



Finding Support

**A Guide to Housing, Homelessness
and Support for Women in Bristol**

welcome



This guide is for women who are:

- Experiencing homelessness
- At risk of homelessness
- Rough sleeping
- Sofa surfing
- Staying in accommodation that feels unsafe

This guide can help you:

- Find support
- Understand your options
- Know what to expect
- Access women-only and mixed-gender services
- Take your next steps

Created with insights from women with lived experience of homelessness and the Women's Action Group, in collaboration with Shelter and the Bristol Women's Rough Sleeping Census Planning Group.

Experiencing homelessness or housing difficulties can feel overwhelming. You may not know who to contact or what support is available.

This guide has been shaped by women with lived experience who told us that clear information, practical support and understanding can make a real difference.

Many local homelessness and support services are already listed within the **Caring in Bristol Handbooks**.

They can also be accessed online:
www.caringinbristol.org.uk/handbooks

Please note: This guide does not replace these resources. Instead, it focuses on **helping women identify and access support that may be particularly relevant to their needs**. The information included is focused on emergency and practical support services that are generally open access or have minimal eligibility criteria.



IMPORTANT:

Understanding Gender-Informed Services in This Guide

Key:  **FOR WOMEN**

A service, support group, activity or space specifically for women. In this guide, this symbol indicates women-only services that are inclusive of trans women and non-binary people.

If this symbol is not shown, the service, support, group or space is open to people of all genders.

Where possible, this guide highlights services and spaces for women, as women told us this information is important when accessing support. However, mixed-gender services also provide essential housing, homelessness, health and wellbeing support and have therefore been included to help women access a range of support available.

 Please note: Eligibility criteria and access arrangements can vary between organisations. If you are unsure whether a service is right for you, please contact the organisation directly for more information.

start here



I need somewhere safe tonight.

Go to Page 6



I need help with housing or homelessness.

Go to Page 9



I need refugee and asylum seeker support.

Go to Page 12



I need food, clothing or essentials.

Go to Page 14



I need benefits and finance advice.

Go to Page 16



I need health or wellbeing support.

Go to Page 18



I need recovery and drug and alcohol support.

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Somewhere safe tonight

Bristol City Council Homeless Prevention Team

- 📍 100 Temple Street, Bristol BS1 6AG
- ☎ 0117 352 6800 (office hours)
- ☎ 01454 615 165 (emergency out of hours line)
- 🌐 www.bristol.gov.uk
- 🕒 Monday-Friday 9am-5pm
(Wednesday 10am-5pm)

💡 **Assessment and advice for people who are homeless or at risk of homelessness.**

AGED 16-22?

Bristol Youth MAPS

- 📍 Nelson Drake House, Nelson Street, Bristol, BS1 2JT
- ☎ 0117 332 7111
- ☎ 0800 035 4213
- ✉ bristol-youthmaps@1625ip.co.uk
- 🕒 Monday -Friday, 9am-5pm (Wednesdays 1pm-5pm).

💡 **Assessment and advice for young people aged 16-22 who are homeless or at risk of homelessness.**

ROUGH SLEEPING?

Julian Trust Night Shelter

- 🚶 **Drop-in/Referral | Open Access**
- 📍 16 Little Bishop Street, St Pauls, Bristol, BS2 9JF
- ☎ 0117 924 4604 (evenings only)
- 🌐 www.juliantrust.org.uk
- 🕒 Monday, Tuesday, Wednesday & Friday, 8pm-9:30pm
- 💡 A safe, warm place to stay for people who would otherwise be sleeping rough. Food and essential items are available for guests.
- 💡 **Beds are allocated by referral by St Mungo's Outreach Team.** However, spare beds may be available if referred guests do not arrive. If you are not part of the referral system, ask on arrival to be added to the reserve list. Any spare beds are offered on a first-come, first-served basis for that night only.

St Mungo's

- 📍 1 New Street, Bristol BS2 9DX
- ☎ 0117 407 0330
- ✉ bristolspot@mungos.org
- 🕒 Monday & Thursdays 10am-12pm
- 💡 **Support for people who are sleeping rough or at risk of rough sleeping.**

Street Link

 www.streetlink.org.uk

 If you are sleeping rough, you can self refer to Street Link to let local outreach services know where you are sleeping. They will try to find you, make contact, and offer support.

 **Making a Street Link referral can be an important first step to connect with local homelessness services and support.**

Shelter Emergency Helpline

 0808 800 4444

 Interpreters available

 www.shelter.org.uk/get_help/webchat

 Monday-Friday, 8am-5pm (not Bank Holidays)

 **Advice and support available if you have nowhere to stay.**

Remember!  If you are in immediate danger always call 999



Help with housing

Support available for homelessness applications, housing advice, private rented housing, social housing, advocacy, understanding your options.

The Women's Hub at The Nelson Trust

 **FOR WOMEN**

 **Drop-in**  **Crèche Available**

 The Nelson Trust, Bristol Women's Centre, Ground Floor, Protheroes House, Denmark Street, Bristol, BS1 5EJ

 0117 244 7249  Every Monday, 12pm-3pm (except Bank Holidays)

 **Advice and support with homelessness and housing, including domestic abuse and drug or alcohol use linked to your housing situation.**

 **Drop in or call to check which services are available on the day**

Next Link / Missing Link / Safe Link

 **FOR WOMEN AVAILABLE**

 www.nextlinkhousing.co.uk

 0117 925 1811 / 0800 4700 280  07407 895620

 Mon to Fri: 8.30am-5.30pm. Sat: 9.30am-1pm

 **Advice and support for women experiencing domestic abuse, sexual violence, mental health challenges or housing difficulties. Help to stay safe and access suitable housing.**

OPEN ACCESS SERVICES

Shelter Bristol

📍 Brunswick Court, Brunswick Square, Bristol, BS2 8PE
(by appointment only)

☎ 0344 515 1778

🌐 www.shelter.org.uk

✉ home@shelter.org.uk

🕒 Monday-Friday, 9am-5pm
(closed 12-30-1:30pm for lunch)

💡 **Housing advice, homelessness support and legal advice for eligible clients. Contact Shelter to discuss your situation or book a legal advice appointment.**

🚶 Drop-in

⚠ **Dates, times and locations may change.**

Please check Shelter Bristol Instagram page for the most up-to-date information before attending.

📍 Easton Community Centre, BS5 6AW

🕒 Alternate Tuesdays, 10am-12:30pm

📍 The Symes Resource Centre, BS13 0BE

🕒 Alternate Fridays, 10am-12:30pm

📍 Under One Roof, The Citadel, BS6 5NL

🕒 First Wednesday every month, 1-4pm

💡 **Free housing advice and support. Housing Matters/Caring in Bristol provide advice on alternate weeks.**

ARA

📍 Kings Court, Kings Street, Bristol, BS1 4EF

☎ 0330 134 0286 ✉ info@recovery4all.co.uk

🕒 Wednesday, 2pm-3:30pm

💡 **Information, advice and support to access housing and supported accommodation for people affected by drug or alcohol use.** Specialist housing support may also be available.

Housing Matters

☎ 0117 935 1260 (advice line) 🕒 Thursday 2pm-4pm

🚶 **Drop-in** ⚠ **Dates, times and locations may change.** Please check for the most up-to-date information before attending.
www.housingmatters.org.uk/housing-advice-drop-in-sessions

📍 Easton Community Centre,
BS5 6AW

🕒 Alternate Tuesdays,
10am-12:30pm

📍 Knowle West Health Park,
BS4 1WH

🕒 Selected Wednesdays,
10am-12:30pm

📍 Symes Resource Centre
Hartcliffe, BS13 0BE

🕒 Fridays, 10am-12:30pm

📍 Stockwood Family Hub,
BS14 8DQ

🕒 Selected Wednesdays,
9am-11:30am

📍 Shirehampton JTE Hub,
BS11 0DE

🕒 Selected Mondays,
10am-12:30pm

📍 The Hub (Lockleaze),
BS7 9FB

🕒 Selected Wednesdays,
10:30am-12:30pm

📍 Vassall Centre (Fishponds),
BS16 2QQ

🕒 Selected Thursdays,
11am-12:30pm



Refugee and Asylum Seeker Support

Full directory of Bristol is support available on



bristol.cityofsanctuary.org



Translated information available

Refugee Women of Bristol



FOR WOMEN



Drop-in



Interpreters available



Easton Family Centre, Beaufort St, Easton, Bristol, BS5 0SQ



0117 9415867



Tuesday 10am-2:30pm (term time only)



Wellbeing, advocacy, housing and domestic abuse support for refugee women. Drop in or call to check which services are available on the day

OPEN ACCESS SERVICES

Bristol Hospitality Network



Drop-in



Interpreters available



Easton Family Centre, Beaufort St, Easton, Bristol, BS5 0SQ



hello@bhn.org.uk



Monday 10am-2:00pm



Support, information and social activities for people seeking asylum, including food, advice and ESOL opportunities.

Bristol Refugee Rights



Drop-in



Interpreters available



Wellspring Settlement, 43 Ducie Road, Barton Hill, Bristol, BS5 0AX.



07526 352 353. Helpline
Mondays and Tuesday 10am - 1pm



Wednesday 10am-12:30pm (advice drop in),
Thursday 10am-1pm (social and food drop in)



info@bristolrefugeerights.org
advice@bristolrefugeerights.org



Support for people seeking asylum, refused asylum, and newly granted refugees.



Food, Essentials, Showers & Laundry

The Nelson Trust

FOR WOMEN

Drop-in

Crèche Available

 The Nelson Trust, Bristol Women's Centre, Ground Floor, Protheroes House, Denmark Street, Bristol, BS1 5EJ

 0117 244 7249

 Monday 12pm-3pm (except Bank Holidays)
Wednesday 2pm-4pm

 **Cold food/snacks, clothing, essentials, showers and laundry facilities subject to availability. Spaces limited.**



OPEN ACCESS SERVICES

Wild Goose Drop-In Centre

 **Drop-in**  32 Stapleton Road, Bristol, BS5 0QY

 Wednesdays 2-4pm

 **Healthcare and support without the need to stop drinking. Alcohol can be brought on site.**

 Friday: Lunch 11am-1pm

 **Free hot cooked meals available.**

Turnaround Bristol

 **Drop-in**  Lincoln Street, Lawrence Hill, Bristol, BS5 0BJ

 Monday-Thursday 10am-3pm

Breakfast 10am-11am | Lunch 12:30pm-1:30pm

 **Free breakfast and lunch available at times above. Clothing, essential items, showers and laundry facilities may be available. Spaces are limited.**

Bristol Soup Run Trust

Drop-in

 Wall of Pip and Jay Church, Narrow Plain, Old Market, BS2 0JJ

 St Mary Redcliffe Church, Redcliffe Way, BS1 6RA

 Daily 9:15pm

 Daily 9:45pm

 **Hot soup, hot drinks and sandwiches available every evening. Toiletries and sleeping bags may sometimes be available.**



Benefits & Money Advice

St Paul's Advice Centre

FOR WOMEN



Drop-in



Crèche Available



The Nelson Trust, Bristol Women's Centre, Ground Floor, Protheroes House, Denmark Street, Bristol, BS1 5EJ



0117 244 7249



Monday, 12pm-3pm (except Bank Holidays)



Attending every 4 weeks. Please call ahead to check dates.



Benefits, budgeting, debt, grants and financial advice.

Bristol City Council Crisis Payment Scheme



100 Temple Street, Bristol, BS1 6AG



0117 922 4500



Monday-Friday, 9am-12pm (Advice Line)



cps@bristol.gov.uk



www.bristol.gov.uk



Emergency one-off payments may be available for food and essential household items.

OPEN ACCESS SERVICES

St Paul's Advice Centre



Drop-in



Easton Community Centre, Kilburn Street, Easton, Bristol, BS5 6AW



First Tuesday of each month, 10am-12pm
(Welfare Benefits Advice)



Third Tuesday of each month, 10am-12pm
(Debt Advice)



Benefits and debt advice. No appointment required.

Turnaround Bristol



Drop-in



Lincoln Street, Lawrence Hill, Bristol, BS5 0BJ



Tuesday 10am-12:30pm



Drop-in advice and support with benefits and finances from WRAMAS.

Jobcentre Plus



Various Bristol locations: 100 Temple Street, Shirehampton High Street, Whitchurch Lane Bishopsworth, 1 Monks Park Ave Horfield



Monday-Friday 9am-5pm (Wednesday from 10am)



Support with benefit claims, financial support and employment, drop in to make an appointment.



Health and Wellbeing Support

WomanKind

FOR WOMEN

0117 916 6461

www.womankindbristol.org.uk/get-help - webchat

Helpline available throughout the week
(check website for current opening times).

Confidential emotional support and listening services for women aged 16+.

One25

FOR WOMEN

www.one25.org.uk

138 Grosvenor Road, Bristol, BS2 8YA

Hub: Monday, Tuesday, Wednesday and Friday,
12:30pm-3:30pm

Outreach Van: 7 evenings a week

Healthcare, practical support, outreach and one-to-one support for women involved in street sex work.

Mental Health & Specialist Support

OPEN ACCESS SERVICES

Homeless Health Service

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

0117 989 2450

Monday – Friday, 9am-5pm

Specialist healthcare for people experiencing homelessness or without a permanent address. Dental and stop smoking services.

Yuno Sexual Health

01173426900 www.yunosexualhealth.co.uk

Monday and Tuesday, 9am-5pm
Wednesday, 11am-4pm
Thursday-Saturday, 9am-1pm

Sexual health services including STI testing and treatment, contraception, condoms and PrEP.

SARI (Stand Against Racism & Inequality)

15 Portland Square, Bristol, BS2 8SJ

0117 942 0060

Monday-Friday, 10am-4pm

www.sariweb.org.uk

Duty Adviser available during opening hours offering advice for those affected by hate crime, discrimination or prejudice.

Sexual Violence & Abuse Support

SARSAS



Drop-in Available



Lawrence Hill Health Centre



0808 801 0456



support@sarsas.org.uk



www.sarsas.org.uk



Drop-in: Monthly Tuesday, 12:30pm-2:30pm
(check website for dates)



Free, confidential support for anyone aged 13+ affected by rape, sexual abuse or sexual violence.



Recovery, Drug & Alcohol Support

Horizons Women's Morning

FOR WOMEN



Drop-in |



Crèche Available



The Nelson Trust, Bristol Women's Centre, Ground Floor,
Protheroes House, Denmark Street, Bristol, BS15EJ



Wednesdays, 11am-1pm



Weekly social group for women with current or past drug or alcohol use. A safe space to meet others, access one-to-one support and find out about other available services.

Horizons



Drop-in 11 Brunswick Square, Bristol, BS2 8PE



0300 555 1469



BristolInfo@horizonsbristol.co.uk



www.horizonsbristol.co.uk



Monday-Friday, 9am-5pm



Information, advice, treatment, recovery support and harm reduction services for people affected by drug or alcohol use.

FOR WOMEN

Support available through the Women's Pathway, ask for a referral to either One25 or The Nelson Trust.

What to expect when asking for help

The first conversation is usually about helping services understand your situation, what support you need, and how they may be able to help.

You only need to share what you feel comfortable sharing. However, providing as much information as you can may help services better understand your circumstances and identify the support available to you.

Remember

Asking for help can feel difficult, but **you do not have to face things alone.**

Support workers are there to listen, understand your situation, and help you explore your options without judgement.



You might be asked questions such as:



Where are you staying at the moment?



Do you have somewhere safe to stay tonight?



Are you at risk of losing your accommodation?



What support do you need right now?



Do you have any health, mental health or wellbeing needs?



Are there any children or dependants involved?



Have you experienced abuse, violence, exploitation or discrimination?



Is there anything that might make it difficult for you to access support, such as language, mobility, childcare responsibilities or other needs?

Questions you can ask

It's OK for you to ask questions if you are unsure about anything.

Services want you to understand your options and what support may be available.

You can make notes at the back of this guide.

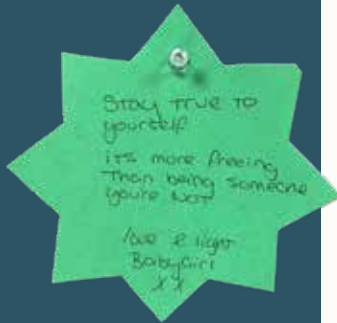


If you do not understand something, it is ok to ask for more information or for it to be explained in a different way.

Remember

You are entitled to be treated with **dignity, respect and compassion.**

Asking questions can help you understand your rights, make informed decisions, and get the support that is right for you.



You might want to ask:



How can you help me?



What happens next?



When will I hear back from you?



Can you explain that another way?



Can I have that in writing?



Can somebody support me at appointments or meetings?



Who should I contact if I have questions or my situation changes?



What other support or services could I access?

Understanding the Homelessness Process

The homelessness process can feel confusing, but understanding the steps can help you know what to expect.

1

Step 1: Contact the Homeless Prevention Team

Contact Bristol City Council's Homeless Prevention Team (see page 6 for contact details). If you are homeless tonight or at risk of homelessness, tell them as soon as possible.

If you can, take:

- Photo ID
- Proof of address (if you have it)
- Letters, emails or notices about your housing situation
- Any information that helps explain your circumstances
- Don't worry if you do not have everything. You should still ask for help.

2

Step 2: Explain your situation

Tell the council about your current circumstances. You can simply say: "I am homeless" or "I am at risk of becoming homeless."

You should also tell them:

- Where you are staying now
- Whether you feel safe
- Any health or support needs you have
- If you have children or dependants
- If you have experienced abuse, violence or exploitation

3

Step 3: Discuss your options

The council will assess your situation and discuss the support that may be available to you.

This could include:

- Housing advice
- Emergency or temporary accommodation
- Referrals to support services

If you disagree with a decision

If you do not think you have received the help you should be entitled to, ask the council for a written decision letter. You can then contact an advice service such as Shelter or Housing Matters (see details on pages 10 and 11)

They can review the decision and advise you about your options. Lots of help, advice and resources are also available online at: www.shelter.org.uk

4

Step 4: Attend appointments and keep services updated

Try to:

- Attend all appointments and assessments
- Respond to calls, emails or letters
- Keep services updated if your circumstances change
- Continue gathering any evidence that supports your situation

Remember

You do not have to navigate the homelessness system alone.

There are services and people who can help you understand your options and access support.



My Next Steps

My Support Contacts

Organisation:

Person I Spoke To:

Phone:

Email:

Notes

My Next Appointment

Date:

Time:

Location:

Notes

Housing & Homelessness Support

Organisation:

Phone:

Key Contact

Name:

Phone:

Other Useful Contacts



Guide developed and information checked September 2026
Services, opening times and eligibility criteria can change.
Please contact services before travelling where possible.

For more information and feedback:

 home@shelter.org.uk

For more detailed homelessness information,
accommodation advice and local services, see the
Caring in Bristol Homelessness Handbook.

All art from a mural
created by Sam T.

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