

WHO WE ARE

The Southmead Project provides free long-term counselling for adults who have experienced any type of abuse. We also offer Nexus counselling for survivors who currently have an addiction to drugs or alcohol.

We support clients on our waiting list with pre-counselling groups, and run a Family Support Group for people that support loved ones with an addiction.

Our Active Recovery Project holds weekly activity sessions in the community for survivors to help build their self-esteem, confidence and peer support networks.

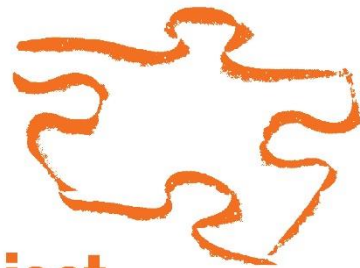
CONTACT US

The Southmead Project

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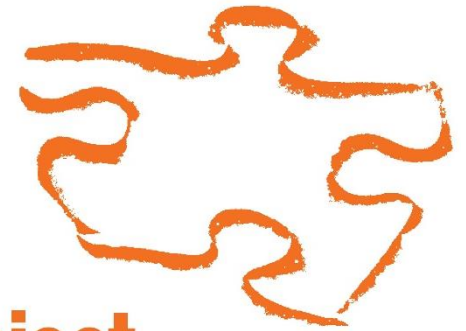
Email: admin@southmeadproject.com

Web: <https://southmeadproject.org.uk/>



southmeadproject

Go Well
Booklet



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Foodbanks

Please obtain a food voucher from a Health Visitor, Children Centre or School and/or contact your local foodbank. There is also a free National Helpline on **0808 2082138** (Mon-Fri 10am-5pm) for anyone in financial crisis – they offer advice and they can also issue vouchers for an emergency food parcel from 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@inhope.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.org>
 - 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 0354213** (9am-5pm).
- **Age UK Bristol** - **0117 929 7537**
- **Avon & Bristol Law Centre** – **0117 9248662** or **0330 0240389** (free)
- **Shelter** – **0808 8004444**
- **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 benefits or financial advice and information if you are on a low 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.

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. However, PLEASE NOTE – check with the library before you go as these may be paused due to COVID.
 - **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: Online, in Southmead and other Bristol venues

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

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• 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, 8.30am to 5.30pm, and then an out of hrs service) or e-mail: enquiries@missinglinkhousing.co.uk
- **Men's Crisis House – St Mungo's**
Please call **0117 9349848** (open anytime) for further information. Or email awp.bmhmeniscrisishouse@nhs.net.
- **Non-emergency** – for non-emergency medical advice please call **111** (NHS line).

Other Helplines

Domestic Abuse

- **Refuge – 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, 9-8pm) or email on info@mensadvice.org.uk (Mon-Fri 9am-8pm, Sat & Sun 10am-12pm & 4pm-6pm) or **Mankind: 01823 334244** (Mon to Fri 10am-4pm). Both of these are for men experiencing domestic violence
- **Galop – National LGBTQ+ Domestic Abuse Helpline: 0800 999 5428.** Webpage with a survivors' forum: www.galop.org.uk and email address: help@galop.org.uk

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 living in Bristol 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

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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 **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, 7pm to 11pm)
 - 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 Thursday to Monday at 5pm to 11pm for 90 minute appointments.
 - They aim to provide a safe, comfortable and welcoming environment where you can take stock and find some balance. They offer 60 mins of 1-2-1 support and 30 mins of free time in which you can relax and choose what you want to do. This may be to find a quiet space, or perhaps chat to others. They may 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 after 4pm Thursdays to Mondays on **07709 295 661**
 - ❖ Email: awp.bmhsanctuary@nhs.net
 - ❖ Web: <http://www.bristolmentalhealth.org/services/bristol-sanctuary/>
 - ❖ Address: Gloucester House, Dorian Way, Southmead, Bs10 5NB

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: **0808 2787957** (National general advice line, Mon-Fri 9.30am-4pm)
- Bristol CAB Website: <https://www.bristolcab.org.uk/>
- Main Bristol address for advice and drop-ins: 48 Fairfax Street, BS1 3BL

Mondays (please note – these may be currently paused due to COVID)

- 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 (please note – these may be currently paused due to COVID)

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

Wednesdays (please note – these may be currently paused due to COVID)

- 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 (please note – these may be currently paused due to COVID)

- 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 (please note – these may be currently paused due to COVID)

- 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 9851122

- 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-4pm) 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

SARSAS (Somerset & Avon Sexual Abuse Support)

- Supports survivors of rape & sexual abuse – people of all genders (aged 18+)
- Call on **0808 801 0456** or **0808 801 0464** (Mon & Fri 11am-2pm; Tues, Weds & Thurs 6pm-8pm)
- Email: support@sarsas.org.uk or website: www.sarsas.org.uk

Womankind

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

Kinergy

- Supports people of all genders, aged 16+
- Free counselling for sexual abuse, sexual violence and rape
- Call on: **0117 9087712** or email: www.kinergy.org.uk
- Based in Kingswood, Bristol

Trauma Breakthrough

- Supports all genders, aged 18+ who have experienced any type of abuse
- Accept referrals from people living in Bristol, BANES, Somerset & Wiltshire
- Sessions take place at their office in Bath
- Email: services@traumabreakthrough.org; call: **01225 984637**

The Bridge SARC

- Supports people of all genders
- Offers 4-8 sessions of short-term counselling for people who have experienced a sexual assault or rape in the last 3 months
- Web: <https://www.thebridgecanhelp.org.uk/>; call: **0117 3426999**

The Green House

- Call: **0117 9351707**; text: **07378 905183**; email: info@the-green-house.org.uk
- Supports children and young people (up to 18 years old) who have experienced sexual abuse. Based in St Paul's.

Vita Health

- Call on: **0333 2001893** (8am-8pm Mon to Thurs, 8am-5pm Fri, & 9am-1pm Sat)
- Offers a variety of short-term counselling for conditions such as depression, anxiety and post-traumatic stress disorder. You can refer yourself by phone or your GP can refer you: <https://www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/bristol-north-somerset-south-gloucestershire/>