dental care ring **111**. Contact your dentist first if you are registered with one.

Bristol TB Nurses (**pg 51**) 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 Mon, Tue & Thu
- Wed 08:30-18:00 (closed 14:00-15:00)
- 08:30-13:00 Friday
- 08:30-12:30 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 78			14:00 - 16:00				
BDP Clinic pg 44				15:00 - 19:30			
Wet Clinic @ Compass Centre pg 59			14:00 - 16:00				
Women's Clinic @ One25 pg 64	12:30 - 15:30		12:30 - 15:30				

Health & Dental Care

3/3

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Homeless Health @ Compass Centre* pg 59	14:00 16:00	10:00 12:00	10:00 12:00	14:00 16:00	09:45 11:45		
Homeless Health @ Compass Centre* pg 59	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 59	10:00 14:30	10:00 14:30	10:00 14:30	10:00 14:30	10:00 14:30		

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



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) (pg **44**), Bristol Specialist Drug & Alcohol Services (BSDAS) (pg **50**) & Developing Health & Independence (DHI) (pg **54**).

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 (pg **44**)

Prism LGBTQ+ support (pg 45)

Drugs & Alcohol Support 2/2

Provider	Mon	Tue	Wed	Thu	Fri	Sat	Sun
DHI (call as above) pg 54	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00		
BDP Health & Harm Reduction Centre pg 44	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*			11:00 - 13:00				
BDP 50+ Group*			16:00 - 18:00		14:00 - 16:00		
The Free Talk Recovery meeting pg 57			17:00 - 19:00				
Homeless Health Centre @ The Compass Centre pg 59	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00		

***Contact BDP first for a referral to these sessions.**

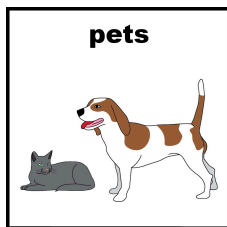
Animals

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

The Hope Project by **Together Through Homelessness** (pg 76) 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. Check website for phone-line open times.

There is also an online directory of dog-friendly homelessness services: **dogstrusthopeproject.org.uk/help-with-dog-friendly-services/service-search**

StreetVet Bristol (pg 83) Meet the first two Saturdays of the month from 11:00 -12:30, in St James Park, The Haymarket, BS1 3NZ.






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 project includes an open-access day centre, from 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**



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 Pauls Advice Centre (pg 73) – 0117 9552981

Citizens Advice Bristol (pg 53) – 0808 2787957

JCWI Irregular Migrants Helpline:

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

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



Borderlands (pg 43) provide support for any vulnerable 31 migrants.



Refugees & Asylum Seekers

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 refugees and asylum seekers.

The following organisations provide services to refugees and asylum seekers. You can find further information including opening times and contact information by following the page numbers listed below.



Bristol Hospitality Network (pg 45)

Borderlands (pg 43)

British Red Cross - Refugee Support (pg 52)

Aid Box Community (pg 39)

Bristol Refugee Rights (pg 48)

ACH Ashley Community Housing (pg 38) - provide specialist housing support for refugees.



Helplines

Shelter (pg 67) Emergency Helpline

Helpline for housing advice.

Call: **0808 800 4444** (08:00 - 18:00 Mon-Fri excl. Bank Holidays)

St. Mungos Duty Line For information on how the Street Outreach Team can support you if you are sleeping rough.
Call: **0117 407 0330** (09:00-17:00, Mon-Fri)

Helping Homeless Believe (pg 58) 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)

Samaritans Helpline for emotional support
Call: **116 123** (24 hours a day, 7 days a week)
Email: jo@samaritans.org
Online: [samaritans.org](https://www.samaritans.org)

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: [thecalmzone.net](https://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

Bristol MindLine (pg 47) Information and support for people in distress/in need of mental health support.
Call: **0117 203 4419** (19:00 - 23:00 Wed to Sun)

Forcesline (pg 69) (**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** (09:00 - 23:00, 7 Days)

Text: **116 000** (09:00 - 23:00, 7 Days)

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

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

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: **ukna.org**



Helplines

Bristol Drugs Project (pg 44)

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: **bdp.org.uk**

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@gamblersanonymous.org.uk**

Online: **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 (pg 66) Sexual abuse helpline

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

(Out of hours Service available 24hrs)

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

Online: **safelinksupport.co.uk**

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

NextLink (pg 63) Domestic Abuse Helpline

Call: **0800 4700 280**

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

(Out of hours Service available 24hrs)

Online: **nextlinkhousing.co.uk**

(Online Chat 10:00 - 16:00 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

SARSAS (Somerset & Avon Rape & Sexual Abuse Support) Freephone helpline and email support for anyone who has experienced rape, sexual assault or sexual abuse at anytime in their life. These lines are open to all. Girls, boys, women and men. Trans and non-binary callers are welcome.

Call: **0808 801 0456**

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

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

Online: **sarsas.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**

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: **thebridgecanhelp.org.uk**



Organisations (A-Z)

1625 Independent People

Bristol Youth MAPS: Supports local young people aged 16-21 (and to some 22-24) 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: **bristolyouthmaps@1625ip.co.uk**
Online: **1625ip.co.uk/get-help**



Ashley Community Housing (ACH)

Provider of resettlement services for refugee and newly arrived communities in the UK. Providing 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

Provide practical aid and community to refugees and asylum seekers in Bristol. Services include; a Free Shop open for appointments on Mon, Tue and Thu 10:30 - 15:30, a service that connects a local volunteer with someone settling in Bristol for friendship & support and a signposting guide for refugees and people seeking asylum on their website that is accessible in 10 different languages: aidboxcommunity.co.uk/refugee-support

Visit: **174b, Cheltenham Road, BS6 5RE**

Call: **0117 336 8441**

Email to book appointment: **freeshop@aidboxcommunity.co.uk**

Online: **aidboxcommunity.co.uk**

Ara Gambling Service

Ara are the National Gambling Support Network (NGSN) provider for Bristol and the South West. They deliver free and confidential advice, counseling and other support to people suffering gambling harms and those affected.

Call: **0330 1340 286** (if you reach answerphone for immediate help, call The National Gambling Helpline: **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 reception to self-refer and to find out about referral criteria.

Call: **0330 1340 286**

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





Organisations (A-Z)

Beloved

Support for women involved in the indoor sex industry, whether in a massage parlour, online or from home. They offer practical, emotional and spiritual support and can meet you where you are. Contact their trained casework team Mon- Thurs.

Call: **07541366577** Email: **info@beloved.org.uk**
Online: **beloved.org.uk** Instagram: **beloved.bristol**



The Big Issue



Provide 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. Also providing support for digital & financial inclusion, getting a bank account and obtaining identification.

Visit: **1 Upper York Court, Upper York Street BS2 8QF**
Drop-in 8:30-14:00 (Mon-Fri)
Call: **0117 942 8538**
Email: **hattie.greenyer@bigissue.com**
Online: **bigissue.com**

Organisations (A-Z)

Billy Chip

BillyChips can be redeemed in many cafes across Bristol and Bath for takeaway food and drink, all participating outlets have a window sticker in their entrance to show they are part of the scheme. All outlets can also be found using the QR code below via a smartphone.

Email: info@billychip.com

Online: billychip.com





Organisations (A-Z)

Borderlands

Offer a drop-in centre for refugees and asylum seekers to access food, warmth, English classes and information. Visit:



The Assisi Centre, Lawfords Gate BS5 0RE

Email: hello@borderlands.org.uk

Call: **0117 904 0479**

Online: borderlands.uk.com

Bristol Central Library



Access to computers (2hr limit), internet, photocopiers, general information and signposting to local services available.

Visit: **College Green BS1 5LT**

Call: **0117 903 7250**

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

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. 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/](http://inhope.uk/our-activities/managed-activities/bristol-churches-winter-night-shelter/)



Organisations (A-Z)

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**

Call: **0117 987 6000**

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

Online: **bdp.org.uk** (With Online booking service)



BDP Diverse Communities Link Worker

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

Call: **0117 987 6000**

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



Organisations (A-Z)

BDP Prism LGBTQ+ Support

A weekly drop-in providing dedicated LGBTQ+ 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**



Bristol Hospitality Network (BHN)

A local charity set up in solidarity with refugees and asylum seekers. Providing accommodation, support and a weekly drop-in centre for asylum seekers facing destitution. Also providing maths and English lessons Mon 11-1pm and other volunteering opportunities.

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



Provide specialist legal advice and representation to people who could not otherwise afford access to justice. Office open Mon-Fri 09:30-16:30 for drop-in enquiries. They cannot offer any legal advice to drop-ins, but can signpost, refer help-seekers to their legal teams, or book them into their legal advice clinic. The legal advice clinic is run on an appointment basis and offers free initial advice on family, employment, and civil litigation matters from volunteer solicitors.

These appointments are held over the phone.

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

Call: **0117 924 8662**

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

Online: **bristollawcentre.org.uk**

Bristol Methodist Centre (soon to be Turnaround Bristol)

Offers a safe-space, support and a variety of services to people experiencing homelessness. Visit:

Lincoln Street, Lawrence Hill BS5 0BJ

Call: **0117 955 5606**

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



Organisations (A-Z)

Bristol Mind

Promote a positive view of mental health and provide services that are accessible, relevant and empowering to people using them. Services including advocacy, counselling and training. Their information and Signposting line is open 09:30 - 12:30, Mon to Fri

(excluding bank holidays).

For details of their helpline 'Mindline' see pg 34.

Visit: **St. Brandon's House, 29 Great George St, BS1 5QT**

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

Call: **0117 9800370**

Online: **bristolmind.org.uk**



Bristol Outreach Services for the Homeless (BOSH)

Provide advocacy, support, free food and other basic necessities to people experiencing homelessness in Bristol. Food available all day, 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**

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

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



Organisations (A-Z)

Bristol Refugee Rights

Work 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 Mon, Tue 10:00 - 13:00. Please provide your name and phone number. They will call you back when they can. If you need an interpreter, tell them which language you speak.

Advice and Information Session (drop in) Wed 10:00-12:30 **Welcome (drop in)** Thu 10:00-12:30 They provide lunch, hairdressers, sewing/repairs and Wi-Fi/computer use at their Thursday drop in (for RAS only).

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



Is a place to come when you are in serious emotional distress. They 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. They 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**. They 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. Staff will carry out a triage over the first phone call before allocating the most appropriate support for the individual.

Call: **07709295661** (Every evening 16:00 - 01:00)
Email: **refer.sanctuary@nhs.net**



Organisations (A-Z)

Bristol Soup Run Trust

Offer sandwiches, snacks and supplies every night of the year.

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

St Mary Redcliffe Church **(Pump Lane, BS16RA)** @ 21:45

Call: **07731 403058**

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: **Campbell House, Montague Place, Bristol BS6 5UB**

Call: **0117 919 2345**

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 their 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 their office phone. They 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. They 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. They use interpreters. By appointment only, please call.



Call: British Red Cross Refugee Support Advice Line
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, 08:00 - 18:00. 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)

Citizens Advice Bristol

Provides free, confidential and impartial advice to anyone living in or passing through the city. They offer advice on a range of issues including housing, benefits and money problems. Phone line open Mon-Fri 9-5pm.

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

Call: **0808 278 7957**

Textphone: (for the hard of hearing) **0800 144 88 84**

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

Online: **bristolcab.org.uk** (web-chat available)





Organisations (A-Z)

Developing Health & Independence (DHI)

If you'd like help to address your alcohol or drug use, they offer a comprehensive range of support through the 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. If your postcode is South Gloucestershire then you need to contact SG authority.

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 0BE

Call: **0117 4400 540**

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



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



Organisations (A-Z)

Emmaus Bristol

Emmaus Bristol is a 24+ bed community with additional satellite houses for those experiencing homelessness, any gender or background, including some spaces for people with no recourse to public funds. 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. They also provide a food bank for homeless and rough sleepers at least once a week (so either on a Friday or a Sunday), between the hours of 7 and 8pm (same location are dinner service).



Email: info@feedthehomeless.org.uk

Online: feedthehomeless.org.uk



FoodCycle

Every Wed 18:30pm and Sat 1pm at the Wellspring Settlement they serve free 3 course veggie meals. No referral needed, children welcome.

Visit: **Wellspring Settlement, 43 Ducie Road, Barton Hill BS5 0AX**


Email: bristol@foodcycle.org.uk

Online: foodcycle.org.uk




Organisations (A-Z)

The Free Talk



Free Talk Intervention provide services for un-housed people, including advice, advocacy, warmth and food, amongst other things. Offering a community space from 10am-7pm Monday to Friday, with access to Homelessness support providing warmth, hot drinks, simple hot and cold food, a computer and phone (and charging), table tennis, art and creativity and advice on how to access and navigate essential services. They also run a weekly recovery group. Every day: Day Centre, Breakfast, Lunch, Wi-fi, Computer Access, Telephones and Phone Charging, 'Freehab' recovery regular meetings on Wednesday evenings 5-7pm.



Visit: **20-22 Hepburn Road, Bristol, BS2 8UD**

Call: **0117 403 4152**

Mobile: **07539004898**

Email: **info@thefreetalk.org**

Online: **thefreetalk.org**



Organisations (A-Z)

Help Bristol's Homeless



Provide emergency and temporary accommodation for people experiencing homelessness via referral from other homelessness groups and organisations or via emailing them.

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

Call: **01179663441** or **07710 267 758**

Online: **helpbristolshomeless.org**

Helping Homeless Believe (HHB)



They meet outside H&M every Tuesday evening at 19:00 and the last Saturday of each month handing out hot meals, snack packs, drinks, clothing and care packs. They also provide an emergency response for people who suddenly find themselves homeless and have a van where they can help people with moving their belongings should they find accommodation. They have a base in Kingswood where people can receive clothing, wash their clothing and shower every Tuesday.

Visit: **Britannia Rd, Kingswood, Bristol BS15 8DB** 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

Offer both drop-in and appointments for all services including doctors, nurses, podiatry, and dieticians. They 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.homelesshealth@nhs.net**

Online: **homeleshealthservice.co.uk**



Housing Matters (Bristol)

Provide free, confidential housing advice to anyone facing housing crisis or threatened with homelessness in Bristol. They 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**

Online: **housingmatters.org.uk**



Organisations (A-Z)

Julian Trust Night Shelter

Evening Service Open for Men and Women 18+ for free hot meal, showers and clothes. Overnight 12 bed spaces, referral by St Mungo's. No queuing.

Visit: **Guest entrance on Wilder Street**

Call: **0117 924 4604**

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

Online: **juliantrust.org.uk**



King's Kitchen



Serves a cooked breakfast and hot drinks every Tuesday morning from 06:00 - 09:00. They 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**



Organisations (A-Z)

Mentor Me (a project of Sixty-One)

Do you have a criminal conviction, but the goals and motivation to make a change for the better?

MentorMe supports men and women ready to live free of crime by matching them with trained volunteer mentors from across Bristol's Christian communities. Change can take time, but your mentor will listen - really listen - empowering you to set, work towards and achieve meaningful goals by providing personal support, accountability and guidance.

Call: **0117 403 7905**

Email: **info@sixty-one.org**

Online: **sixty-one.org/mentorme**



Organisations (A-Z)

Missing Link

Provides a range of by referral 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** (Mon-Fri 8:30-17:30)

(Out of hours service available)

Email: **enquiries@missinglinkhousing.co.uk**

Online: **missinglinkhousing.co.uk**



Help When You Need it by Missing Link

The Help When You Need It service offers outcome based support for women with practical and emotional support needs, living in Bristol.

Phone: **0117 925 1811 ext 2201**

Email: **enquiries@missinglinkhousing.co.uk**

Website: **missinglinkhousing.co.uk**

X: **@MissingLink_MLH**

Fb: **facebook.com/MissingLinkHousing**



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**

Email: **enquiries@nextlinkhousing.co.uk**

Online: **nextlinkhousing.co.uk**



Off The Record

Provide free self referral counseling 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**

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

Online: **otrbristol.org.uk**





Organisations (A-Z)

One25

Through their night outreach, health hub and casework services they offer holistic, person-centred support to women involved in street sex work. Women can self-refer by calling the number below, drop in to their health hub (no appointment necessary), or flag down their outreach van which aims to be out 7 nights a week. They also accept casework referrals from professionals. In their health hub, women can see a specialist nurse, sexual health nurse, and GP. They can also access essentials such as sanitary products, condoms, alarms, takeaway food bags, hot drinks and clothing. The health hub also supports women's wellbeing, offering a safe and welcoming place to rest. The outreach van offers food, warm clothes, condoms, harm reduction kits and safety advice. Their specialist caseworkers provide 1:1 support around domestic and/or sexual violence, housing, substance use and mental health. See their website for more details. See Pg 19 for drop in times.



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

Call: **0117 909 8832** (9-5 Mon-Fri) or **0800 612 5125** (out of hours)

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

Online: **one25.org.uk**



Refresh Cafe

Offer a peaceful friendly cafe with free meals for people experiencing homelessness, a food bank, a Prayer Room and supportive staff. Food bank and free hot meal 10:00 - 13:00 every Wed. Service provision due to increase, for up-to-date information, please get in touch.

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

Call: **07785900527** (Text preferred)

Email: **refreshbs3@gmail.com**

Online: **refreshbedminster.co.uk**



Organisations (A-Z)

Roots Street Team

Run a weekly static drop-in Thu from 19:00 - 20:00 on Champions Square. Providing 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](https://www.instagram.com/rootsstreetteam)



Royal British Legion



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



Organisations (A-Z)

SAFE Link

Specialist support service providing independent advice and support 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 the 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 between the hours of 09:00-17:00, Mon-Fri. They also have a Legal Team who can help you if you are eligible for Legal Aid. For example, they 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 their Legal Team, by calling **0344 515 1778*** (09:00 - 17:00, Mon-Fri). *this number is for legal appointments only.

Visit: **Brunswick Court, Brunswick Square,
Bristol, BS2 8PE, UK**
Online: **shelter.org.uk**

Sisters of the Church

Food service; small food parcels and drinks given out to those in need. Open Mon-Wed, 10:00 - 12:30. (Closed on Christian Holidays, call or check noticeboard for closures)

Visit: **82 Ashley Road BS6 5NT**
Call: **0117 941 3268**
Email: **bristoladmin@sistersofthechurch.org.uk**



Organisations (A-Z)

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: **279, Gloucester Road, BS7 8NY**

Email: **soulfood@babristol.org**

Online: **babristol.org/soulfood-1c**



Spring of Hope (InHope)

Spring of Hope is a women's night shelter which offers temporary, safe and warm accommodation for up to 8 women. Accommodation is provided by referral.

Opening hours: 10pm to 8am Day Services

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

Phone: **0117 405 7121** (office hours)

Mobile: **07990 715691** Out of hours, 10pm to 8am

(overnight emergency referrals only): **07539 5914356**

Online: **springofhope@inhope.uk**



Organisations (A-Z)

SSAFA Bristol and South Gloucestershire

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.

They 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 @SARIcharity
SARI is a service-user led charity that specialises in dealing with racism and all forms of hate crime. They 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 their website.



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)

St. Mungos Services

Assertive Contact and Engagement Service (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, 10:00 - 16:00)**

Email: **aceinbox@mungos.org**



North Star is a community based dual diagnosis service, providing positive engagement and mental health support. Staff support clients who are experiencing both mental health difficulties and drug/alcohol use, who are homeless or at severe risk of homelessness (including level one and two pathways). You do not need a mental health diagnosis to access the service, and clients can self-refer by coming to a drop in, or have a professional send in a referral form. They offer both group and individual support for people across the spectrum of readiness for change or stability, focused on building relationships and skill development to support onward referrals to specialist services when clients feel ready.

Online: **northstarreferrals@mungos.org**



Organisations (A-Z)

Recovery College

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 they can offer personalised support to reach your goals. All courses are free for St Mungo's clients. If you would like more information, please email to find out what's going on.

Email: bristolrecoverycollege@mungos.org



Rough Sleeping Prevention Service



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 them.

Call: **0117 911 4454**

Email: bristolrps@mungos.org



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

Provide free, independent and impartial legal advice to local people living or working in Ashley Ward and across East Bristol. They 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. Open 10 am to 2 pm Monday to Thursday.

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

Call: **0117 955 2981**

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

Online: **stpaulsadvic.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 19:30 - 21:00 the session 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 the 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

StreetVet is a national charity that fosters the human-animal bond by providing free accessible veterinary care and services to pets belonging to those experiencing homelessness across the UK. Anything that can be done in a veterinary consulting room their volunteer vets and veterinary nurses can do on the streets. StreetVet also provides pet essentials such as food, treats and other pet equipment.



They meet the first two Saturdays of the month from 11:00 -12:30, in St James Park, The Haymarket, BS1 3NZ

StreetVet Expectations of their Clients

- Clients can register a maximum of 2 pets
- Clients who intentionally breed their pet will become ineligible for support
- Clients must attend outreaches to access vet treatment, food, medication and essentials
- Clients must attend booked vet appointments and outreach within the allocated time
- Clients must make their own way to their vet appointment. A taxi can be offered if the pet or owner have mobility issues
- Vet appointments must be made by StreetVet
- StreetVet will not accept threatening or abusive behaviour towards their volunteers

Email: bristol@streetvet.org.uk

Online: Streetvet.org.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**

Together Through Homelessness

The Hope Project provides free veterinary care for dogs whose owners are experiencing homelessness or in housing crisis. There is an online directory of dog- friendly homelessness services: **dogstrusthopeproject.org.uk/help-with-dog-friendly-services/service-search**


Call: **020 7833 7611**

Email: **tth@dogstrust.org.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: **03332 001 893** (08:00 - 20:00 Mon-Wed)
(08:00 - 17:00 Thu-Fri)

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. Their 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. Please see timetables section or 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. At present, Wild Goose does not provide an evening service. Haircuts first Monday of each month 11am – 1pm.

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

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

Email: **wild.goose@inhope.uk**

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



Notes

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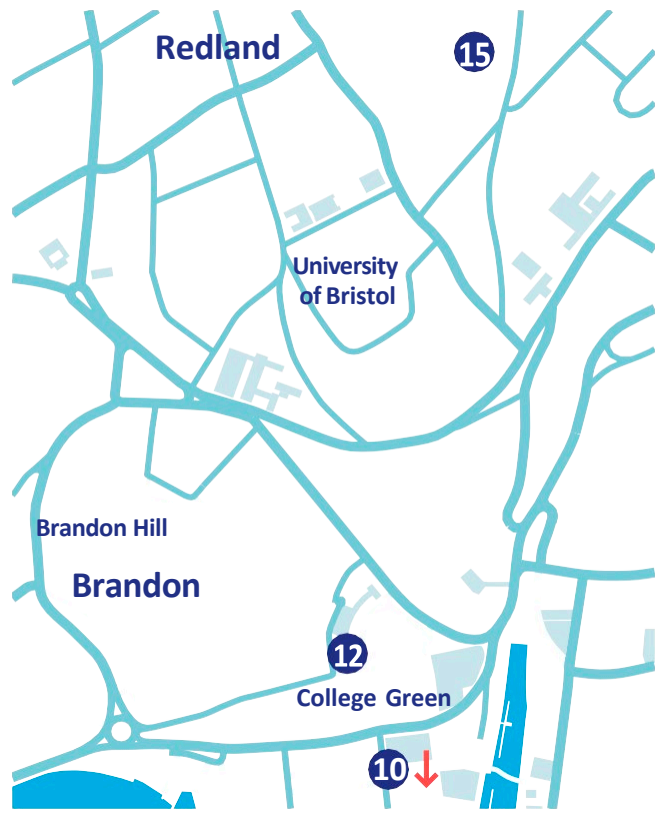


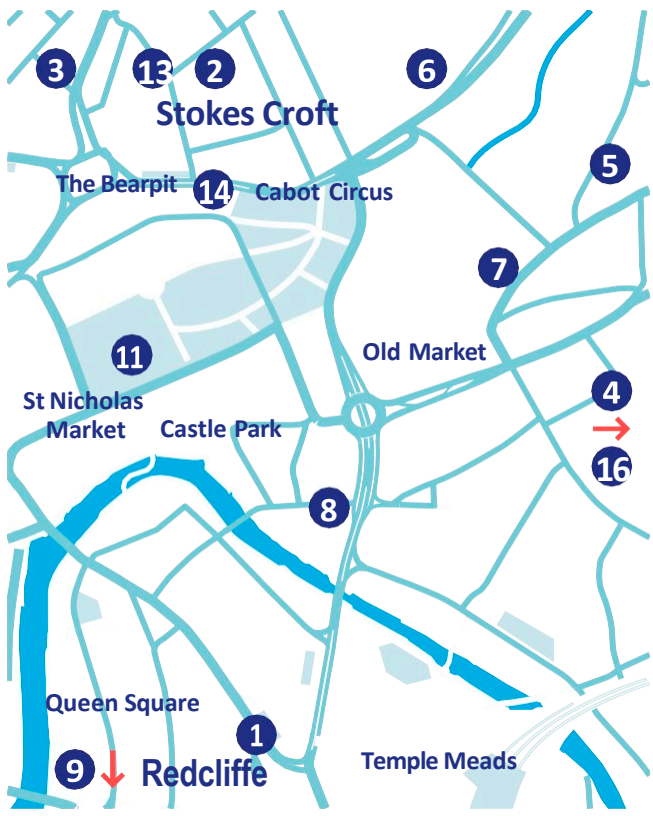
Map

- 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 (inHope),** 32 Stapleton Road BS5 0QY
- 6 One25,** The Grosvenor Centre,
138A Grosvenor Rd BS2 8YA
- 7 Borderlands,** The Assisi Centre BS5 0RE
- 8 Bristol Soup Run Trust,** Pip & Jay Church, Tower Hill BS2 0ET
- 9 Bristol Soup Run Trust,** St. Mary Redcliffe
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



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Bristol's Homelessness

Most 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.




Some are at immediate risk of being forced onto 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: StreetLink App
Contactless Donations TAP for Bristol locations
bristolcitycentrebid.co.uk/projects/tap-for-bristol/#locations



Caring in Bristol

We are a small independent charity dedicated to ending homelessness in our city. As well as **Caring at Christmas (37)**, we currently operate the following services. For more info on our projects visit caringinbristol.org.uk.

Our Projects:

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 Housing Matters Bristol.



Caring in 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. The project also manages a referral only emergency youth shelter

Bristol Goods - A membership-based food store providing affordable groceries to single adults. The service is aimed at people who are living with housing insecurity. This includes people worried about paying rent or rent arrears, facing eviction, overcrowding, damp & disrepair, sofa surfing or who've had relationship breakdowns or those who are sometimes sleeping outside.



TAP for Bristol

TAP for Bristol is an initiative from Bristol City Centre BID, supported by Redcliffe & Temple BID in partnership with Caring in Bristol.

In September 2019, Bristol City Centre BID launched TAP for Bristol, which has provided, 25 contactless donation points to-date throughout the city centre, raising vital funds to support prevention and emergency support for those at risk of, or currently experiencing homelessness.

Since the project began it has raised over £125,000 which is distributed to local Bristol charities, many of which are detailed within this handbook.

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

[TAPforbristol.org](https://www.tapforbristol.org)



Caring in Bristol

The Caring in Bristol Handbook

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