

# Survival 2018 -2019 Handbook

For homeless and vulnerable people in Bristol



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

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

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

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



## Acknowledgements

Produced in partnership with **Caring in Bristol**, **Arkbound Foundation** and **Bristol City Council**.

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

17th Issue 2018-2019



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## Introduction

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

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

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

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

All the information in this book was correct at the time of publishing; however, it may become out of date quite quickly. For the most up to date information, please visit the online version of this guide at **[bristolhomelessconnect.com](http://bristolhomelessconnect.com)**

*The Survival Handbook* is designed to be a resource for rough sleepers, with most of the services listed accepting self referrals and offering immediate help. For more information on these services, and others, please visit **[bristolhomelessconnect.com](http://bristolhomelessconnect.com)**

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

## **Support available in Bristol**

If you are sleeping rough you will need to engage with Bristol's homelessness services to help you find emergency accommodation, food, clothing, advice and other support. There are some open-access services available where you can simply turn up such as **The Wild Goose Café** or the **Bristol Methodist Centre**. Please be wary of the fact that some services are restricted to certain groups (e.g. women only, refugees or asylum seekers). Other services are only available by referral.

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

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

- The **Julian Trust** based on Wilder Street is a self-referral night shelter, which is open to everyone. See page 66 for details of opening times and services provided.

If you need help accessing Council Services (or simply accessing a computer) you can visit the **Citizen Service Point** at 100 Temple Street or contact the Housing Advice Team on **0117 352 6800**.

## Youth Homelessness

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

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

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

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

**Address:** Nelson House, Nelson St, Bristol BS1 2JT  
**Email:** [bristol youthmaps@1625ip.co.uk](mailto:bristol youthmaps@1625ip.co.uk)



## **Housing support from the Council**

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

### **(1): Immigration and residence conditions**

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

## **(2): Legally homeless**

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

### **The main housing duty**

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

- Have a priority need
- Be homeless through no fault of your own
- Usually have a local connection to Bristol

## **Housing support from the Council**

### **(3): Priority need**

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

### **(4): Unintentionally homeless**

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

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

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

## **(5): Local connection**

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

### **To sum up:**

You must meet all 5 conditions to qualify for longer-term housing. However, there is still support available if you only meet some of the conditions. The best way to find out what support you can get, is talk to The Outreach Team at **The Compass Centre** page 60.

## Homelessness Pathways

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 co-ordinated by a lead agency. There are 4 levels of support within a pathway, from high-level support (level 1) to low-level support (level 4).

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

These pathways are:

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

In order to be referred into a pathway you have to meet the criteria for the Housing Support Register.

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

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

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

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

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

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

## Drop-in sessions

Location	Date	Time
<b>The Compass Centre</b> Jamaica Street BS2 8JW	2nd Thursday of the month	11:00 - 12:30
<b>Toll House Court</b> 308-312 North Street, Southville BS3 1JY	3rd Wednesday of the month	11:00 - 12:30
<b>Dean Crescent</b> 11 Dean Crescent BS3 1AG	2nd Tuesday of the month	11:00 - 12:30
<b>Logos House</b> Wade Street BS2 9EL	1st and 3rd Thursday of the month	11:00 - 12:30
<b>ARA</b> Kings Court, King Street BS1 4EE	every Thursday	14:00 - 15:30
<b>BDP</b> 11 Brunswick Square BS2 8PE	1st and 3rd Tuesday of the month	10:00 - 11:30
<b>Longhills</b> 160 Whitefield Road, Speedwell BS5 7TZ	1st Friday of the month	10:00 - 12:30

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Julian Trust Night Shelter</b> pg 66 Self-referral	21:30 – 07:30	21:30 – 07:30	21:30 – 07:30		21:30 – 07:30	21:30 – 07:30	
<b>The Night Assessment Centre by St Mungo's</b> pg 67 Referral only via Compass Centre	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
<b>365 Shelter</b> pg 50 Referral only via Compass Centre	22:30 – 07:15	22:30 – 07:15	22:30 – 07:15	22:30 – 07:15	22:30 – 07:15	22:30 – 07:15	22:30 – 07:15
<b>Spring of Hope Shelter</b> pg 71 Women only	22:00 – 08:00	22:00 – 08:00	22:00 – 08:00	22:00 – 08:00	22:00 – 08:00		22:00 – 08:00
<b>Bristol Nightstop</b> pg 58 18-25 year-olds only; risk assessed	19:00 – 08:00	19:00 – 08:00	19:00 – 08:00	19:00 – 08:00	19:00 – 08:00		

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





## Day Centres

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Bristol Methodist Centre</b> pg 56	13:15 -15:30	10:00 -15:30	10:00 -15:30	10:00 -15:30			
<b>The Wild Goose Drop-in Centre</b> pg 77	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
<b>Refresh Café</b> pg 70		09:30 -15:00	09:30 -15:00	09:30 -15:00	09:30 -15:00		
<b>One25</b> pg 68 Women only	12:30 -15:30	12:30 -15:30	12:30 -15:30		12:30 -15:30		
<b>The Common</b> pg 76 1-1 Youth Support Drop In Call 07483386493 to make an appointment	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00		
<b>Borderlands</b> pg 53 Refugee and asylum seeker members only	09:00 - 12:00	09:00 - 12:00					
<b>Bristol Hospitality Network</b> pg 55 Refugees and asylum seekers only	12:00 - 15:00						

These services offer sanctuary and support for rough sleepers. Additionally, there are several other services available at these locations at certain times. To find out more look at the organisation section starting on page 50.

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>The Wild Goose Drop-in Centre</b> pg 77	10:30 – 11:30		10:30 – 11:30	10:30 – 11:30	10:30 – 11:30		
<b>Bristol Methodist Centre</b> pg 56		10:00 – 11:00	10:00 – 11:00	10:00 – 11:00			
<b>The Salvation Army Bristol Easton Corps</b> pg 71	09:30 – 12:00						
<b>Borderlands</b> pg 53 Refugee and asylum seeker members only	09:00 – 12:00	09:00 – 12:00					
<b>Christ Church Clifton Breakfast Run</b> pg 59						08:00 – 08:30	

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.



## Lunch 1/2

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>The Wild Goose Drop In Centre</b> pg 77	12:30 -13:30		12:30 -13:30	12:30 -13:30	12:30 -13:30		
<b>Bristol Methodist Centre</b> pg 56		12:30 -13:30	12:30 -13:30	12:30 -13:30			
<b>Open Door, Ivy Church</b> pg 68		12:00 -14:00					
<b>Bristol Food Cycle</b> pg 63						14:30 -18:00	
<b>Bristol Outreach Services for Homeless (BOSH)</b> pg 53 Food run in city centre		10:30 - 13:30			10:30 - 13:30		
<b>Refresh Café</b> pg 70					12:00 -14:00		
<b>Churches Together</b> pg 59						12:00 -15:00	

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Sisters of the Church</b> pg 75	10:00 -12:30 14:00 -15:30	10:00 -12:30 14:00 -15:30	10:00 -12:30 14:00 -15:30				
<b>One25</b> pg 68 Women only	12:30 -15:30	12:30 -15:30	12:30 -15:30		12:30 -15:30		
<b>Borderlands</b> pg 53 Refugee and asylum seeker members only		12:00 - 15:00					
<b>Bristol Hospitality Network</b> pg 55 Refugees and asylum seekers only	12:00 - 15:00						
<b>The Royal British Legion</b> pg 70 Veterans only	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00		



# Dinner

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>The Wild Goose Drop-in Centre</b> pg 77	20:00 -22:00	20:00 -22:00	20:00 -22:00	20:00 -22:00	20:00 -22:00		20:00 -22:00
<b>Julian Trust Night Shelter</b> pg 66	21:30 -22:30	21:30 -22:30	21:30 -22:30		21:30 -22:30	21:30 -22:30	
<b>Bristol Soup Run Trust</b> pg 57 Pip n Jay Church Redcliffe Wharf	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
<b>Feed the Homeless</b> pg 62 Food run in city centre					20:00 -22:00	20:00 -22:00	20:00 -22:00
<b>Help Bristol's Homeless</b> pg 64 Food run in city centre				19:00 - 21:00			
<b>Help Homeless Bristol</b> pg 64 Food run in city centre						20:00 - 22:00	

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Bristol Methodist Centre</b> pg 56	13:15 -15:30	10:00 -15:30	10:00 -15:30	10:00 -15:30			
<b>The Wild Goose Drop-in Centre</b> pg 77 One shower subject to availability	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
<b>Julian Trust Night Shelter</b> pg 66 Overnight guests only	22:30 -07:15	22:30 -07:15	22:30 -07:15		22:30 -07:15	22:30 -07:15	
<b>The Compass Centre (St Mungo's)</b> pg 60 Referral only	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
<b>One25</b> pg 68 Women only	12:30 -15:30	12:30 -15:30	12:30 -15:30		12:30 -15:30		
<b>Borderlands</b> pg 53 Refugee and asylum seeker members only	09:00 -10:00	09:00 -10:00					

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

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



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

- **Bristol City Council Customer Service Point**, 100 Temple Street BS1 6AG
- **Cabot Circus Shopping Centre: lower ground floor**, Glass House, Broadmead BS1 3BX
- **Create Centre**, Smeaton Road, Hotwells BS1 6X

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Bristol Methodist Centre</b> pg 56	13:15 - 15:30	10:00 - 15:30	10:00 - 15:30	10:00 - 15:30			
<b>The Wild Goose Drop-in Centre</b> pg 77	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
<b>Julian Trust Night Shelter</b> pg 66	21:30 - 22:30	21:30 - 22:30	21:30 - 22:30		21:30 - 22:30	21:30 - 22:30	
<b>The Compass Centre, St Mungo's</b> pg 60 Referral only	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00		
<b>Open Door, Ivy Church</b> pg 68		12:00 - 14:00					



Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Bristol Food Cycle</b> pg 63						14:30 - 18:00	
<b>One25</b> pg 68 Women only	12:30 - 15:30	12:30 - 15:30	12:30 - 15:30		12:30 - 15:30		
<b>Borderlands</b> pg 53 Refugee and asylum seeker members only	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00		
<b>Bristol Drugs Project</b> pg 55 People accessing services only	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	10:00 - 17:00	

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Bristol Methodist Centre</b> pg 56 Rough sleepers only	13:15 - 15:30	10:00 - 15:30	10:00 - 15:30	10:00 - 15:30			
<b>The Wild Goose Drop - in Centre</b> pg 77	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
<b>Julian Trust Night Shelter</b> pg 66	21:30 - 22:30	21:30 - 22:30	21:30 - 22:30		21:30 - 22:30	21:30 - 22:30	
<b>Bristol Outreach Services for the Homeless (BOSH)</b> pg 53		10:30 - 13:30			10:30 - 13:30		
<b>Help Bristol's Homeless</b> pg 64				19:00 - 21:00			
<b>Emmaus Bristol</b> pg 62	09:30 - 17:00	09:30 - 17:00	09:30 - 17:00	09:30 - 17:00	09:30 - 17:00	09:30 - 16:30	

These services provide free clean clothes to rough sleepers. The quantity and quality available will depend on donations received by the organisations.



## Clothes 2/2

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Help Homeless Bristol</b> pg 64						20:00 - 22:00	
<b>One25</b> pg 68 Women only	12:30 - 15:30	12:30 - 15:30	12:30 - 15:30		12:30 - 15:30		
<b>Aid Box Community</b> pg 50 Refugee and asylum seekers only		11:00 - 15:00	11:00 - 15:00	11:00 - 15:00			
<b>The Royal British Legion</b> pg 70 Veterans only	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00		

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Bristol Methodist Centre</b> pg 56 Telephones available	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			
<b>The Wild Goose Drop-in Centre</b> pg 77 Telephone available	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
<b>Julian Trust Night Shelter</b> pg 66 Overnight guests only	22:30 - 07:15	22:30 - 07:15	22:30 - 07:15		22:30 - 07:15	22:30 - 07:15	
<b>One25</b> pg 68 Women only	12:30 - 15:30	12:30 - 15:30	12:30 - 15:30		12:30 - 15:30		
<b>The Compass Centre, St Mungo's</b> pg 60 Referral only	09:30 - 18:00	09:30 - 18:00	09:30 - 18:00	09:30 - 18:00	09:30 - 18:00		
<b>Open Door, Ivy Church</b> pg 68		12:00 - 14:00					



## Health and Dental Care 1/2

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Assertive Contact and Engagement Service (ACE Mental Health Support)</b> pg 51	08:00 - 20:00	08:00 - 20:00	08:00 - 20:00	08:00 - 20:00	08:00 - 20:00		
<b>The Compass Centre</b> Doctor pg 60	14:00 - 16:00	10:00 - 12:00	10:00 - 12:00	14:00 - 16:00	10:00 - 12:00		
<b>The Compass Centre</b> Nurse pg 60	10:00 - 12:30	10:00 - 12:30	10:00 - 12:30	10:00 - 12:30	10:00 - 12:30		

You can visit the **Homeless Health Service** at **The Compass Centre** (pg 60) to find out what health services are available to you. They provide lots of services on site right there and can help you find any other health services you need.

The times for the drop-in clinics are shown below. You can also make appointments for specific services at the reception. Access to the **University of Bristol Dental Hospital** service is made by ringing 111.

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>One25</b> pg 68 Women only	12:30 - 15:30		12:30 - 15:30				
<b>Off The Record</b> pg 67	16:00 - 19:00					10:00 - 13:00	
<b>Outreach clinics</b> TUE: <b>The Wild Goose</b> pg 77 WED: <b>The Compass</b> Centre pg 60 THU: <b>Bristol Drugs</b> Project pg 55		14:00 - 16:00	14:00 - 16:00	14:00 - 16:00			



## First Aid

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Broadmead Medical Centre</b> pg 54	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
<b>Julian Trust Night Shelter</b> pg 66 Overnight guests only			21:30 - 22:30				
<b>Bristol Drugs Project</b> pg 55 People accessing services only	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	10:00 - 17:00	

In addition to the clinics shown above, you can get **first aid support** at certain times from a few service providers. There is a Walk-in Centre in Broadmead's Galleries shopping centre (inside Boots) which is open to everyone. See the Health section on page 28 for more info.

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Bristol Methodist Centre</b> pg 56 Rough sleepers only	13:15 - 15:30	10:00 - 15:30	10:00 - 15:30	10:00 - 15:30			
<b>Julian Trust Night Shelter</b> pg 66 Overnight guests only	22:30 - 07:30	22:30 - 07:30	22:30 - 07:30		22:30 - 07:30	22:30 - 07:30	
<b>One25</b> pg 68 Women using drop-in only	12:30 - 15:30	12:30 - 15:30	12:30 - 15:30		12:30 - 15:30		
<b>The Night Assessment Centre (St Mungo's)</b> pg 67 Referral only via Compass Centre	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
<b>The Wild Goose Drop-in Centre</b> pg 77 Limited availability, one machine and dryer only	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





## WIFI and Computer Access 1/2

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

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Shelter</b> pg 72	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00		
<b>Central Library</b> pg 55	10:00 - 19:00	10:00 - 19:00		10:00 - 19:00	10:00 - 17:00	10:00 - 17:00	10:00 - 17:00
<b>One25</b> pg 68 Women only	12:30 - 15:30	12:30 - 15:30	12:30 - 15:30		12:30 - 15:30		
<b>Bristol Methodist</b> <b>Centre</b> pg 56	13:15 - 15:00	10:00 -12:00 13:30 -15:00	10:00 - 12:00	10:00 - 12:00			
<b>The Wild Goose</b> <b>Drop-in Centre</b> pg 77 WIFI access, one public computer	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

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>St Pauls Advice Centre</b> pg 75	10:00 -12:00 14:00 -16:00	10:00 - 16:00	14:00 - 16:00	10:00 - 16:00	10:00 - 12:00		
<b>The Compass Centre, St Mungo's</b> pg 60 Referral only	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00		
<b>Open Door, Ivy Church</b> pg 68 WIFI only		12:00 - 14:00					
<b>The Royal British Legion</b> pg 70 Veterans only	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00		

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



# Animals

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Dogs Trust Hope Project</b> pg 61 Based in London, referral to local vet	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00		
<b>StreetVet</b> pg 74						12:00 - 15:00	

If you are sleeping rough and have pets there are a couple of organisations that may be able to help. You can also check with any service if they allow pets by contacting them using details found on pages 50 to 78.

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>The Compass Centre, St Mungo's</b> pg 60 Rough sleepers only	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00		
<b>CHAS (Bristol) Housing Advice Service</b> pg 58	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00		
<b>Shelter</b> pg 72	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00		
<b>Ashley Community Housing</b> pg 51	09:00 -13:00 14:00 -17:00	09:00 -13:00 14:00 -17:00	09:00 -13:00 14:00 -17:00	09:00 -13:00 14:00 -17:00	09:00 -13:00 14:00 -17:00		
<b>Citizens Advice Bristol</b> pg 59	09:30 - 13:00	09:30 - 13:00	12:30 - 14:00		09:30 - 13:00		
<b>Avon &amp; Bristol Law Centre</b> pg 52	09:30 - 16:30	09:30 - 16:30	09:30 - 16:30	09:30 - 16:30	09:30 - 16:30		

There is some information regarding access to Housing Support provided on pages 8 to 14. If you are sleeping rough the best place to start is **The Compass Centre** on Jamaica Street. Please see below for other services that may also be able to give you advice.



## Housing Advice 2/3

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>St Pauls Advice Centre</b> pg 75 Basic level advice	10:00 -12:00 14:00 -16:00	10:00 - 16:00	10:00 - 16:00	10:00 - 16:00	10:00 - 12:00		
<b>The Big Issue</b> pg 52 Signposting and referrals for vendors only	09:00 - 15:00	09:00 -12:30 13:00 -16:00	09:00 -12:30 13:00 -16:00	09:00 -12:30 13:00 -16:00	09:00 - 15:00	08:00 - 12:30	
<b>1625 Independent People (MAPS)</b> pg 50 16-21 year olds only; 21-25 year olds with priority need	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00		
<b>One25</b> pg 68 Women only	12:30 - 15:30	12:30 - 15:30	12:30 - 15:30		12:30 - 15:30		

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>British Red Cross Refugee Support</b> pg 57 Refugees only	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		
<b>Royal British Legion</b> pg 70 Veterans only	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00	10:00 -13:00 14:00 -16:00		
<b>Missing Link</b> pg 66 Women Only	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00		



## Legal Advice

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>CHAS (Bristol) Housing Advice Service</b> pg 58	09:00 -18:00	09:00 -18:00	09:00 -18:00	09:00 -18:00	09:00 -18:00		
<b>Citizens Advice Bristol</b> pg 59	09:30 -13:00	09:30 -13:00	12:00 -14:30		09:30 -13:00		
<b>Avon &amp; Bristol Law Centre</b> pg 52	09:00 -16:30	09:00 -16:30	09:00 -16:30	09:00 -16:30	09:00 -16:30		
<b>Shelter</b> pg 72	09:00 -17:00	09:00 -17:00	09:00 -17:00	09:00 -17:00	09:00 -17:00		
<b>St Pauls Advice Centre</b> pg 75 Basic level advice	10:00 -12:00 14:00 -16:00	10:00 - 16:00	10:00 - 16:00	10:00 - 16:00	10:00 - 12:00		
<b>The Big Issue</b> pg 52 Signposting and referrals for vendors only	09:00 - 15:00	09:00 -12:30 13:00 -16:00	09:00 -12:30 13:00 -16:00	09:00 -12:30 13:00 -16:00	09:00 - 15:00	08:00 - 12:30	

**Bristol ROADS** (Recovery Orientated Alcohol and Drugs Service) provides free and confidential advice as well as support and treatment for adults with problematic alcohol and drug use. **ROADS** is run by **Bristol Drugs Project** (BDP), **Developing Health and Independence** (DHI) and **Avon and Wiltshire Mental Health Partnership NHS Trust**. Drop in to one of the Community Recovery Hubs or the BDP Health and Harm Reduction Centre to find out more about what support is available. Advice is also available from other providers as listed below.





## Drugs and Alcohol Support 1/2

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>DHI Community Recovery Hubs</b> pg 60 drop-in locations	13:00 - 15:00	13:00 - 15:00	13:00 - 15:00	13:00 - 15:00	13:00 - 15:00		
<b>BDP Health and Harm Reduction Centre</b> pg 55	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	10:00 - 17:00	
<b>BDP Women's morning</b> pg 55			11:00 - 13:00				
<b>BDP 50+ Group</b> pg 55			16:30 - 18:30				
<b>BDP Prism LGBT+ support</b> pg 69	17:30 - 20:00						
<b>BDP Promote support</b> pg 69			12:00 - 20:00				

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>See Change</b> pg 74	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	15:00 - 18:00	
<b>Homeless Health Service</b> pg 65 Via The Compass Centre	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		
<b>The Big Issue</b> pg 52 Signposting and referral; vendors only	09:00 - 15:00	09:00 -12:30 13:00 -16:00	09:00 -12:30 13:00 -16:00	09:00 -12:30 13:00 -16:00	09:00 - 15:00	08:00 - 12:30	
<b>One25</b> pg 68 Women only	12:30 - 15:30	12:30 - 15:30	12:30 - 15:30		12:30 - 15:30		
<b>Women's Independent Alcohol Support</b> pg 78 Women only					10:00 - 12:00		



Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>GamCare</b> pg 63 Advice and treatment by self-referral	08:00 - 00:00	08:00 - 00:00	08:00 - 00:00	08:00 - 00:00	08:00 - 00:00		
<b>See Change</b> pg 74	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00		

Provider	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Next Link</b> pg 66	08:30 - 17:30	08:30 - 17:30	08:30 - 17:30	08:30 - 17:30	08:30 - 17:30	09:30 - 13:00	
<b>CHAS (Bristol) Housing Advice Service</b> pg 58	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00		
<b>Citizens Advice Bristol</b> pg 59	09:30 - 13:00	09:30 - 13:00	12:00 - 14:30		09:30 - 13:00		
<b>One25</b> pg 68 Women only	12:30 - 15:30	12:30 - 15:30	12:30 - 15:30		12:30 - 15:30		



## Winter Services

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

### **Severe Weather Emergency Protocol (SWEP)**

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

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

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

## Christmas and New Year

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

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

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

The night shelter will be based at The **Julian Trust Night Shelter**, and to access a bed you will need to register at the **Trinity Centre**.



## Refugees and 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](http://bristol.cityofsanctuary.org/bristolorganisations)**

**Bristol Hospitality Network** (pg 55), **Borderlands** (53), **British Red Cross - Refugee Support** (pg 57) and **Aid Box Community** (pg 50) all provide services exclusively to refugees and asylum seekers. You can find opening times under the relevant service category sections in this book.



Caring in Bristol are  
striving to create a society  
where everyone has a  
home, has hope and is  
part of their community.

Get involved and find out more at  
[www.caringinbristol.co.uk](http://www.caringinbristol.co.uk)

@CaringinBristol

#CaringinBristol

[facebook.com/caringinbristol/](https://facebook.com/caringinbristol/)



## Samaritans

Helpline for emotional support

Call: **116 123**

24 hours a day,  
7 days a week

## Shelterline

Helpline for housing advice.

Emergency helpline:

**0808 1644 660**

Non-urgent helpline:

**0808 800 4444**

8:00-20:00

on weekdays,

9:00-17:00

on weekends

## Alcoholics Anonymous

Helpline for people who need support with alcohol addiction.

Find out about meetings in Bristol.

Call: **0800 9177 650**

24 hours a day,  
7 days a week

## Narcotics Anonymous

Helpline for support and advice about the nature of drug addiction

Call: **0300 999 1212**

10:00-00:00

7 days a week

## Cocaine Anonymous

Support and help to recover from addiction.

Find out about meetings in Bristol.

Call: **07760 632986**

10:00-22:00

7 days a week

## GamCare

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

Call: **0808 8020 133**

Web chat: **www.**

**gamcare.org.uk**

8:00-00:00

7 days a week

### SSAFA Bristol & South Gloucestershire

Practical, emotional and financial support for veterans.

Call: **0117 963 8082**

or **07483 135 651**

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

10:00-16:00

Monday and Thursday

### Bristol MIND Line

Information and support for people with mental health problems.

Call: **0808 808 0330**

20:00-00:00

Wednesday to Sunday

### Streetwise

Deals with street-based Anti-Social Behaviour.

Call: **07827 979 647**

9:00-17:00

Monday to Friday

### Missing People

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

Call: **116 000**

Email: **116000@**

**missingpeople.org.uk**

Website: **www.**

**missingpeople.org.uk**

### Bristol Mental Health Crisis Line

If you are in a mental health crisis.

Call: **0300 555 0334**


24 hours a day,

7 days a week

## ... List of organisations (A-Z)

### 1625 Independent People

 Kingsley Hall, 59 Old Market Street BS2 0ER

 0117 317 8800

 enquiries@1625ip.co.uk

 www.1625ip.co.uk

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

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### 365 Shelter (Caring in Bristol)

 Entry via referral from St Mungo's Outreach Team at The Compass Centre, 1 Jamaica Street BS2 8JP

 info@caringinbristol.org.uk

 www.caringinbristol.co.uk/project/the-365-shelter

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

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### Aid Box Community

 5-7 Waverley Road BS6 6ES

 0117 336 8441


 freeshopabc1@gmail.com

 www.aidboxcommunity.co.uk

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

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### **Assertive Contact and Engagement Service (ACE)**

 **0117 239 8969** (Monday-Friday, 8:00-20:00)

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

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### **Ashley Community Housing**

 Unit 20, Easton Business Centre, Felix Road BS5 0HE

 **0117 954 0433**

 **info@ashleyhousing.com**

 **www.ashleyhousing.com**

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

## ... List of organisations (A-Z)

### Avon & Bristol Law Centre

 2 Moon Street, Stokes Croft BS2 8QE

 0117 987 6000


 [mail@abl.org.uk](mailto:mail@abl.org.uk)

 [www.ablc.org.uk](http://www.ablc.org.uk)

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

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### Arkbound Foundation

 Backfields House, Upper York Street BS2 8QJ  
(Above Emmaus charity shop, opposite Lakota)

 [info@arkfound.org](mailto:info@arkfound.org)


 [www.arkfound.org](http://www.arkfound.org)

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

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### The Big Issue

 1 Upper York Court, Upper York Street BS2 8QF

 0117 942 8538

 [lewis.stewart@bigissue.com](mailto:lewis.stewart@bigissue.com)

 [www.bigissue.com](http://www.bigissue.com)

The Big Issue provides people experiencing social and financial exclusion with a means to earn their own income through selling magazines. The Big Issue Foundation works to connect them to the vital support they need to enable them to rebuild their lives and determine their own pathways to a better future.

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### Borderlands



Tolentino Hall, Lawfords Gate BS5 0RE



**07718 598 188**



**[www.borderlands.uk.com](http://www.borderlands.uk.com)**

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

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



**[boshoutreach@gmail.com](mailto:boshoutreach@gmail.com)**


Outreach group providing advocacy, support, drinks, food, toiletries, sleeping bags, clothing, dog food and other necessities to the homeless community in Bristol. BOSH Route begins at 10:30 outside the Union Street Tesco and covers Broadmead, St James' Park, the centre, the waterfront, Park Street and Clifton.

## ... List of organisations (A-Z)

### **Boundless Magazine**

Backfields House, Upper York Street BS2 8QJ

 (Above Emmaus charity shop, opposite Lakota)

 **07724662112**

 **boundless@arkbound.com**

**www.arkbound.com/boundlessmagazine**

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

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### **Broadmead Medical Centre**

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

 **0117 954 9828**

 **adminbmc@nhs.net**

**www.broadmeadmedicalcentre.nhs.uk**

Walk in service is for any person whether they are registered with a local surgery or not. The service is led by our highly skilled nursing team who are able to see, diagnose and treat most of your medical needs.

### **Bristol Central Library**



College Green BS1 5TL

[www.bristol.gov.uk/libraries-archive/central-library](http://www.bristol.gov.uk/libraries-archive/central-library)

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

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### **Bristol Drugs Project (BDP)**



11 Brunswick Square BS2 8PE



0117 987 6000



[info@bdp.org.uk](mailto:info@bdp.org.uk)

[www.bdp.org.uk](http://www.bdp.org.uk)

Providing services for Bristol ROADS (Recovery Orientated Alcohol and Drugs Service). Dedicated support to help people reduce the harm drugs and alcohol can cause. Providing outreach and inreach support to access Bristol ROADS. BDP's Shared Care team work in GP Practices to provide alcohol detox or an opioid substitute prescription and detox.

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### **Bristol Hospitality Network**



Easton Family Centre, Beaufort Street BS5 0SQ



07734 347 817



[contact@bhn.org.uk](mailto:contact@bhn.org.uk)

[www.bhn.org.uk](http://www.bhn.org.uk)



## ... List of organisations (A-Z)

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

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### **Bristol Methodist Centre**



Lincoln Street, Lawrence Hill BS5 0BJ



**0117 955 5606**

**[www.methodist-centre.org.uk](http://www.methodist-centre.org.uk)**

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

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### **Bristol Mind**



35 Old Market Street, Old Market BS2 0EZ



**0117 980 0370**



**[admin@bristolmind.org.uk](mailto:admin@bristolmind.org.uk)**

**[www.bristolmind.org.uk](http://www.bristolmind.org.uk)**

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

## **Bristol Soup Run Trust**

 **0117 203 3183**

 **info@bristolsoupruntrust.org.uk**  
**www.bristolsoupruntrust.org.uk**

We operate a soup run in two locations every night of the week:

- Outside Pip & Jay church (Tower Hill, BS2 0ET) at 21:15
  - Outside Redcliffe Wharf (Redcliffe Wharf, Redcliffe Way, BS1 6SR) at 21:40
- 

## **British Red Cross Refugee Support**

Unit 19, Easton Business Centre, Felix Road, Easton

 BS5 0HE

 **0117 941 5040**

 **refugeeservicebristol@redcross.org.uk**  
**www.redcross.org.uk**

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

## ... List of organisations (A-Z)

and confidential. We use interpreters.

### **Bristol Nightstop (Caring in Bristol)**

 The Station, Silver Street BS1 2PY


 **07979 878 814**

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

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

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### **CHAS (Bristol)**

 **0117 935 1260**

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

Advice on issues such as homelessness and the threat of homelessness, housing benefit, universal credit, rent arrears, landlord and tenant problems, private renting, possession action by landlords and security of tenure, housing conditions and disrepair, overcrowding, housing and relationship breakdown, domestic violence, racial and other types of harassment, applications for social housing and supported accommodation.

### **Christ Church Clifton Breakfast Run**

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

 **0117 973 6524**

**[www.breakfastrun.org.uk](http://www.breakfastrun.org.uk)**

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

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### **Churches Together in Clifton, Cotham and Redland**

In St James's Park BS1 3NZ

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

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### **Citizens Advice Bristol**

 48 Fairfax Street BS1 3BL

 **03444 111 444**

 **[admin@bristolcab.org.uk](mailto:admin@bristolcab.org.uk)**

**[www.bristolcab.org.uk](http://www.bristolcab.org.uk)**


Provides free, confidential and impartial advice to anyone living or passing through the city. We

## ... List of organisations (A-Z)

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

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### **The Compass Centre (St Mungo's)**

 The Compass Centre, 1 Jamaica Street BS2 8JP  
**0117 989 2450**


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

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### **Developing Health & Independence (DHI)**

 E5, 16-18 King Square BS2 8AZ

 **0117 4400 540**

 **roads@dhi-services.org.uk**  
**www.dhi-online.org.uk**

Central point of contact to access **Bristol ROADS** (Recovery Orientated Alcohol & Drugs Service). If you want help to address a drug or alcohol problem,

we offer a comprehensive range of support from our Community Recovery Hubs, including one-to-one sessions, group support, preparation for detox and activities in your community. Referrals into **ROADS** services for detoxing in a GP Practice, detoxing in a medical or residential setting and support if you have other needs and complexities.

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**Dogs Trust Hope Project**



**020 7837 0006**



**hopeproject@dogstrust.org.uk**

**www.dogstrusthopeproject.org.uk**

Provides free and subsidised veterinary treatment referral to any dog whose owner is homeless or living in temporary housing.

## ... List of organisations (A-Z)



### Emmaus Bristol

Emmaus Bristol, Backfields House, Upper York



Street, Bristol BS2 8QJ



**[community@emmausbristol.org.uk](mailto:community@emmausbristol.org.uk)**

**[www.emmausbristol.org.uk](http://www.emmausbristol.org.uk)**

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

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

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### Feed The Homeless Bristol



**07460 871 717**



**[info@feedthehomeless.org.uk](mailto:info@feedthehomeless.org.uk)**

**[www.feedthehomeless.org.uk](http://www.feedthehomeless.org.uk)**

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

## **Food Cycle**

Barton Hill Settlement, 43 Ducie Road, Barton Hill

 BS5 0AX


 **[bristol@foodcycle.org.uk](mailto:bristol@foodcycle.org.uk)**

**[www.foodcycle.org.uk/location/bristol](http://www.foodcycle.org.uk/location/bristol)**

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

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## **Gamcare and the National Gambling HelpLine**

 Freephone: **0808 8020 133**


 **[www.gamcare.org.uk](http://www.gamcare.org.uk)**

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## **Gambling Treatment (ARA and Gamcare)**

 **0117 930 0282**

 **[info@addictionrecovery.org.uk](mailto:info@addictionrecovery.org.uk)**

 **[www.addictionrecovery.org.uk/portfolio-item/gambling-treatment](http://www.addictionrecovery.org.uk/portfolio-item/gambling-treatment)**



## ... List of organisations (A-Z)



### Help Bristol's Homeless



145-147 East Street BS3 4EJ



0117 422 6115



[contact@helpbristolshomeless.co.uk](mailto:contact@helpbristolshomeless.co.uk)

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

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

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### Help Homeless Bristol




07895652842 or 07704674241

[wecare@helphomelessbristol.co.uk](mailto:wecare@helphomelessbristol.co.uk)

Community group of volunteers who start the walk at 8pm outside MacDonald's (Cabot Circus), then walk to the Sainsbury's down (through Broadmead) up Union Street and down Corn Street. Have toiletries, sanitary products clothing, sleeping bags, food bags, plus hot and cold drinks.

## Homeless Health

 The Compass Centre, 1 Jamaica Street BS2 8JP

 0117 989 2450

 [info.homelesshealth@nhs.net](mailto:info.homelesshealth@nhs.net)

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

Provide drop-in clinics with either a doctor or a nurse at The Compass Centre. We offer a holistic approach to healthcare covering emotional, physical and mental health needs. We support a wet clinic at The Wild Goose once a week. A GP works at the One25 drop-in twice a week, offering healthcare and support to women who attend there.

Homeless Health's daily clinics and drop-in service offers:

- general health advice and treatment
- support and advice re: mental health problems
- safe injecting advice
- minor injury care
- testing for sexually transmitted infections
- pregnancy; all contraceptive methods available
- drugs/alcohol support and referral to other specialist services
- testing and counselling for blood borne viruses such as HIV/Hepatitis B & C
- opticians service
- referrals and liaison with other health and homeless service

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### Julian Trust Night Shelter

- 📍 Guest entrance on Wilder Street
- 📞 0117 924 4604
- ✉️ [helpdesk@juliantrust.org.uk](mailto:helpdesk@juliantrust.org.uk)
- 🌐 [www.juliantrust.org.uk](http://www.juliantrust.org.uk)

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

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### Missing Link

- 📍 Link House, 5 Queen Square BS1 4JQ
- 📞 0117 925 1811
- ✉️ [enquiries@missinglinkhousing.co.uk](mailto:enquiries@missinglinkhousing.co.uk)
- 🌐 [www.missinglinkhousing.co.uk](http://www.missinglinkhousing.co.uk)

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

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### Next Link

- 📍 Link House, 5 Queen Square BS1 4JQ
- 📞 0117 925 0680
- ✉️ [enquiries@nextlinkhousing.co.uk](mailto:enquiries@nextlinkhousing.co.uk)
- 🌐 [www.nextlinkhousing.co.uk](http://www.nextlinkhousing.co.uk)

Provide domestic abuse support, women's mental health support services and support for victims of rape and sexual abuse.

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### The Night Assessment Centre (St Mungo's)

 The Compass Centre, 1 Jamaica Street BS2 8JP  
 **0117 989 2450**

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

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

### Off The Record


 1 Perry Road BS1 5BQ  
 **0808 808 9120**  
 **confidential@otrbristol.org.uk**  
 **www.otrbristol.org.uk**

## ... List of organisations (A-Z)

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

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### One25

 The Grosvenor Centre, 138a Grosvenor Road,  
St Pauls BS2 0AG

 0117 909 8832

 [office@one25.org.uk](mailto:office@one25.org.uk)


 [www.one25.org.uk](http://www.one25.org.uk)

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

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### Open Door

 Ivy Church, Ashley Hill BS6 5JD


 0117 941 1750

 [admin@ivychurch.net](mailto:admin@ivychurch.net)

 [www.ivychurch.net](http://www.ivychurch.net)

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

### Prism (BDP)

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

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

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### Promote (BDP)

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

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

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### Refresh Cafe

 81 East Street, Bedminster BS3 4EX

 [refreshbs3@gmail.com](mailto:refreshbs3@gmail.com)

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

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

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### Royal British Legion

 Pop-in centre, 60 Union Street BS1 2DL

 0808 802 8080

 [info@britishlegion.org.uk](mailto:info@britishlegion.org.uk)

 [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

We support current service personnel, veterans and their dependants/partners. We provide hands on support and grants to help them in the moment of need. If you are homeless, please make contact with us. Advice and support for service personnel and veterans. Offering assistance with finances, health issues, employment, comradeship and even holidays. We will help with anything that we consider to be a need.

## The Salvation Army - Bristol Easton Corps

 Hassell Drive BS2 0AN

 0117 955 1600

 [bristol.easton@salvationarmy.org.uk](mailto:bristol.easton@salvationarmy.org.uk)

 [sabristoleaston.org.uk](http://sabristoleaston.org.uk)

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

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

Address provided when a referral is made

 07990 715 691

 [val.thompson@crisis-centre.org.uk](mailto:val.thompson@crisis-centre.org.uk)

 [www.crisis-centre.org.uk/content/spring-of-](http://www.crisis-centre.org.uk/content/spring-of-hope)




 [hope](http://www.crisis-centre.org.uk/content/spring-of-hope)

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



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### Stand Against Racism & Inequality (SARI)

 0800 171 2272  
 [sari@sariweb.org.uk](mailto:sari@sariweb.org.uk)  
 [www.sariweb.org.uk](http://www.sariweb.org.uk)

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

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### Shelter

 New Bond House, Bond Street BS2 9AG  
 0344 515 1430  
 [bristol\\_reception@shelter.org.uk](mailto:bristol_reception@shelter.org.uk)  
 [www.shelter.org.uk](http://www.shelter.org.uk)

Shelter provides independent and confidential advice and support. Can help you if you are homeless or facing homelessness. If you are eligible for legal aid they can give you free advice and legal representation. Our skills support service can help with things like finding or preparing for work.

## Somerset and Avon Rape and Sexual Abuse Support (SARSAS)

 0117 929 9556


 [info@sarsas.org.uk](mailto:info@sarsas.org.uk)

 [www.sarsas.org.uk](http://www.sarsas.org.uk)

Offers free, confidential, specialist support for survivors over the age of 13 who have been raped or sexually abused at any time in their lives. This is regardless of whether or not they choose to report. The support we offer consists of emotional and practical support, a freephone helpline, E-support, 1-1 support by phone or face to face (booked via the phone line), specialist counselling, information and support resources. We also campaign to raise awareness of and challenge misconceptions about sexual violence and abuse as well as delivering training and consent-based workshops to professional organisations, schools and universities.

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## SSAFA Bristol and South Gloucestershire

 Bristol Division, HMS Flying Fox, Winterstoke Road,  
BS3 2NS

 [bristol.branch@ssafa.org.uk](mailto:bristol.branch@ssafa.org.uk)

 [www.ssafa.org.uk/bristol-south-gloucestershire](http://www.ssafa.org.uk/bristol-south-gloucestershire)

We are able to assist with rent/deposits to secure a home, food vouchers, annuities, payment of

## ... List of organisations (A-Z)

priority debts, clothing, training costs and specialist equipment to be ready for employment. We also signpost into other military and external charities for advice with debt, bereavement, funeral costs, mental health issues and the other life issues that can affect people.

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### See Change



10-12 Picton Street BS6 5QA



[enquiries@seechange.org.uk](mailto:enquiries@seechange.org.uk)



[www.seechange.org.uk](http://www.seechange.org.uk)

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

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### StreetVet, Bristol



[streetvetbristol@gmail.com](mailto:streetvetbristol@gmail.com)



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

An organisation made up of volunteer vets and vet nurses, providing free veterinary care to the homeless, as well as necessities such as pet food, blankets and toys etc. We meet on Saturdays between midday and 3pm in St James' Park, The Haymarket, BS1 3NZ.

## Sisters of the Church

 82 Ashley Road BS6 5NT


 [bristoladmin@sistersofthechurch.org.uk](mailto:bristoladmin@sistersofthechurch.org.uk)

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

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## St Pauls Advice Centre

 146 Grosvenor Road BS2 8YA

 0117 955 2981

 [enquiry@stpaulsadvise.org.uk](mailto:enquiry@stpaulsadvise.org.uk)

 [www.stpaulsadvise.org.uk](http://www.stpaulsadvise.org.uk)

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

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## Streetwise Project

 07827 979 647

 [richard.hawkridge@bristol.gov.uk](mailto:richard.hawkridge@bristol.gov.uk)

Streetwise is a multi-agency project that deals with street-based Anti-Social Behaviour (ASB). We refer people for support to try and tackle the immediate

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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.

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### The Common (Caring in Bristol)



07483386493



[thecommon@caringinbristol.org.uk](mailto:thecommon@caringinbristol.org.uk)



[caringinbristol.co.uk/project/the-common](http://caringinbristol.co.uk/project/the-common)

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

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### The Park Bench



[TheParkBenchBristol@gmail.com](mailto:TheParkBenchBristol@gmail.com)




[www.theparkbench.info](http://www.theparkbench.info)

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

## The Wild Goose Drop In Centre (Crisis Centre)

 32 Stapleton Road BS5 0QY

 07941 414 425


 [jonnie.angel@crisis-centre.org.uk](mailto:jonnie.angel@crisis-centre.org.uk)

 [www.crisis-centre.org.uk/content/wild-goose](http://www.crisis-centre.org.uk/content/wild-goose)

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

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## Well Aware

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

 0808 808 5252

 [www.wellaware.org.uk](http://www.wellaware.org.uk)

Free health and wellbeing information and signposting service for people living in Bristol and South Gloucestershire. Our online database includes information about 1,000s of organisations, activities and groups that can help improve your health and wellbeing. In addition to our website we also operate a telephone line for people not able to access the internet.

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### Women's Independent Alcohol Support (WIAS)



82 Ashley Road BS6 5NT



0117 942 8077 (Wednesday 18:00-22:00)



[contact@wiaswomen.org.uk](mailto:contact@wiaswomen.org.uk)

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

## What Is Homelessness?

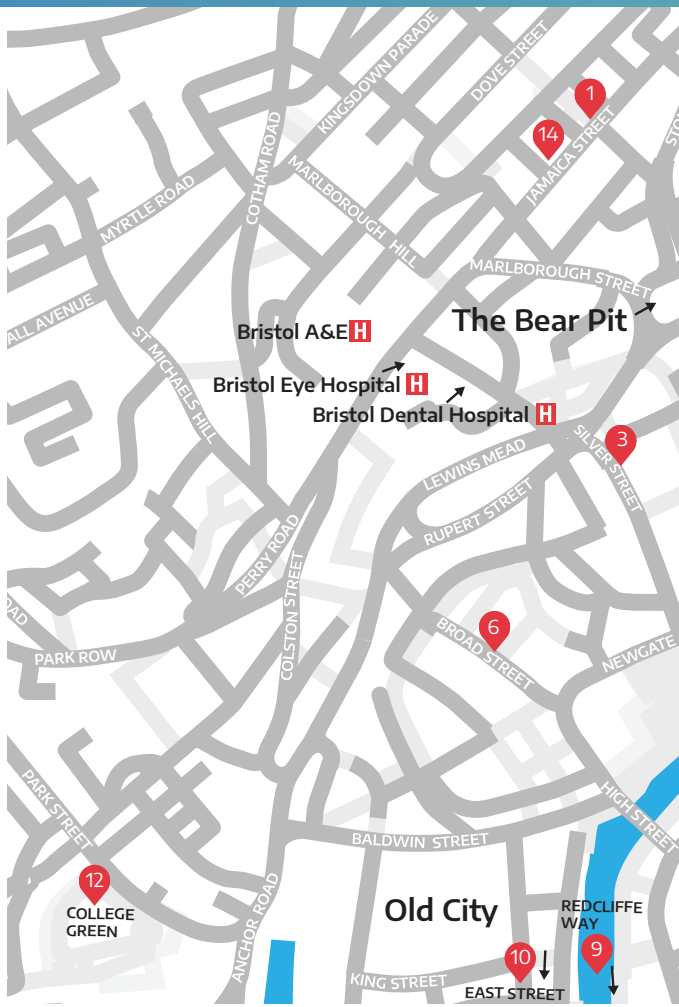
What do you think  
homeless people look,  
act and think like?  
Are they all addicted  
and mentally unstable?  
Are they all unhygienic?  
I have always looked  
after my appearance,  
I have no addictions  
and I have never lost  
my mind but I have  
been made homeless.  
After a relationship  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

- From the book '*No Homeless Problem*' by Seamus Fox. -





- 1 **The Compass Centre**, 1 Jamaica Street BS2 8JP
- 2 **Julian Trust Night Shelter**, Wilder Street BS2 8UT
- 3 **Bristol Nightstop**, The Station, Silver Street BS1 2PY
- 4 **Bristol Methodist Centre**, Lincoln Street BS5 0BJ
- 5 **The Wild Goose Drop-in Centre**, 32 Stapleton Road BS5 0QY
- 6 **One25**, The Grosvenor Centre, 138A Grosvenor Rd BS2 0AG
- 7 **Borderlands**, Tolentino Hall BS5 0RE
- 8 **Bristol Soup Run Trust**, Pip & Jay Church, Tower Hill BS2 0ET
- 9 **Bristol Soup Run Trust**, Redcliffe Wharf, Redcliffe Way BS1 6SR
- 10 **Refresh Café**, 81 East Street BS3 4EX
- 11 **Broadmead Medical Centre**, 59 Broadmead (inside Boots) BS1 3EA
- 12 **Central Library**, College Green BS1 5TL
- 13 **Bristol City Council Customer Service Point (Toilets)**, 100 Temple Street BS1 6AG
- 14 **DHI Central Drop-in, E5 (Church)**, 16-18 King Square BS2 8AZ
- 15 **Boundless Magazine**, Backfields House, Upper York Street BS2 8QJ (above Emmaus charity shop)





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# 5 steps to a more Caring Bristol

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

## Connect people with local support & help build a caring city



**Inform yourself of the services  
and provisions**



**Link individuals to immediate help  
and support**



**Share what you see**



**Support by volunteering or  
fundraising**



**Donate time or money directly to  
local charities**

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

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

### Resources

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



**Caring in Bristol**  
[caringinbristol.co.uk](http://caringinbristol.co.uk)