

SURVIVAL HANDBOOK

FOR HOMELESS PEOPLE IN BRISTOL



EDITION





Caring at Christmas

Researched and produced by Caring at Christmas

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Bristol Drugs Project

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11th Issue – July 2011



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Introduction

This booklet is designed to be a first point of support and information for anyone finding themselves homeless or at risk of becoming homeless in the Bristol area. It provides information on many of the services available to homeless people in the central areas of the city.

If you do not have a local connection with Bristol you will find it very difficult to access help in finding housing in the city. Many of the organisations represented in the guide are places where you can go for help and advice without having made a previous appointment. In many cases they will be able to help you immediately. However in some cases they may need to re-direct you to services more appropriate to your needs.

All the information in this booklet was correct at the time of publishing, however, it may become out of date quite quickly. Please let us have your comments and suggestions for what to include or amend in our next edition which will be in July 2012. Information should be sent to Caring at Christmas, Julian House, Little Bishop Street, St Pauls, Bristol BS2 9JF or e-mail info@caringatchristmas.org.uk (*please see form for agencies or updates and changes to be sent to us*).

We hope you find this information useful.



FINDING SOMEWHERE TO LIVE

Bristol is a regional capital and although it has good services for homeless people, they are badly overstretched. The number of people looking for emergency accommodation or hostel places is often greater than the number of places that are available.

If you are looking for accommodation and are interested in renting privately, good places to look for details are The Evening Post (*Tuesday and Saturday*), Trade-It magazine, adverts in newsagents' windows, letting and estate agents. It can be difficult to access private accommodation because landlords often need a deposit. You might be able to get help with this from the Council's Deposit Bond Scheme on 0117 914 1208 or 0117 914 1209. If you are currently supervised by probation, your probation officer should be able to refer you to housing services directly.

If you want to apply for council housing, you can apply through Bristol City Council Customer Service Points at the following Bristol places:

Hartcliffe

Symes House, Peterson Square BS13 0BD

Lawrence Weston

Ridingleaze House, Lawrence Weston,
BS11 0QE

Bedminster

2-3 Waring House, Redcliffe Hill, Redcliffe BS1 6TB

Fishponds

Robinson House, Hockeys Lane BS16 3HL

Knowle

Salcombe Road, 147 Salcombe Rd BS4 1AB

Southmead

Southmead House, Grey Stoke Avenue, Bristol BS10 6BQ

SLEEPING ROUGH

Sleeping rough is dangerous. If you have no other choice:

- sleep where there are other people
- sleep on a blanket/sleeping bag, a bench or cardboard.
- never sleep directly on the ground
- keep your head, hands and feet well covered and warm
- eat or drink something hot before you go to sleep as this will help your body keep warm
- alcohol lowers your body heat and is dangerous when you get cold
- use this handbook to find help



HOSTELS

Novas Stonebridge Park

27a Stonebridge Park, Fishponds, Bristol BS5 6RP
Tel: 0117 951 7763

Open 24 hours for men aged 18+. Pets welcome (*only two in hostel at any time*). High support 6 months stay housing scheme for single homeless men with multiple needs. Not direct access - referrals ONLY.

Emmaus Bristol

Shaftesbury House, Kingsland Road, St Phillips
Bristol BS2 0QW
Tel: 0117 954 0886

Email: community@emmausbristol.org.uk

A 18 bed (*en-suite*) community, age 18+. We give you a bed and a reason to get out of it. If you want to make a change we can make a difference. Work in our Workshop, House or Garden (*training given*). No direct Access – referral only. If you have no support worker, ring to arrange a visit.

1 Jamaica Street

Kingsdown, Bristol BS2 8JP

Tel: 0117 924 6415

ECHG supported housing project in Central Bristol providing accommodation, resettlement and support services to men and women aged 18-65. Single rooms with shared kitchen, bathrooms and bedsits. Dogs accepted but muzzles required. 56 single rooms on site. Referrals taken via The HAT (p51), SWAG and outreach only. Self catering. Staffed 24 hours. Weekly service charge of £12.88.

Ron Jones House

22-30 Jamaica Street Bristol, BS2 8JW

Tel: 0117 942 5500

A supported housing scheme providing temporary accommodation for 42 single homeless men and women 18 years of age and over. Residents have a sole occupancy of a room and share other facilities such as kitchen, bathroom, toilet and lounge with 6-7 other residents.

Applicants should have low support needs and be willing to engage with the support service provided. Applicants are referred onto the waiting list via Bristol City Councils Housing Support Team and the Housing Support Register.



Redwood House

1 Wade Street, St Judes, Bristol BS2 9DS
Tel: 0117 907 1100

A41 bed hostel for men and women aged 18+, offering one room for couples. Low-medium support provided. Agency referral only. Self-catering, shared kitchen and bathroom facilities.

Street Wise

Tackles begging and other street based anti-social behaviour but can offer help and advice around accommodation, drug treatment and employment/education, for initial contact: 07795 600375.

The Compass Centre

1 Jamaica Street, Kingsdown, Bristol BS2 8JP
Tel: 0117 944 0581 Fax: 0117 944 0582.

The Compass Centre is Bristol's Homelessness assessment project with services for rough sleepers and homeless people that include Outreach, the homeless health centre, and opportunities for recreation and education.

Located on the ground floor of Jamaica St hostel. The Compass Centre is open from Monday to Friday 9am to 5pm and in the evening for night service users only (*referral to night service by outreach team*). Call 0117 944 0581 for more details of any Compass services.

Bristol City Council Area Offices

If you are homeless and have a child, are pregnant or vulnerable, the Council may have a duty to assist you with finding somewhere to stay. If you have children or are pregnant you may go to:

Easton Area Office

Guild Heritage House, Braggs Lane, St Judes, Bristol
BS2 0DN Tel: 0117 922 2200

EMERGENCY ACCOMMODATION

Julian Trust Nightshelter

Little Bishop Street, St Pauls, Bristol BS2 9JF
Tel: 0117 924 4604

Open 9.30pm Monday to Wednesday and Friday to Saturday for men and women aged 18+. No pets. Guest entrance off Wilder Street. Free hot meal. 18 bed spaces available on first come, first served basis. Showers.



Logos House – Salvation Army

Wade Street, Bristol BS2 9EL

Tel: 0117 955 2821

Fax: 0117 954 1595

Logos House is a 69 Bed Homelessness Centre which is open for men aged 18+, 24 hours per day. No pets and applications to the centre are made via The HAT (p51) and Outreach teams. The Centre is direct access at Weekends if rooms are available. Accommodation is en-suite and sole occupancy. There is also a Canteen for hot meals.

Also at Logos House we offer an Access Substance Misuse Service for people who are currently homeless. This is called the Bridge Programme and offers residential preparation work, detox and aftercare support. The Bridge is a 24 Bed Unit on the same site as Logos and open to both male and female clients.

This service is by referral only.

SUPPORTED HOUSING

Lazarus House

14 Hinton Road, Fishponds, Bristol BS16 3UN

Tel: 0117 965 6266 Fax: 0117 965 6113

E-mail: lazarus@alabare.co.uk

Lazarus House cont

Lazarus House is a 5 bedroom supported dry house which seeks to help single male ex-offenders aged 21+ to escape the cycle of drug addiction and crime before moving on to independent living within the community. No pets. Not direct access – referrals through Agencies ONLY.

WOMEN ONLY ACCOMMODATION

Men and women can contact Knowle West Domestic Abuse Project 0117 963 9569, WISH 0117 903 8632 or Victim Support 0845 30 30 900. For women suffering domestic abuse contact Next Link. The Crisis Response Workers can offer immediate help with your situation including: someone to talk things over with; forming a safety plan; legal; protection; working with police to keep you safe; supporting your children; finding a safe place to stay.

If you need to leave home in an emergency: call 0117 925 0680 or the National Domestic Hotline 0808 2000 247. A directory of domestic abuse services is available from Bristol Domestic Abuse Forum 0117 925 0680.



EMERGENCY NIGHT SERVICE FOR WOMEN

Novas Scarman Group

1 New Street, St Judes, Bristol BS2 9DX

Tel: 0117 909 6310 Fax: 0117 904 0071

This service is for single women aged 16 and over who may be homeless, have not got a safe place to stay for the night, may be facing domestic abuse, feel threatened where you are staying and may have had to leave your home or lost your accommodation. We offer a safe and comfortable space for 15 women per night. We are open from 10pm every night, 7 nights per week.

- We offer the support of an all women staff team.
- Hot drinks throughout the night and breakfast in the morning.
- Showers and toiletries.
- A clothing store.
- Someone to talk to without being judged.

HOSTEL

Dean Crescent Women's Hostel

11 Dean Crescent, Bedminster, Bristol BS3 1AG

Tel: 0117 987 2055

Support accommodation and move on options for women. Open 24 hours for women aged 16+. Can accept dogs on ground floor. Fully accessible rooms for wheelchair users. Lift access. Loop system. Referral only via The HAT, One25, Outreach and SWAG. Direct access after 5pm if rooms are available – priority given to One25 and Outreach. Contact staff on above number.

SUPPORTED HOUSING

Missing Link

5 Queen Square, Bristol BS1 4JQ

Tel: 0117 925 1811

Telephone Mon to Fri, 9am-5pm. Provides a range of housing and support services to women with mental health needs. Supported accommodation provided by the Shared Housing Scheme & Floating Support Scheme. A pre-resettlement service provides support to women in unsuitable accommodation or who are homeless.



Naomi House

PO Box 301 Bristol BS16 0AP

Tel: 0117 909 8832 (*via One25 office*)

Email: eve@one25.org.uk Web: www.one25.org.uk

Naomi House is a 24-hour, intensively supported mother and baby home run by One25 for vulnerable pregnant women and mums with babies, prioritising women with a history of street sex-work and addiction. We provide a high level of support for up to 4 women and 5 babies in a fully furnished shared safe house. Residents are each allocated a keyworker and engage with a weekly program of therapies and practical skills sessions. Women need to come in clean and/or stabilised from street drugs and remain so but we do accept women on prescribed substitutes. Naomi House aims to support women who want to change and become equipped with the skills needed to raise their children positively in a safe, loving environment and give them a better start in life.

The Well

PO Box 2163, Bristol BS99 7PS

Tel: 0117 954 0252 Fax: 0117 955 5176

The Well is a supported housing project designated for women over the age of 18 years who are exiting the sex trade and who have active addiction.

We provide a high level of support for up to five women in a large fully furnished house. Staff are on duty from 7am-11pm and sleep over in the house. Each resident is allocated a keyworker who works on their Support Plan with them.

Women may access the service as soon as they have made the choice to give up street drugs and we house women on substitute prescribing. When they move in, we ask residents to see their GP so as to maximize the support available in order to sustain their recovery from addiction.

YOUNG PEOPLE

Every person under 19 should have their own Connexions Personal Advisor. If you don't have one you can still go to Connexions, they do have some specialists and access to the best information. Some of the agencies in this guide do offer services for young people (*aged 16-25*) even though they do not state it. Please do not be afraid to ask if you are unsure. The HAT has two Social Workers dedicated to young people. They are very busy so don't expect to see them straight away.

For advice on benefits the Citizens Advice or Shelter can help you. Benefits for young people are particularly difficult and easily misunderstood. It is always worthwhile getting the right advice and support so you do not get turned away at the door when applying.



EMERGENCY ACCOMMODATION

BRISTOL SHELTERED ACCOMMODATION

Wick House

191 Wick Road, Brislington, Bristol BS4 4HW

Tel: 0117 971 3613

Wick house is a supported homeless shelter which has room for 43 male or female residents over the age of 21 years old. No pets or Children allowed.

Wick house is staffed 24 hours a day and residents receive supporting guidance and specialist counselling to re-establish themselves back into the community. Referrals can be made via other agencies however self referrals can be made via an initial assessment.



Accommodation

St Georges House, 1625 Independent People

101 St Georges Road, Bristol BS1 5UP
Tel: 0117 927 6600 Fax: 0117 922 1954

Short-term emergency accommodation for young people aged 16-25. Referral through The HAT. Medium to high level support including independent living skills training.

Part of 1625 Independent People.



SUPPORTED HOUSING

1625 Independent People

Kingsley Hall, 59 Old Market Street, Bristol BS2 0ER

Tel: 0117 317 88 00 or 0800 731 72 13

Email: enquiries@1625ip.co.uk

Independent People provides housing, support and advice to young people aged between 16 and 25 in Bristol and South Gloucestershire.

We exist to support young people to build independent lives. We do this by helping people find (*and keep*) a safe, stable home. We also offer non-judgmental support and advice on counselling, training and help in finding jobs.



Day Centres

If you're looking for cheap or free food, help and advice, laundry rooms and other services, try these day centres. Many of the centres also offer courses and classes in a range of subjects.

Bristol Methodist Centre

31-33 Midland Road, St Philips, Bristol BS2 0JT

Tel: 0117 954 0708 Fax: 0117 955 5606

Email: info@methodist-centre.org.uk

Drop-in Monday 1.15pm - 3.30pm Tuesday to Thursday 10am - 3.30pm Sunday 3pm - 4.45pm. Men and Women aged 16+. There is space for dogs & bikes in our yard.

Free meals Tuesday - Thursday breakfast 10am - 11am, two course lunch 12.30pm - 1.30pm. Sunday soup and sandwiches 3-4pm.

We are a place of shelter, sanctuary and support for people who are homeless or disadvantaged. We offer free clothes, showers and laundry facilities, support workers are always available for help and advice and you can use our telephones. Computer, literacy, film and arts groups run throughout the week. Our quiet room holds daily prayer and monthly worship for those who wish to take part.



Bristol Citadel, Community and Family Centre

The Salvation Army, 6 Ashley Road, Bristol BS6 5NL

Tel: 0117 942 4607 or 01179622321

Email: bristol.citadel@salvationarmy.org.uk

Website: bristolcitadel.org.uk

The Candle Community drop-in Centre entrance is on the corner of Brigstocke Road.

Homeless families

The Community & family centre seeks to provide support and assistance to homeless families who are living in temporary accommodation. These services are provided on a referral basis. The centre also operates parent and preschool breakfast and lunch clubs, employment advice and support, internet access sessions, family tracing, advice and advocacy.

Appropriate adult assistance and contact provision (*for supervised contact*) can also be arranged.

Homeless individuals

We offer a free lunch on the first 3 Sundays of each month 1pm-1.30pm. Clothing, sleeping bags and food parcels continue to be accessed via referral and appointment only.



Wild Goose Coffee Shop (*Crisis Centre*)

32 Stapleton Road, Bristol BS5 0QY

Tel: 0117 3301230

Open Mon-Fri(5 days a week) 11am until 2pm and Sun-Fri (6 evenings a week) 8pm until 10pm. Please check Wild Goose window for update on opening times. We are also open most bank holidays. Fridays '*Life recovery group*' giving support with homelessness and drug and alcohol issues 7.30pm-9.30pm. We also offer advice in accessing detox, rehabilitation, supported housing and Christian communities. Sunday nights 'Home church' 6.30pm. December 2010 Wild Goose Café is moving to 32-34 Carpenter House, Stapleton Road, Bristol.

One25 Drop-In Centre

The Grosvenor Centre, 138a Grosvenor Road, St Pauls, Bristol BS2 8YA

Tel: 0117 909 8832 Email: office@one25.org.uk

www.one25.org.uk

Open Monday-Wednesday and Friday, 13.00-16.00.

One25's drop-in is for women involved in street sex-work aged 18+. We provide free cooked meals and drinks, condoms, shower and laundry facilities, clothing, advice and support from One25 staff and visiting specialist clinics from agencies covering general and sexual health, housing, drugs, practical skills, etc.



We also run our own in-house educational and therapeutic sessions including arts and crafts, IT, pottery etc.

FOOD

S.I.C (Service In Christ)

S.I.C (*Service In Christ*) offers a feeding programme, giving free food to the homeless and the needy offering Caribbean, English and vegetarian food, seasonal gifts and food parcels, which are there for the homeless and Vulnerable.

This free food all year round, including bank holiday, easter & christmas time (*apart from Christmas Day and Boxing Day*). This takes place in the Bearpit (*underpass by the bus station/premier travel inn*) on:

Monday-Friday, 2-4pm

Saturday, 1-2.30pm

Sunday, 11am-1pm

Also at Mama's Cafe & Juice Bar (*119 Wilder Street, St Pauls BS2 8QU*) on:

Thursday and Sunday evening, 7-8.30pm.



The following services offer free or cheap food to take away or eat in. Times and availability may change.

CHEAP FOOD TO TAKE AWAY OR EAT IN

Bristol Soup Run Trust

Tel: 0117 908 7934

Available every night at Pip'n'Jay Church after 9.15pm. Redcliffe Wharf after 9.40pm. Also meet individual people contacted in the centre, 10.15pm-10.45pm.

Soup, sandwiches, coffee, biscuits, toiletries, blankets and information on services available for homeless people.

One25

138a Grosvenor Road, St Pauls, Bristol BS2 8YA

Tel: 0117 909 8832

Look out for big white van with yellow roof around St Pauls and Easton, Monday to Thursday, 8pm to 11.30pm, Friday 8pm - 1am. Van outreach for women involved in the sex industry - food, condoms, advice and support.

Additional foot Outreach at various times, please ring 0117 909 8832 for details.



Churches Together

In Clifton, Cotham & Redland

Saturday lunchtime, 12-2pm. Soup, sandwiches and drinks. Queens Road, Park Street, Watershed, City Centre/Broadmead, bus station (*by subway*).

Open Door

Ivy Church, Ashley Hill, Bristol.

Tel: 0117 941 1759

Drop-in Tuesday, 12-2pm. Only available in school term time. Soup and rolls.

For men and women aged 16+.

The Salvation Army - The Bristol Easton Corps

Hassell Drive, Easton, Bristol BS2 0AN

Tel: 0117 955 1600

Breakfast on Monday morning, Bus Station 7.30-8.00am.
Drop-in Monday, 9.30am-12noon. Tea, coffee and toast. Free clothing. Free, 3 course lunch served on Mondays at 12pm.

Closed during August.



Sisters of the Church

82 Ashley Road, St Pauls, Bristol BS6 5NT

Drop-in most Sundays 2.30pm-4.00pm. Not open the end of July and all of August, the Sunday after Easter and the Sunday after Christmas. Check noticeboard at house for other closing times. For men and women aged 16+. Small food parcels and hot and cold drinks.

St Nicholas Church

Lawford's Gate, Bristol BS5 0RE

Tel: 0117 983 3920

Men and women 18+. Mon-Fri 10am-12pm, Sat 10am-12pm, Sun 5-7pm. Call in for tea, coffee and sandwiches.

This will continue until December 2010 after which St Nicholas Church services are merging with the new Wild Goose Café at Carpenter House, Stapleton Road. Please note that this is the Church house and is not a drop-in centre.

Bristol Citadel, Community and Family Centre

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Tel: 0117 942 4607 or 01179622321

Website: bristolcitadel.org.uk

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Homeless families

The Community & family centre seeks to provide support and assistance to homeless families who are living in temporary accommodation. These services are provided on a referral basis. The centre also operates parent and preschool breakfast and lunch clubs, employment advice and support, internet access sessions, family tracing, advice and advocacy. Appropriate adult assistance and contact provision (*for supervised contact*) can also be arranged.

Homeless individuals

We offer a free lunch on the first 3 Sundays of each month 1pm-1.30pm. Clothing, sleeping bags and food parcels continue to be accessed via referral and appointment only.

The King's Kitchen

Trinity Tabernacle, Hassell Drive, Newtown, Bristol BS2 0AN
Tel: 0117 955 4318

Drop-in Tuesdays between 5am-9am Serving a full English breakfast, hot and cold drinks.

Christ Church Clifton

Saturday Breakfast Run. 8am calls at the Watershed, then Pip 'n' Jay church, and then the bus station. Hot drinks, bacon and sausage sandwiches.



It is important that you keep safe and well. While your health might not seem like a priority, it should be.

You are important. Take care of yourself.

Medical GP

To register with a GP, you can phone Avon Health Authority on 0117 900 2400 to find out where your local surgery is.

Compass Health

The Compass Centre, 1 Jamaica Street, Kingsdown, Bristo BS2 8JP Tel: 0117 944 0583

Specialised primary health care service aimed at needs of homeless people. Compass health encompasses 3 services: H&ASH , Health Link team and SMART.

Health Link Team

Tel: 0117 989 2450

Monday to Friday, 9am-5pm.

Ask at Compass Centre reception to see a Health Link Worker. The Health Link Workers help with access to all health related services, provide support and advocacy, and work closely with various housing services in order to help prevent homelessness. They also assist with access to supported and other housing provision.



Supervised Methadone And Resettlement Team (SMART) 1 Jamaica Street, Kingsdown, Bristol BS2 8JP
Tel: 0117 989 2450

Mon-Fri, 9.30am-2.30pm. Supervised methadone prescribing service with additional counselling and support. 16+ who are or have a recent history of sleeping rough, opiate dependent, actively involved in the resettlement process including pre-settlement work, and are committed to making a change in their drug related behaviour. Referrals through Outreach.

Healthcare and Advice for Single Homeless (H&ASH)

The H&ASH team provide General health, advice and treatment, minor injury care, drug and alcohol support and referral to specialist services, testing for blood born viruses, vaccination, contraception and much more supportive health care. There is also a monthly optician and podiatry service.

The H&ASH team also run outreach sessions. The times of these vary. Call for latest details or ask the Outreach team.

See timetable (p30) for H&ASH drop-in times and locations.



H&ASH Timetable

Compass centre

Mon pm – Dr & Nurse

Tues 10am-12noon – Nurse

Weds 10am-12noon – Dr & Nurse

Thurs 10am-12noon Dr & Nurse

Fri 10am-12noon

One25 project

Weds 2pm-4pm – Doctor

Logos House

Fri 9.30am-12.30pm

Redwood House

Tues 2pm-4pm – Wet Provision with Doctor.

Harm reduction Bus

Mon, Wed and Thurs Afternoon – Nurse

Outreach/ Night Shelter

Mon 9pm-11pm

BDP

Alternate Saturday Morning 9.30am – Nurse

[This timetable is subject to change so if you are unsure please contact the venues direct.](#)

**NHS Walk-In Centres**

33-34 Broad Street, Bristol BS1 2EZ

Tel: 0117 906 9610

Open 8am-8pm Monday to Saturday. Open 10am-6pm Sundays and Bank Holidays. Can provide some antibiotics, painkillers, emergency contraception and dressing changes.

Accident and Emergency details:

- Emergency - 999
- Bristol Royal Infirmary - 0117 923 0000
- Southmead Hospital - 0117 959 5245
- Frenchay Hospital - 0117 970 1212

The Drug specialist team are based at the BRI and will see all in-patients with drug related issues – if you are admitted to the hospital. They can be contacted on 0117 928 4204.

NHS Direct

Tel: 0845 4647

www.nhsdirect.nhs.uk

This is a 24 hour/7 day helpline offering free advice and information on health issues and local services.



DENTAL

Dental Access Clinic

33 Broad Street, Bristol BS1 2EZ

Tel: 08451 206 680

Monday to Friday 9am-6pm. Ring to make an appointment daytime and out of hours. Open bank holiday and weekends morning only (*including Christmas and Boxing Day*).

Bristol Dental Hospital

Lower Maudlin Street, Bristol BS1 2LY

Tel: 0117 928 4383 Fax: 0117 928 4443

Emergency Dental Service: 0845 120 6680

Emergency dental care can be accessed by patients, who are not registered with a dentist via the Primary Care Unit at the Dental Hospital, Mon-Fri, 9am-12pm (*doors open at 8am*). This service is provided and supervised by dental students on a predominantly first come first served basis.

Pain relief clinic, Mon-Fri from 6-7.30pm, Sat, Sun, and Bank Holidays 9-10.30am (*excluding Christmas Day*). £20 deposit or proof of exemption required.



FAMILY PLANNING AND EMERGENCY CONTRACEPTION

All health centres offer advice on contraception. Advice, free condoms and pregnancy testing are also available from:

Central Hill Health Clinic

Tower Hill
Tel: 0117 929 1010

Bristol Sexual Health free screening advice

Tower Hill. Tel: 0117 342 6900

STD Clinice STI testing GUM clinic

Tower Hill.
Tel: 0117 929 1010 or 0117 946 5454

Pregnancy Advisory Clinic

Tower Hill
Tel: 0117 927 6362

Brook Advisory Service

1 Unity Street
Tel: 0117 929 0090

Provides free confidential sexual health advice and contraception for young people up to the age of 25.



Terrence Higgins Trust West

8-10 West Street, Old Market, Bristol BS2 0BH
Tel: 0117 955 1000

Monday to Friday, 10am-4pm. Support Services for anyone living with HIV or concerned about HIV infection. Helpline THT direct: 0845 1221 200. Week days 10am-10pm, weekends 12-6pm.

LOCAL SPECIALISED HEALTH SERVICES

ARA Alcohol Misuse Service

Unit 2, Kings Court, Little King Street Bristol BS1 4HW
Tel: 0117 930 0282 Fax: 0117 929 4810

Monday to Thursday, 9am-5pm and Friday 9am-4.30pm
ARA's mission is to reduce the level of alcohol related harm in the community. Working with people concerned about their own or someone else's alcohol abuse and provide group meetings and one to one.

Bristol Drugs Project (BDP)

11 Brunswick Square, Bristol BS2 8PE
Tel: 0117 987 1500 Helpline: 0117 987 6000

Drop in needle exchange Mon-Fri, 9.30am-5pm,
Sat 9.30am-12.30pm. Womens morning drop-in
Wednesday 11am-1pm.



Mobile services available across Bristol – please contact for details.

One to One service and group work programmes offered. Drop-in or phone to access advice, no appointment necessary. BDP works with people concerned about their own or somebody else's drug use.

DRUGS ADVICE FROM BDP (Bristol Drugs Project)

If you use drugs it is safer to sniff, snort, smoke or swallow them than inject them. Safer still not to use them at all. You do not have to inject and if you do choose to use drugs you can avoid some of the risks by not injecting. Remember, cocaine can be sniffed or smoked; heroin can be smoked; amphetamines can be swallowed or sniffed.

If you choose not to inject, you will reduce damage to your body.

The risks associated with injecting include:

- HIV infection
- Hepatitis
- Vein damage
- Overdose
- Increased level of drug dependency
- Loss of limbs
- Bleeding to death / Loss of life



How to reduce the risks:

- If injecting, do not share any works with other people. That means do not share needles, barrels, spoons, citrus, filters, tourniquets, water, mixing equipment.
- It is essential to use a needle exchange. Do not create risks to yourself and others by leaving needles lying around or throwing them away carelessly. BDP operates a needle exchange at Brunswick Square (p31) The Mobile Harm Reduction Service delivers an exchange at various venues around the city (*ask in drop-in*). Other needle exchanges are available from pharmacies - ring or drop in to BDP for details of these schemes.
- Always use the smallest needle possible
- Avoid injecting into the neck or groin region. Veins and arteries are very close together in these areas and you risk bleeding to death.

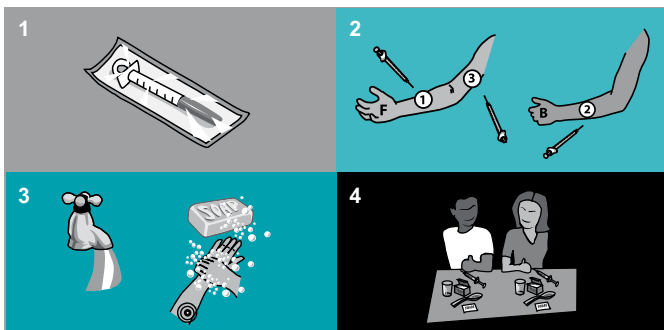
Keep safe:

- Do not use drugs when alone.
- Remember that mixing drugs such as heroin, methadone, diazepam and alcohol greatly increases your risk of overdose.
- You are at the highest risk of overdose if you have got clean and start using again at the same level.
- If you find a friend who might have overdosed, put them in the recovery position and call 999.
The police no longer routinely attend these calls.



Safer Injecting

- 1 Use a clean needle for each injection.
- 2 Rotate your sites:
 - Don't keep injecting in the same vein
 - Give your sites a chance to recover
- 3 Wash your hands and sites before injecting.
- 4 Don't share **ANY** equipment, e.g. water, filters, spoon or tourniquet.





In the event of an Overdose

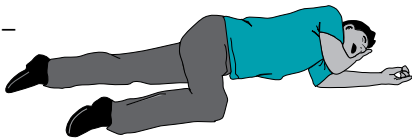
Do

- ✓ Check the person is conscious by gently shaking their shoulder and talking to them.
- ✓ Put them in the recovery position.
- ✓ Dial **999** and ask for an ambulance.
- ✓ Stay with the person and check they are breathing.
- ✓ Continue to check breathing until help arrives. If the person stops breathing, roll them on their back and give mouth to mouth resuscitation (kiss of life) – 1 breath.
- ✓ If the person goes bluer and colder start chest compression immediately. Give 2 breaths followed by 30 quick compressions. Continue until help arrives.

Don't . . .

- ✗ Try to wake them in any other way than gently shaking their shoulder.
- ✗ Try to walk the person around.
- ✗ Inflict pain of any sort eg: pinching, slapping or using cold water.
- ✗ Leave the person alone before help arrives – they could die.

✓ The Recovery position.



Remember You could save a life



Bristol Specialist Drug & Alcohol Services (BSDS)

The Blackberry Centre, Blackberry Hill Hospital, Bristol
BS16 2EW

Tel: 0117 378 4500

Treatment services for drug users in Bristol and South Gloucestershire. The service can be accessed by a referral from your doctor or community based drug services or Bristol Drugs Project. **You cannot self refer** (*except pregnant women*).

The CAAAD Project

(Community Action Around Alcohol & Drugs)

188 Lawrence Hill, Bristol BS5 0DR

Tel: 0117 904 2297 / 0117 904 2298

Non-judgemental support and counselling. Up to date information on drug and alcohol issues. Hepatitis support service. Complementary therapies. Drop-in, Tuesday, 2-4.30pm, Wednesday, 2-4.30pm, Thursday (*Headspace day*), 3-5pm and 6pm-8.30pm, Friday 9.00-10.30am, 2-4.30pm. Ear acupuncture available Mon-Fri, Peer support service Saturdays 2-4pm.



Nilaari Agency

184 Stapleton Road, Easton, Bristol BS5 0NZ

Tel: 0117 952 5742 Fax: 0117 952 2400

Mon-Thurs, 9-5pm and Friday's 9-4.30pm. A community based drug treatment provider that administers accessible high quality culturally appropriate services. Nilaari aims to improve the emotional and physical health of adults and young people primarily from black and ethnic minorities who misuse or are at risk of misusing drugs and alcohol in Bristol.

Anyone in need can access our services. Services include advocacy around a range of issues.

MENTAL HEALTH

Bristol MIND

35 Old Market Street, Old Market, Bristol BS2 0EZ

Tel: 0117 980 0370

Open to anyone over 16 who has experienced mental health problems, feels emotionally distressed or is feeling vulnerable, isolated or lonely.

Advocacy drop in is now Tuesday between 11am-2pm. There is also a drop in at Windmill Hill City Farm, Philips Street, Bedminster, Knowle advice centre on Wednesday



between 2pm-4pm. Also, there is a out of hours call line called MINDLINE, which runs Wed-Sun, 8pm-mid-night and the number is 0808 8080330.

AWP - Secondary Mental Health Service

Inner City Support & Recovery Team

Brookland Hall, Conduit Place, St Werburghs, Bristol
BS2 9RU

Tel: 0117 955 6098 or 0117 955 2616

The service can only be accessed by a referral from your doctor or through a homelessness worker. Opening times Mon-Fri, 9-7pm, Sat-Sun 10am-6pm for 18+ only.

You cannot self refer.

Second Step Mental Health

Outreach/One25 Project Service Team

The Compass Centre, 1 Jamaica Street, Kingsdown,
Bristol BS2 8JP

Tel: 0117 989 2450

Ages 16-65 years, for people with mental health support needs that are currently sleeping rough or have a risk of sleeping rough again. The service also works in



partnership with One25 (p21), a project which provides support to female street sex workers and opportunities to pursue support around health and housing. Specifically Second Step has a female outreach worker providing mental health support from this agency.

Tel: 0117 909 8832

Somali Mental Health and Drugs Project

The Wellspring, Beam Street, Bristol BS5 9QJ.

Monday to Friday, 9.30am - 17.00pm. A support service for individuals of Somali origin experiencing mental health issues and for those with drug dependency issues.

Offering support in accessing services such as mental health or drug services. Providing flexible housing, benefit, employment, debt and training support tailored to individual's needs. Also providing assistance with filling forms, reading letters and other necessary support.

People can be referred by GP, other agencies or they can self refer.

**The Old Manse**

Chapel Hill, Wrington, North Somerset BS40 5NJ.

Tel: 01934 863052

Email: Info@newroadrehabservices.co.uk

www.newroadrehabservices.co.uk

A safe and secure rehabilitation service, assessment interviews are carried out over a 24 hour period at the unit, but where travel is difficult a telephone assessment can be carried out. Anyone can be referred providing certain criteria are met. Men and women with a history of substance misuse age 18+. All prospective clients need to be 28 days free from mood altering substances. Funding can come from a variety of places including; local authority, NHS, Private insurance or self referral.



Toilets

Street	Opening Hours	Facilities
Colston Avenue	Open 8am-7pm Monday-Sunday including public holidays.	Men and Women sections. Baby changing table in Women's section.
Prince Street Junc. Assembly Room Lane	Open 9am-6pm Closed Saturday, Sunday & public holidays.	Men and Women sections. Baby changing table in Women's sections.
St James Barton Underpass	Open 8am-6pm Closed Sundays	Men and Women sections. Separate Unisex wheelchair access babycare section.
Castle Park	April/September 9am-6.30pm October/March 9am-4pm	Men and Women sections. Separate Unisex wheelchair access/babycare section.



Looking for help and advice? Try here! Be sure to check whether you need an appointment first or can just drop in.

Avon & Bristol Law Centre

2 Moon Street, Stokes Croft, Bristol BS2 8QE

Tel: 0117 924 8662 www.ablc.org.uk

Drop in and telephone reception Monday to Friday 10-12 noon and Monday, Tuesday, Thursday 2-4pm

Specialist Public Advice Lines:

Housing/Debt - 0117 916 7730 (*Monday, 1-4pm*)

Immigration - 0117 916 7733 (*Thursday, 10am-1pm*)

Welfare benefits - 0117 916 7722 (*Monday, 2pm-4pm*)

Employment - 0117 916 7727 (*Wed, 10am-12 noon*)

Discrimination- 0117 916 7704 (*Tues, 10am-12 noon*)

Provide a free and confidential legal and advocacy service, including information on housing and homelessness. Housing appointments can be made through reception.

CAB - Generalist Advice Service Bristol Advice Point

1 Quay Street, Bristol BS1 2JL

At our drop in service you will receive a short interview to decide the most appropriate advice to meet your needs. You may then be given an appointment at our Broad Street Office. Some clients will be referred to other agencies and some clients may be given assistance with self help packs.



Generalist Advice Service Bristol Advice Point cont

Bristol Advice Point also has computers for public use. These are restricted to trusted, advice related websites.

For telephone advice please phone 0844 4994718.

Monday:	9.30-1pm (<i>drop-in advice</i>) 9.30-4.30 (<i>self help resources</i>)
Tuesday:	9.30-1pm (<i>self help resources</i>)
Wednesday:	9.30-1pm (<i>drop-in advice</i>) 9.30-4.30 (<i>self help resources</i>)
Thursday:	9.30-1pm (<i>drop-in advice</i>) 9.30-4.30 (<i>self help resources</i>)
Friday:	9.30-1pm (<i>drop-in advice</i>) 9.30-4.30 (<i>self help resources</i>)
Saturday:	9.30-1pm (<i>drop-in advice</i>) 9.30-4.30 (<i>self help resources</i>)

Bristol Citizens Advice Bureau

12 Broad Street, Bristol BS1 2HL

Tel: 0844 4994718 Fax: 0117 934 9849

www.adviceguide.org.uk

Independent, free and confidential advice. Only clients with a pre-booked appointment will be seen.



Bristol Citizens Advice Bureau cont

Opening Times:

Monday	9.30am-1pm (<i>Open door/appointment</i>)
Tuesday	9.30am-1pm (<i>Open door</i>)
Wednesday	9.30am-1pm (<i>Open door/appointment</i>)
Thursday	9.30am-1pm (<i>Open door/appointment</i>)
Friday	9.30am-1pm (<i>Open door/appointment</i>)
Saturday	9.30am-12noon (<i>Appointment only</i>)

CHAS (Bristol) Housing Advice Service

PO Box 2219, Bristol BS99 7HH

Tel: 0117 935 1260

Open Monday-Friday. Telephone for appointments and advice on housing related problems and homelessness for people aged 16+.

Connexions West of England

4 Colston Avenue, Bristol BS1 4ST

Tel: 0117 987 3700

www.connexionswest.org.uk

Aged 13-19 years. Advice on health, training, money, careers, housing, sex, drugs, your rights, bullying, education and jobs.



Horizons Community Mentoring Project-Second Step

9 Brunswick Square, Bristol BS2 8PE

Tel: 0117 909 6630

One to one support from a volunteer mentor, for 2-3 hours a week, for up to 6 months, for single homeless people who are going through the resettlement process. You must complete an application form and be receiving support from a resettlement worker or other support worker.

Open Monday-Friday, 9am-1pm and close for lunch re-opening 2-5pm for ages 16+.

Next Link Domestic Abuse Services

5 Queen Square, Bristol BS1 4JQ

Tel: 0117 925 0680

New specialist BME service helping people from ethnic minorities and for whom English is a second or third language.

Telephone 9am-5pm, Monday to Friday for confidential advice and safe housing for women and families experiencing domestic abuse. Also offer outreach support to women (*16+ only*) who choose to remain in their existing accommodation.

Women only.



Off the Record

2 Horfield Road, St Michaels Hill, Bristol BS2 8EA
Tel: 0808 808 9120

Drop-in or phone. Mon-Wed, 11.30-5pm, Thurs telephone 9.30am-1.30pm, drop in, 11am-1pm. People aged 11-25yrs can use the helpline 9.30-5pm Mon, 9.30am-8pm Tues & Wed. For people under 25 yrs only – information and counseling.

St Mungo's Outreach Team

The Compass Centre, 1 Jamaica Street, Kingsdown, Bristol BS2 8JP
Tel: 0117 944 0581
Email: bristolspot@mungos.org

Working with rough sleepers and vulnerably housed the Outreach Team are based at The Compass Centre. Outreach can provide referrals to accommodation for rough sleepers. Drop ins are held at various locations. please phone for details.



Refugee Action

9 Hide Market, West Street, Bristol BS2 0BH
Tel: 0117 941 5960

We provide advice to people seeking asylum and to new refugees, and consultancy advice to other organisations working with or advising asylum seekers and refugees.

Telephone advice: 0808 800 0052

Monday 10am-12.30pm and 2pm-4.30pm

Thursday 10am-12.30pm and 2pm-4pm

Friday 10am -12.30pm and 2pm to 4.30pm

(free from virgin, o2, T-mobile, Orange, Vodafone & 3mobile) as well as ALL landlines). Ring this free number at the times below. Tell us your language. We'll arrange an interpreter on the telephone if required.

Drop in advice: Tuesday 10am-12.30pm on a first come first serve basis.

Shelter & Bristol Housing Advice Service

Bristol Housing Aid Centre, First Floor, Kenham House,
Wilder Street, Bristol BS2 8PD

Tel: 0844 515 141 Contact No: 0344 515 1414 (9am-5pm)

Emergency: 0808 800 4444 (8am-8pm and 8am-5pm weekends)

Drop-in Tuesday 10am-12pm. Provide free, independent and confidential advice on housing related issues including housing benefit and homelessness.



Also deal with mortgage or rent problems. Landlord/tenant disputes. Harrassment and illegal eviction. Can be contacted through Outreach (p46). There are drop in surgeries all over Bristol please see www.advicecentresforavon.org.uk for more information.

Advice Sessions:

Symes Community Building

Peterson Square, Hartcliffe. Mondays 10am-12 noon.

Kenham House

Wilder Street, Bristol. Tuesdays 10am-12 noon.

Filwood Hope Centre

Filwood Broadway, Knowle. Thursday 10am-12 noon.
Appointments may be available. Tel: 0344 515 1414.

St Pauls Advice Centre

146 Grosvenor Road, St Pauls, Bristol BS2 8YA
Tel: 0117 955 2981

Free, confidential and independent legal advice and advocacy in welfare benefits, debt, housing and employment law. Benefit appeal tribunal representation available. Drop-in Mon and Thurs, first come first served basis, doors open at 10am and session ends 12pm. Advice and support now open to all but those from the local area do receive priority.



Open times: Mon-Thurs, 10am-12 noon then 2pm-4pm. Monday is Somali advice. Appointments only on Wed and Thurs, 2pm-4pm sessions and Friday 10am-12 noon.

Crisis Centre Ministries

12 City Road, St Pauls, Bristol BS2 8TP

Tel: 0117 942 3088

Generally open Monday 12noon-2pm, Tues – Fri 11am-2pm and 8pm-10pm, Sat- 9am-12noon but it is best to phone and check someone will be available. Runs the Wild Goose Coffee Shop (p21) and the LITE Project (p58); also provides some counselling, advice and support on an individual basis to people who are or have been homeless, or are struggling with drugs, alcohol, or mental health issues. Mon and Thurs afternoons 2-4.30pm

SSAFA Forces Help

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

Tel: 0845 1300975 Email: avon.severnside@ssafa.org.uk

SSAFA Forces Help exists to help according to need all men and women serving, or who have served at any time, in the Armed Forces of the Crown, their families and dependents, which include widows and widowers. The Branch network operates worldwide. Confidential Support Line: 0800 731 4880



Bristol BASE (*Barnardo's Against Sexual Exploitation*)
Tel: 0117 934 9726

BASE provide support to young people under the age of 18 who are being sexually exploited or at risk of exploitation, including abuse through prostitution. Support aims to help keep young people safer and to protect their health. There is a sexual health nurse at BASE.

Opening hours are Mon-Fri, 9am-5pm. Self referrals or referrals through agency.

1625 Independent People

Kingsley Hall, 59 Old Market Street, Bristol BS2 PYH
Tel: 0117 317 8800

Opening times: Mon-Fri 9am-5pm, except Wednesdays: 1pm-5pm. For 16-25 year olds. Shared housing and self contained flats. For floating support in council and Housing Association tenancies (p42).

The 'Inside Out' project offers a resettlement programme that will enable young offenders aged 19-25 to access a joined up resettlement package to help with their move on. The project offers support through a key worker who will work with young offenders in prisons before being released to build up a resettlement program that will be agreed through an assessment with the young offender.



Young Bristol

113 Parsons Street, Bedminster, Bristol BS3 5QH

Tel: 0117 953 7921 or 0117 907 1010

www.youngbristol.com

Mon-Fri, 9am-5pm. Young Bristol provides a range of opportunities for young people (8-25yrs) to develop skills, build confidence and achieve goals.

Safeplace

The Bristol Foyer, 2A Victoria St, Bristol Bridge.

Tel: 0117 927 6234

Email: safeplace@connexionswest.org.uk

Safeplace is open Monday to Friday from 12.30pm till 3.30pm. Safeplace offers a specialist support and guidance service to young people of 16 to 19 year olds at risk of homelessness and estrangement in the city and ensure they remain in education learning and employment or are supported to re-engage.

Safeplace also offers a warm, safe environment during the day with access to hot drinks and emergency food, direct referrals to Nightstop emergency accommodation, daily links with JCP (Job Centre Plus) staff to minimise lengthy waits for emergency benefits. Advice and guidance on employment, education and training opportunities from Connexions



Personal Advisers, access to counselling services, access to health services and access to drug and alcohol services. Appointments can be offered around these times if needed and both self-referrals and referrals from other agencies will be accepted.

The HAT (Housing Advice Team)

13-17 Cumberland Street, St Pauls, Bristol BS2 8NL
Tel: 0117 914 1188

The HAT aims to prevent homelessness through comprehensive housing advice by a range of organisations. Access to The HAT is by appointment only. Appointments can be arranged through referral agencies and BCC Customer Service points.

Since November 2009 The HAT is no longer a drop in service. Access to The HAT will be by appointment only. Appointments can be arranged through referral agencies and BCC customer service points. If you have a support worker talk to them about your housing situation. If you do not have a support worker, attend BCC Customer service point for advice.



Cocaine Anonymous

No fixed address

Contact helpline number 0800 612 0225 and
www.cauk.org.uk

Cocaine Anonymous is a fellowship of men and women who share their experience, strength and hope with each other so that they may solve their common problem and help others to recover from their addiction. The only requirement for membership is a desire to stop using cocaine and all other mind-altering substances. There are no dues or fees for membership. Our primary purpose is to stay free from cocaine and all other mind-altering substances, and to help others achieve the same freedom. We use the Twelve Step Recovery Program which has proven positive results.

No age limits or boundaries, varies from all ages.

Individual meetings can be found by calling the helpline number (0800 612 0225) or looking on the website.



For information on benefits you may be able to claim, you can go to the offices detailed below. You can also get information and advice about benefits from The HAT (p55).

Central - Phoenix Court

Bond Street South, Bristol BS1 3PH

Monday-Friday, 8.30am-5pm. If you prefer to access council services in person, you can visit knowledgeable staff at any Customer Service Point (CSP) across Bristol (p03-06).

At a CSP you can report a noise complaint, antisocial behaviour, apply for concessionary travel card, blue badge, tenancy enquires, if you wish to give notice. Take your documents to be verified for Housing and Council Tax Benefit and much more.

Social Security Office

Lodge House, 602-632 Fishponds Road, Fishponds,
Bristol BS16 3HZ

Tel: 0845 608 8597

Not open to public but can ring for advice Mon-Fri,
9am-5pm.



Notes



Social Security Office, Job Centre & Employment Support Allowance

Bristol Quayside, Eagle House, St Stephens Street, Bristol BS1 1EN Tel: 0117 938 8100

Monday, Tuesday, Thursday, Friday, 9am-5pm,
Wednesday, 10am-5pm. Appointment recommended.

Jobcentre - Combined Jobcentre & Jobseekers Allowance Office

442 Stapleton Road, Easton, Bristol BS5 6NR
Tel: 08456043719

Monday, Tuesday, Thursday and Friday, 8.30am-5pm. If you're thinking about starting work or getting new skills, contact the organisations in this section.

Aspire

Unit 20, Barton Hill Trading Estate, Maze Street, Barton Hill, Bristol BS5 9TQ
Tel: 0117 954 0861

Full time supported employment for homeless or ex-homeless people committed to full time work. Placement and employment opportunities in window cleaning, warehouse work, decorating, painting and goods recycling business. Including driving and telemarketing jobs.



Aspire cont

For further information, call Monday to Friday, 9am-5pm

The Big Issue South West

93 Stokes Croft, Bristol BS1 3RD

An opportunity to earn a legitimate income through selling a quality weekly publication. You have to be homeless or vulnerably housed. Induction and training will be provided. You have to adhere to a code of conduct. Vendor Support Workers offer information and advice on issues such as housing and resettlement, drug and alcohol, physical and mental health, education and training or employment. Referral to specialists.

Complementary therapies, IT skills and creative writing and other one off projects. Training room with IT equipment and access to the Internet. Homeless and vulnerably housed welcome. Telephone 01179 428 538 or call in Mon-Sat 9am-5pm with a lunch break, Saturday support services are not available. May close earlier on Saturday.

Business in the Community - Business Action on Homelessness

Bush House, 72-74 Prince Street, Bristol BS1 4QD
Tel: 0117 9309380



Business Action on Homelessness offers a 2 day pre-employment training followed by a 2 week work placement with companies such as Marks and Spencer, Royal Mail, John Lewis and Gala. These placements give you a chance to gain recent work experience and to feel more confident about looking for work. After the placement you will be offered follow up support including regular network meetings and the support of a volunteer job coach to help you with your job search.

Clean Slate Training & Employment

The Coach House, 2 Upper York Street, Bristol BS2 8QN
Tel: 0117 907 0080 Fax: 0117 942 2329
Email: info@socialenterpriseworks.org

Creates and supports opportunities for people serious about getting paid work. It is for homeless people and those from groups that are excluded from the labour market.

Clean Slate runs its own social enterprises, such as its distribution and fulfilment service, that offer paid work and supports individuals with their own business ideas. Clean Slate operates as a Temp Agency, offering paid work by the hour that is taxed and NI'd. A pre-employment training programme, called On the Job, includes CV writing, basic skills and personal development, and enables Temp Workers to increase the hourly rate of pay they can earn with Clean Slate.



Connexions West of England

Tel: 0117 987 3700

Information Advice and Guidance network of local organisations offering free advice services to help young people between age 13-19yrs make choices about learning and work. Career guidance services are also available for young people, some of which are free.

Learning Information helpline: 08080013219.

One in Eight

North Bristol Community Project

160 Gloucester Road, Bishopston, Bristol BS7 8NT

Tel: 0117 924 6228

Mon-Fri 10am-4pm IT, Basic Skills and internet access. Other classes include languages, arts writing and counselling. Please ring for availability or visit www.oneineight.co.uk

Pathways 2 Employment

The Compass Centre, 1 Jamaica Street, Bristol BS2 8JP

Tel: 0117 944 0586

Email: jeremy.townend@mungos.org

Pathways 2 Employment activities range from formal education, NVQ and apprenticeships, informal training



opportunities such as IT, music, art or cookery classes, activities to help people return to paid or voluntary work or recreational activities including sports, cinema, theatre, DJ or health and beauty.

Fairbridge West

22 Stokes Croft, Bristol BS1 3PR

Tel: 0117 942 5362

Email: west.outreach@fairbridge.org.uk

A Youth Development Charity working with disaffected, disadvantaged or vulnerable young people aged 13-25 years. Offering a personal development programme for young people. It runs numerous courses that increases personal and social skills while helping young people achieve their potential through 1:1 sessions exploring their goals and aspirations. Courses include outdoor pursuits, Football, Art Drama, sailing and lots more.

LITE Project

Run by Crisis Centre Ministries

12 City Road, St Pauls, Bristol BS2 8TP

Telephone: 0117 942 3088

Free training in Personal Development for those who would like to take a first step towards developing their potential.



LITE Project cont

The course is run on Monday and Thursday afternoons 2-4.30pm. It is aimed at increasing people's confidence and equipping them to move on to further training, voluntary or paid work. For further information telephone or drop in at the Wild Goose Coffee Shop (p21).

LIBRARIES

Bristol Central Library

College Green, Bristol BS1 5TL

Telephone: 0117 903 7200

Free e-mail and Internet access. 10p per sheet for printing.
Opening times; Mon: 9.30am-7.30pm, Tues: 9.30am-7.30pm, Wed: 10am-5pm, Thurs: 9.30am-7.30pm, Fri: 9.30am-5pm, Sat: 9.30am-5pm and Sun: 1-5pm.



SEASONAL

Many services operate different opening times at Christmas, Easter and other Bank Holidays. You need to ask the services you use whether their opening hours change at holiday times.

Caring at Christmas

Julian House, Little Bishop St, St Pauls, Bristol BS2 9JF
Tel: 0117 924 4444

Open for one week from 24th December. Men and women aged 18+. No pets. Accommodation, hot meals, showers, laundry service, clothing, advice and support, services and entertainments. Based at the Nightshelter, guest entrance off Wilder Street. 50 bed dormitory opens at 9pm.



Charity Shops

There are a large number of charity shops in Bristol selling reasonably priced, good quality clothing and household items. Many of these shops are along Gloucester Road (A38) and The Horsefair. Organisations in this booklet that also run shops are detailed below:

Bristol Methodist Centre The Centre Charity Shop

31-33 Midland Road, St
Philips, Bristol, BS2 0JT
Tel: 0117 907 9875

Opening times:

Mon to Wed, 9.30am-
3.30pm, Friday 9am-5pm
Items available: Clothing
and bric-a-brac.

The SOFA Project

48-54 West Street, StPhilips,
Bristol, BS2 0BL

Tel: 0117 954 3567

Opening times: Mon, Tues,
Thurs, Fri 9.30am-5pm Thurs
10.30am -5pm Sat 10am-
4pm. Items available:
Reasonably priced furniture
and fully safety checked
electrical goods. Telephone
or call in shop.

Emmaus Bristol

Barton Manor, St
Philips, Bristol,
BS2 0RL

Tel: 0117 954 0886

Opening times:

Mon to Sat 10am-5pm,
Reasonably priced
restored and
furniture, bicycles,
fully tested electrical
goods, bric-a-brac,
clothes and more.

Emmaus

72 Bedminster Parade
Bristol, BS3 4HL

Tel: 0117 963 3033

Opening times:

Tues-Sat 10am-4.30pm
Furniture, household
items, fully tested
electrical goods and
bric-a-brac.



One in Eight

160 Gloucester Road,
Bishopston, Bristol, BS7 8NT
Tel: 0117 924 6228. Mon-Sat
10am-4pm. Clothing, bedding
and bric-a-brac.

Age Concern

Imperial Arcade
2 East Street
Bedminster
Bristol
Tel: 0117 953 2745

The Salvation Army Community/Charity Shops

Reasonably low priced / good quality items of clothing
and bric-a-brac. Proceeds from these shops support the
work of the Salvation Army.

110 Cheltenham Road

Stokes Croft, Bristol,
BS7 8NT
Tel: 0117 924 5018

Opening times:
Mon to Sat, 9.30am-
4.30pm.

5 Lower Redland

Redland Bristol,
BS2 0RL
Tel: 0117 973 6813

Opening times:
Mon to Fri 9.30am-
4.30pm.

Two Mile Hill Road

387 Two Mile Hill, Kingswood,
Bristol, BS15 1AD
Tel: 0117 961 6129

Opening times as advertised.



What's Open When

What's Open When - A checklist of day centres, where to find food and health services.

This table gives an overview of which services are available and when. Exact times for each service are given throughout this handbook.

MON Morning	<ul style="list-style-type: none">• BDP - Novas Day Centre - H&ASH at Health Link• H&ASH clinic at The Compass Centre, New St. and SMART• Salvation Army Bristol Easton breakfast run and drop-in CAAD
Afternoon	<ul style="list-style-type: none">• BDP drop-in - Bristol Methodist Centre - H&ASH nurses at BDP - KWADS• Salvation Army Bristol Easton - lunch - Wild Goose Coffee Shop - One25 drop-in
Evening	<ul style="list-style-type: none">• Bristol Soup Run Trust - Julian Trust Nightshelter - Wild Goose Coffee Shop• One25 Van Outreach - KWADS - H&ASH at HRB
TUES Morning	<ul style="list-style-type: none">• BDP - H&ASH at Health Link• Novas Day Centre - Bristol Methodist Centre - H&ASH at New St. and SMART• Kings Kitchen
Afternoon	<ul style="list-style-type: none">• BDP drop-in - Bristol Methodist Centre - CAAAD drop-in - Wild Goose Coffee Centre• One25 drop-in - Open Door - KWADS - H&ASH at The Compass Centre
Evening	<ul style="list-style-type: none">• Bristol Soup Run Trust - Julian Trust Nightshelter - Wild Goose Coffee Shop• One25 Van Outreach - KWADS
WED Morning	<ul style="list-style-type: none">• BDP - Novas Day Centre - H&ASH at Health Link• BDP women only drop-in - Bristol Methodist Centre• H&ASH at Novas Day Centre and SMART
Afternoon	<ul style="list-style-type: none">• BDP drop-in - CAAAD drop-in - One25 drop-in• KWADS - Wild Goose Coffee Shop - H&AH at New St. Bristol Methodist Centre
Evening	<ul style="list-style-type: none">• Bristol Soup Run Trust - Julian Trust Nightshelter - One25 van outreach - Wild Goose• Coffee Shop - KWADS - H&ASH at HRB



THURS Morning Afternoon Evening	<ul style="list-style-type: none">• BDP - Novas Day Centre - H&ASH at Health Link• Bristol Methodist Centre - H&ASH Clinic at The Compass Centre and SMART• BDP drop-in - Bristol Methodist Centre - Wild Goose Coffee Shop - CAAAD Drop-in• Bristol Soup Run Trust - Wild Goose Coffee Shop - One25 van outreach• CAAAD Drop-in - KWADS - H&ASH at HRB
FRIDAY Morning Afternoon Evening	<ul style="list-style-type: none">• BDP - Novas Day Centre - H&ASH at Health Link• CAAAD drop-in - KWADS• H&ASH at New St. and SMART• BDP drop-in - One25 drop-in - CAAAD drop-in - KWADS - Wild Goose Coffee Shop• Bristol Soup Run Trust - Julian Trust Nightshelter - Wild Goose Coffee Shop• One25 van outreach - CAAAD drop-in
SAT Morning Afternoon Evening	<ul style="list-style-type: none">• BDP drop-in and needle exchange• Breakfast run - H&ASH at BDP• Lunch Run• Bristol Soup Run Trust - Wild Goose Coffee Shop• Julian Trust Nightshelter
SUN Morning Afternoon Evening	<ul style="list-style-type: none">• Breakfast run• Bristol Methodist Centre - Bristol MIND drop-in - Sisters of the Church• Candle Community Centre - lunch• Bristol Soup Run Trust



Helplines

Alcoholics Anonymous

Tel: 0117 926 5520 -

local rate call

Information, advice and support 24 hour/7days.

Childline

Tel: 0800 1111 - free

Helpline for children and young people in danger and distress.

24hour/7days.

Bristol MIND Line

Tel: 0808 808 0330 -

free Information and support for people with mental health problems.

Wednesday to Sunday, 8pm to midnight.

Drinkline

Tel: 0800 917 8282 -

free Advice, information and support on your own or someone else's drinking. Monday to Friday 9am-11pm.

Bristol Lesbian and Gay Switchboard (BLAGS)

Tel: 0117 942 0842

Information, advice and support. Monday through to Friday. 8-10pm.

Message Home Helpline

0800 700 740 - free
messagehome@missing
people.org.uk

Helpline for people who have left or run away from home. 24hour / 7days

National Missing Persons Helpline

0500 700 700 - free

24 hour/7 days.

'Freephone' calls are free from phone boxes or landlines. Some mobile phone providers charge for 'freephone' numbers.

**National AIDS Helpline**

0800 012 322 - free
Information on all aspects
of HIV, AIDS and sexual
health.
24 hour/7 day.

Saneline

0845 767 8000 - local
rate call. Helpline
providing information and
advice on mental health.
1pm-11pm – only, 7 days.

National Drugs Helpline

0800 776 600 - free

Helpline for anyone
concerned about drug
or solvent abuse.
24 hour / 7 day.

Shelterline

0808 800 4444 - free

Housing advice helpline.
Mon-Fri, 8am-8pm. Sat-
Sun, 8am-5pm. 7 days

**Message Home Helpline
for under 18's (runaway)**

0808 8007070 - free
Children and young people
run away from home or
have been forced to leave.
24hour / 7 days

**National Domestic
Violence Helpline**

Womens Advice Helpline:
0808 200 0247
Mens Advice Helpline:
0808 801 0327 - both free

Samaritans

0845 790 9090 - local rate
call. Emotional support for
anyone in crisis 24-7.

Cocaine Anonymous

Contact Helpline number:
0800 612 0225
www.cauk.org.uk



If you are of no fixed abode and get either job seekers allowance or income support, the PDSA can help your animal. You need to take proof of benefits with you. If you have accommodation, you need to take proof of your housing benefit with you. Your animal will be treated free of charge but you are invited to make a donation towards the treatment costs if you can.

PDSA Veterinary Centre

556 Bath Road, Bristol BS4 3JZ

Tel: 0117 977 5911

National Line: 0800 731 2502

The PDSA provide treatment for sick and injured animals. Telephone to make an appointment.

Cats Protection League

272 North Street, Bedminster, Bristol

Tel: 0117 963 9028



Dogs Trust - Hope Project

17 Wakley Street, London EC1V 7RQ

Tel: 0207 7837 0006

Free preventative veterinary healthcare (*vaccinations, microchipping, neutering and flea and worming treatment*), and subsidised additional healthcare, for dogs whose owners are homeless through a Veterinary Card Scheme. Homeless dog owners must apply for a Veterinary Entitlement Card through a registered participating homelessness organisation, ie hostel or day centre, which is able to vouch for their N.F.A (*no fixed abode*) status.



Notes





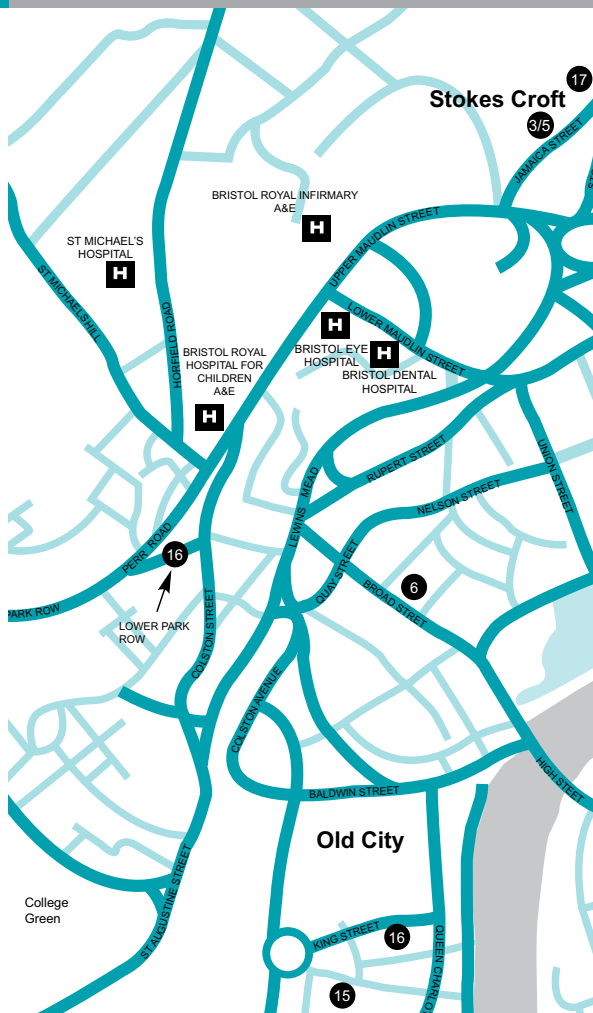
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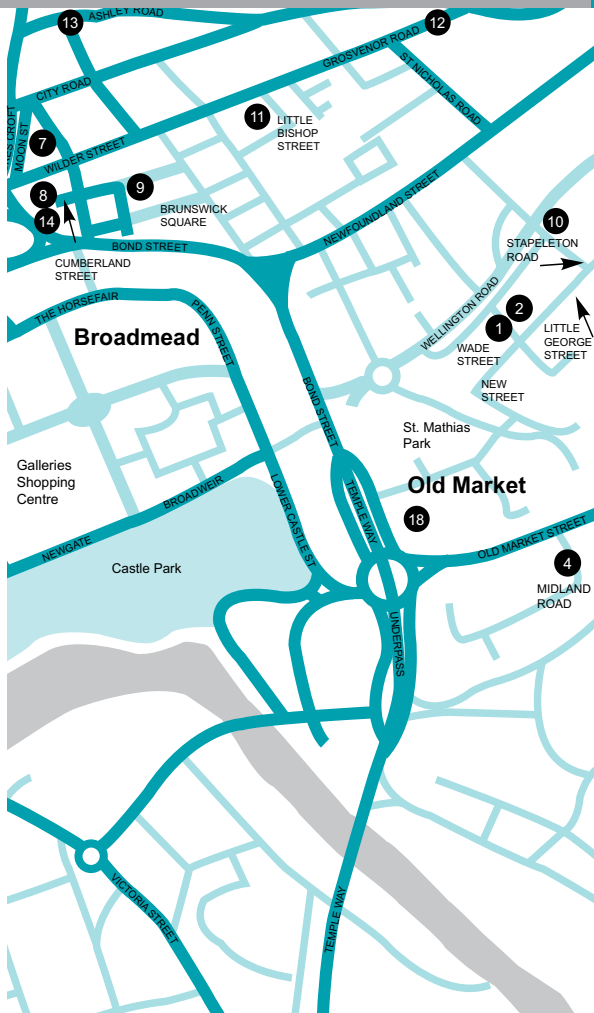


- 1 **Redwood House** 1 Wade Street
- 2 **Logos House** 2 Little George Street
- 3 **The Compass Centre** 1 Jamaica Street, Kingsdown
- 4 **Bristol Methodist Centre** 31-33 Midland Road
- 5 **1 Jamaica Street Hostel** 1 Jamaica Street, Kingsdown
- 6 **NHS Walk in Centre** 33-34 Broad Street
- 7 **Avon & Bristol Law Centre** 2 Moon Street, Stokes Croft
- 8 **The HAT** 13-17 Cumberland Street, St Pauls
- 9 **Bristol Drugs Project** 11 Brunswick Square
- 10 **Wild Goose Coffee Shop** (*Crisis Centre*)
32 Stapleton Road
- 11 **Julian Trust Nightshelter - Caring at Christmas**
Little Bishop Street, St Pauls
- 12 **One 25** 138a Grosvenor Rd
- 13 **The Salvation Army**
The Candle Community Centre 6 Ashley Road
- 14 **Shelter** Bristol Housing Aid Centre
First Floor, Kenham House, Wilder Street
- 15 **Missing Link/Next Link** 5 Queen Square
- 16 **ARA** Unit 2, Kings Court, Little Kings Street
- 17 **The Big Issue** 93 Stokes Croft
- 18 **Phoenix Court** Bond Street



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For Agencies Only

In 2010 Caring at Christmas introduced the production of the survival hand book on a six monthly basis, due to the cost and no sponsorship of the paper or printing we have had to put that idea on hold and will revert back to annual updates. If your agency would like to offer a donation or part sponsorship to the survival handbook we will be able to meet the need of producing it six monthly once again. Please email **info@[caringatchristmas.org.uk](mailto:info@caringatchristmas.org.uk)** for further details



Feedback

We welcome feedback and suggestions so that each year when we update the handbook we can improve the information provided in it.

Please CIRCLE either yes or no to the following questions, cut along the dotted line (p78) and return using the freepost address – **no stamp necessary**.

- | | |
|---|----------|
| 1. Have you used any of the services in this handbook yourself? | Yes / No |
| 2. Have you found the information in this handbook useful? | Yes / No |
| 3. Is it easy to find the information you need in the handbook? | Yes / No |
| 4. Is the text big enough for you to read easily? | Yes / No |
| 5. Have you found the map in this handbook useful? | Yes / No |

Any other comments:

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Thank you for your time.

If you have any other comments or suggestions please contact us on 0117 924 4444 or info@caringatchristmas.org.uk

FREEPOST
Caring At Christmas



