

WHO WE ARE

The Southmead Project is a registered charity that provides long-term counselling for adults that have experienced abuse. It also has specialist counselling for adults addicted to drugs or alcohol because of the trauma they have experienced.

Alongside counselling, it offers group support through its Family Support Group (for people that support loved ones with an addiction), pre-counselling and post-counselling groups.

In the community, we run projects for survivors of abuse to help build their self-esteem, confidence, resilience and peer support networks.

CONTACT US

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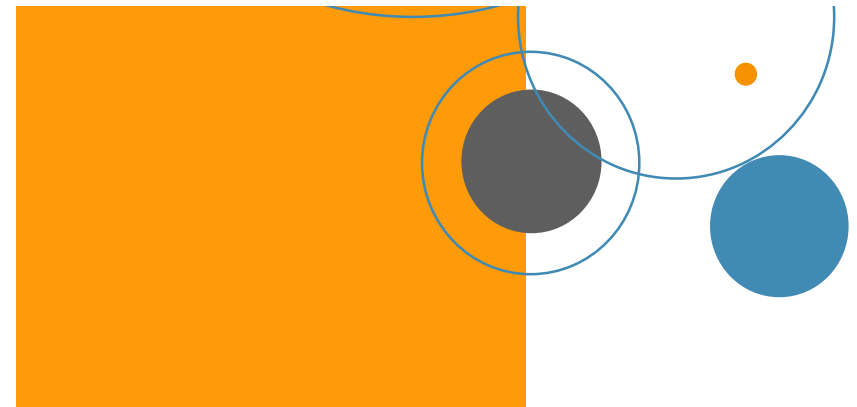
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Go Well Booklet



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Foodbanks

Please obtain a food voucher from a Health Visitor, children centre or school and contact your local foodbank:

- **North Bristol:**
 - Call on: **0117 9791399**
 - E-mail: info@northbristol.foodbank.org.uk
 - Online: <https://northbristol.foodbank.org.uk/>
- **East Bristol:**
 - Call on: **07584 625082**
 - E-mail: ebfoodbank@crisis-centre.org.uk
 - Online: <https://eastbristol.foodbank.org.uk/contact-us/>
- **South Bristol (Refresh)**
 - Call on: **0117 9086015**
 - E-mail: refreshbs3@gmail.com
 - Online: <http://www.refreshbedminster.co.uk/>
 - Address: 81 East Street, Bedminster, BS3 4EX

Other Support

Please see details of the following organisations in case they are helpful:

- **Avon and Somerset Police** – Call **101** or **999**
- **DWP** (Department for Work & Pensions) - <https://www.gov.uk/browse/benefits>
- **Hartcliffe & Withywood Community Partnership** (offers a range of drop-ins, groups and courses) – e-mail: reception@hwcp.org.uk or visit: <https://hwcp.org.uk/>
- **Money Advice Service** (free and impartial money advice) - **0800 138 7777**
- **Step Change** (debt advice) - **0800 138 1111**
- **WECIL** (supporting independent living) - **0117 947 9911**

Advice centres in Bristol:

- **1625 Independent People** – **0800 7317213**
- **Age UK Bristol** - **0117 929 7537**
- **Avon & Bristol Law Centre** – **0117 9248662**
- **Bath & North East Somerset Citizens Advice Bureau** - **0344 848 7919**
- **Shelter** – **0800 8004444**
- **South Gloucestershire Citizens Advice Bureau** - **03444 111 444**
- **Talking Money** (advice & support about money) – **0117 9543990** or **08001214511**
- **WRAMAS** (welfare rights & money advice service) - **0117 35 21888**
- Please visit <https://www.bristol.gov.uk/benefits-financial-help/welfare-rights-and-money-advice-service> for advice and information if you are on a low income, need help with a claim or appeal, or at risk of losing your weekly income.

Volunteering & Social Activities

Well Aware

- This is a signposting service for people in Bristol and South Gloucestershire. It has information on organisations, support groups, community groups, events and activities that can help improve health and wellbeing. Please contact them by:
 - Filling out a form on their website: <https://www.wellaware.org.uk/>
 - Call free: **0808 808 5252** (Mon to Thurs at 9am-5pm & Fridays 9am-4:30pm)
 - E-mail on: infoservices@thecareforum.org.uk
 - Post: The Care Forum, Vassall Centre, Gill Avenue, Fishponds, BS16 2QQ.

St Werburgh's City Farm

- An opportunity to improve your mental health and social skills.
- It has courses and workshops in outdoor environments to connect you with nature.
- Offers gym activities, gardening, farming and conservation activities.

Windmill Hill City Farm

- The aim is to help build confidence, overcome isolation and increase wellbeing through nature-based activities.
- Weekly physical activities take place on the sports pitch, including multi-sports or football.
- There are short-term or long-term development opportunities within a team or league to help build your confidence, wellbeing and enhance your teamwork.
- The longer-term volunteering opportunities include: gardening, farming, working with children, in a café or admin tasks.
- The short-term courses (6-8 weeks) are for people with learning disabilities or who would like support with their mental health, to gain experience in things such as gardening, woodwork or café work.

Barton Hill Settlement

- They offer a space for people that live in Barton Hill and the surrounding area to celebrate, learn, create, develop, relax, socialise and play.
- Please visit their website for information: <https://www.bartonhillsettlement.org.uk/>

Blaise Community Garden

- Volunteer led community garden to share outside growing plants.
- Address: Henbury Road, Bristol (next to Blaise House Museum)
- Call on **07791 623737** or e-mail: info@blaisecommunitygarden.org.uk.

Brave

- A place where people can increase their self-esteem and confidence through sport.
- There are free female football sessions on Fridays at 1-2pm at St Paul's Community Sports Academy.
- Please see here: <https://www.feelbrave.org/> or contact: feelbraveteam@gmail.com

Please find other volunteering opportunities here:

- Voscur: <https://www.voscur.org/jobs> or Do-It: <https://do-it.org/>

Libraries, Reading Groups & Wellbeing Sessions

Bristol City Council Libraries

- Bristol libraries offer: borrowing books, CD's, DVD's; using their computers or WIFI free of charge; activities for adults and children; volunteering opportunities; and can signpost to other local community events.
- Library Shared Reading groups are open to the public, so feel free to drop in to one of the following reading groups:
 - **Central:** Tuesdays, 2-3:30pm, College Green, BS1 5TL (call on **0117 9037200**)
 - **Redland:** Tuesdays, 2-3:30pm, Whiteladies Road, BS8 2PY (call on **0117 9038549**)
 - **Bishopston:** Wednesdays, 11:30am-1pm, and Thursdays, 11:30am-1pm, 100A Gloucester Road, BS7 8BN (call on **0117 3576220**)
 - **Sea Mills:** 2nd and 4th Wednesdays of the month, 10:30am-12pm, Sylvan Way, BS9 2NA (call on **0117 9038555**)
 - **Westbury:** Thursdays, 11:00am-12.30pm, Falcondale Road, BS9 3JZ (call on **0117 9038552**)
 - **Junction 3:** Fridays, 3.00pm-4:30pm, Baptist Mills, BS5 0FJ (call on **0117 9223001**)
 - **Southmead:** Wednesdays, 2pm-3:30pm, Greystoke Avenue, BS10 6AS (call on **0117 9038583**)
 - **Hillfields:** Tuesdays, 3.30pm-5:00pm, Summerleaze, Speedwell, BS16 4HL (call on **0117 9038576**)
 - **Filwood:** Fridays, 11:30am-1pm, Knowle, BS4 1JN (call on **0117 9038581**)
 - **St Paul's:** Mondays 2.00pm-3.30pm, Grosvenor Road, BS2 8XJ (call on **0117 9145489**)

The Reader

- The Reader offers voluntary opportunities.
- Each session, a Reader Leader (volunteer) will read a short story and a poem to their group, and encourage conversation and reflection. There is no pressure to join in, and nothing for group members to prepare beforehand.
- Sessions are free and anyone can come along. They don't require you to book a place or prepare anything beforehand.
- Please visit: <https://www.thereader.org.uk/getinvolved/joinagroup/>

Wellbeing Sessions at the Greenway Centre

- Please visit <https://www.second-step.co.uk/bristol-wellbeing-college/> for information on wellbeing sessions taking place at the Greenway Centre, Southmead. These are run by Bristol Wellbeing College and Second Step.
- Free for people that have received support from the Southmead Project.

• Safe Houses

- **Women's Crisis House – Link House (through Missing Link)**
If you are feeling suicidal and want to enquire about whether you can stay in a female safe house, please call **0117 9251811** (Mon to Fri, 9am to 5pm) or e-mail: enquiries@missinglinkhousing.co.uk
- **Men's Crisis House – St Mungo's**
Please call **0117 9249848** (open anytime) for further information.
- **Non-emergency** – for non-emergency medical advice please call **111** (NHS line).

Other Helplines

Domestic Abuse

- **National Domestic Violence helpline – 0808 2000 247** (24 hour freephone & they have a translation service available) for women experiencing domestic violence
- **Men's Advice Line – 0808 8010327** (Freephone Mon-Fri, 9-5pm) or **Mankind – 01823 334244** (Mon to Fri 10am-4pm) for men experiencing domestic violence
- **National LGBT Domestic Abuse Helpline - 0800 999 5428**

Sexual Abuse

- **National Male Survivors Helpline – 0808 800 5005** (daytime hours) for boys and men affected by sexual abuse, rape and sexual exploitation

Safeguarding Children & Concerns About a Child

- **First Response**
 - If you have concerns about the safety of a child please call **0117 9036444**
 - The out of hours team can be contacted on **01454 615165** if there is an emergency.
 - Alternatively, please speak to your child's health visitor, nursery team, teacher, or GP and they may be able to help and support you with this.
- **NSPCC Helpline**
 - For advice about the safety of a child or to report a concern
 - Call **0808 800 5000** (Mon to Fri, 8am to 10pm, and Sat/Sun 9am to 6pm)
 - E-mail: help@nspcc.org.uk

Mental Health Support

- **Emergency** – please call **999** if you, or somebody else, is experiencing a life threatening emergency.
- **GP Support** – if you need support with your mental health or are feeling suicidal, please book an emergency appointment with your GP.
- **Mental Health Crisis** – please call Bristol Mental Health on **0300 555 0334** (open 24 hours a day) if you are having a mental health crisis.
- **The Samaritans**
 - Call anytime on **0117 983 1000** (local charges apply) or **116 123** (free to call)
 - E-mail: jo@samaritans.org
 - Drop-in open 7.30am to 9pm at 37 St Nicholas Street, BS1 1TP
- **Bristol MindLine**
 - Call **0808 808 0330** (open Weds to Sun, 8pm to midnight)
 - At other times you can call the national line on **0300 123 3393** (local rate from landlines, variable from mobiles, Mon to Fri, 9.00am-6.00pm).
- **The Sanctuary**
 - This is a safe place to go at weekends when you feel that you cannot cope and are in serious emotional distress.
 - It is open Friday to Monday at 7pm to 2am.
 - They aim to provide a safe, comfortable and welcoming environment where you can take stock and find some balance. You can relax and choose what you want to do. This may be to find a quiet space, chat to others or talk one-to-one with a member of the team. They also have a range of games and arts and crafts materials to use.
 - They can refer you to other Bristol Mental Health services, signpost you to other providers, including to telephone helplines and support you to recognise your own strengths or strategies for crisis prevention and management. They also work with family, friends and carers.
 - They provide taxis home and reimburse bus fares to and from the Sanctuary.
 - To arrange a visit please contact by:
 - ❖ Call: **0117 954 2952**
 - ❖ Text: **07709 295 661**
 - ❖ Email: awp.bmhsanctuary@nhs.net
 - ❖ Web: <http://www.bristolmentalhealth.org/services/bristol-sanctuary/>
 - ❖ Address: 1 New Street, St Jude's, BS2 9DX

Advice Centres & Benefits and Debt Support

Citizen's Advice Bureaus (CAB)

- A local charity that aims to provide free, independent, impartial and confidential advice to whoever may need it. CAB offers specialist advice on Housing, Disability, Money Advice, Welfare Benefits, Legal Rota, Employment.
- Call on: **03444 111 444** (General advice line, Mon-Fri 10am-1pm)
- Website: <https://www.bristolcab.org.uk/>
- Main Bristol address for advice and drop-ins: 48 Farifax Street, BS1 3BL

Mondays

- Citizens Advice Bristol – General Advice Drop-in: 9.30am to 1pm
- Citizens Advice Bristol – Signposting and Information: 9.30am to 4.30pm
- Brooklea Health Centre – benefits advice drop-in (patients only)
 - Normal weekly service between 9.30am and 12pm
 - Address: 314 Wick Road, BS4 4HU

Tuesdays – Citizens Advice Bristol:

- General Advice Drop-in: 9.30am to 1pm
- Debt advice clinic: 2pm to 4pm
- Signposting and Information: 9.30am to 4.30pm

Wednesdays

- Citizens Advice Bristol – General Advice Drop-in: 12pm to 2.30pm
- Citizens Advice Bristol – Signposting and Information: 9.30am to 4.30pm
- William Budd Health Centre - Benefits Drop-in (patients only): 10am to 12pm
- Hartcliffe Health Centre - Benefits Drop-in (patients only):
 - 16th October 2019 at 9.30am to 12pm

Thursdays

- Citizens Advice Bristol - Universal Credit Drop-in: 9.30am to 11.30am
- Citizens Advice Bristol – Debt advice clinic: 11.30am to 1.30pm
- Citizens Advice Bristol – Signposting and Information: 9.30am to 4pm
- East Trees Health Centre - Benefits Drop-in (patients only): 10am to 12pm

Fridays

- Citizens Advice Bristol – General Advice Drop-in: 9.30am to 1pm
- Citizens Advice Bristol – Signposting and Information: 9.30am to 4.30pm

North Bristol Advice Centre – 0117 951 5751

- Offers welfare benefits and debt advice either face to face, over the phone or online if you live in North Bristol or South Glos.
- You can either phone them or contact them from their webpage.
- They also offer a community navigation signposting and support service to those over 50 who may be lonely and wanting to increase their confidence and well-being.
- They hold an online support session twice a week (Tuesday & Thursday) to improve digital skills or help with online applications.
- On Wednesday mornings there is a drop-in for advice and support getting you back into work.
- There is also a well-being drop-in group on a Friday morning run by ACE (part of Bristol Mental Health).
- Please see more information here: <http://www.northbristoladvice.org.uk/our-services>

South Bristol Advice Centre – 0117 9038358

- They are based at the Withywood Centre and offers free, confidential advice and information to residents of South Bristol seeking help with welfare benefits and debt.
- They have drop-ins called 'debt days' at the Withywood Centre on a Monday, Tuesday and Thursday between 10-2pm.
- They also run drop in sessions at Symes Community Building on a Monday 10-12pm, at Filwood Hope Centre on a Tuesday between 1-3pm, and at the Withywood Centre on a Wednesday 10-12pm.
- They also offer telephone and online advice.
- Please see more information here: <https://www.southbristoladvice.org.uk/>

St. Pauls Advice Centre – 0117 9552981

- This advice centre offers advice around benefits, debt, immigration, employment, housing and many other issues.
- They have various drop-ins and appointment only sessions at St Pauls Advice Centre and some other locations in the Central area of Bristol.
- Please see more information here: <https://www.stpaulsAdvice.org.uk/>
- For e-mail enquiries: enquiry@stpaulsAdvice.org.uk

Homelessness

- If you are homeless and have nowhere to stay tonight, please go to the Bristol City Council Customer Service Point at 100 Temple St, Bristol BS1 6AG.
- If you are homeless or are worried about becoming homeless, the Bristol housing team are contactable on **0117 352 6800** (Mon to Fri, 9am-5pm) or South Glos Housing team on **01454 868005**. If you call, it may take up to 48 hours to get an appointment.
- If you need help when the office is closed (after 5pm on week days, at weekends or on public holidays), you should go to [your nearest police station](#) or call the [Emergency Duty Team](#) on **01454 615 165**.

Additional Counselling Support

Vita Health

- Call on: **0333 2001893**
- They offer a variety of short-term counselling and therapies for conditions such as depression, anxiety and post-traumatic stress disorder. You can refer yourself by phoning them, or your GP may be able to refer you.
- Please see for further information: <https://www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/bristol-north-somerset-south-gloucestershire/>

Kinergy

- Call on: **0117 9087712**
- Free counselling for sexual abuse, sexual violence and rape
- Clients: male and female; 16 years old and over
- Based in Kingswood, Bristol

Green House

- Call on: **0117 9351707**
- Free counselling for sexual abuse
- Clients: Anyone over 18 years old
- Based in St Werburgh's (also have sessions in Horfield, Easton and Knowle West)

SARSAS (Somerset & Avon Sexual Abuse Support)

- Call on: **0117 9299556**
- Support for sexual abuse
- Female helpline number: **0808 801 0456**; and male helpline number: **0808 801 0464**
- Clients: women and girls aged 13 years old and over (except for male helpline)

Womankind

- Call on: **0117 9166461** or **0345 458 2914** (including to access their helpline)
- Support to help improve women's mental health and well-being
- Helpline above can listen and provide support for up to 50 minutes
- Clients: women only
- Based in Brunswick Square, BS2

SWAN Project

- Call on: **0117 9892521**
- Low-cost counselling for drug and alcohol dependency