

Websites offering free advice and support in Bristol

Sexual Health

Bristol Sexual Health Services <http://www.uhbristol.nhs.uk/patients-and-visitors/your-hospitals/other-services-in-bristol/bristol-sexual-health-services/>

- All clinics provide basic STI tests, treatment, advice and contraception. Bristol Sexual Health Centre (Tower Hill, Bristol, BS2 0JD) offers more complex STI screening, tests and treatment.
- Information line for all clinics: 0117 342 6900 - need to say which clinic you want to attend.
- Text to Access appointments available for Bristol Sexual Health Centre from 5pm the day before you want to attend. Text BOOKAM (Weds, Fri, Sat) or BOOKPM (Mon, Tues, Thurs) to 07950 080 337.

Brook | <http://www.brook.org.uk>

- Free and confidential sexual health advice and contraception for under-25s. Includes advice on STIs, sex and relationships, pregnancy, puberty, drugs and alcohol.
- Can be accessed via Ask Brook online helpline (<http://www.askbrook.org.uk>), text (07717 989 023) or walk-in centre - 3rd Floor, The Station, Silver Street, Broadmead, BS1 2AG. Telephone helpline is temporarily closed.
- Walk-in centre is open Mon - Fri 12pm - 7pm and Sat 12pm - 5pm.

Terrence Higgins Trust | <http://www.tht.org.uk>

- Offer STI testing and counselling for those living with HIV.
- Interpretation usually available.
- Terrence Higgins Trust, Aled Richard Centre, 8-10 West Street, Old Market, Bristol, BS2 0BH.
- Walk-in STI screening available Mon 5pm - 7:30pm (arrive before 7pm for rapid HIV test).
- Counselling available Mon - Fri 9am - 5pm - contact by telephone (0117 955 1000) to be assessed for eligibility and to make an appointment.
- For further information contact by email (info@tht.org.uk).

Domestic and Sexual Abuse

Bristol Against Violence and Abuse (BAVA) | <http://www.bava.org.uk>

- Informational site detailing how to recognise different types of abuse and how to support those in a violent or abusive situation.
- Also includes lists of resources for coping with abuse and links to websites providing further information and counselling services.

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

<http://www.sarsas.org.uk>

- Offers free and confidential one-to-one weekly (non-professional) support for female survivors of rape and sexual abuse.
- Provides a telephone helpline (0808 801 0456) - open Mon and Fri 11am - 2pm, Tues - Thurs 6pm - 8:30pm. Free from landlines and the six major mobile networks. If calling from a smaller network, an alternative number (0117 929 9556) is available at local rates. A volunteer can call you back if you have insufficient funds.
- There is also an email service (support@sarsas.org.uk) with responses guaranteed within a week.

The Bridge | <http://www.turntothebridge.org>

- Comprehensive sexual assault support service for men, women and children.
- Services provided include sexual health information, forensic screening, information about reporting to the police and the judicial system, counselling and referrals to other services.
- 24-hour telephone information line (0117 342 4999) and medical screening.
- Mon - Fri 9am - 5pm - other services.
- Contact via telephone, email (turntothebridge@uhbristol.nhs.uk) or visit The Bridge, 2nd Floor, Central Health Clinic, Tower Hill, Bristol, BS2 0JD.

Green House Bristol | <http://www.the-green-house.org.uk>

- Formerly known as the Avon Sexual Abuse Centre (ASAC).
- Free and confidential professional counselling and therapy for men, women and children who have been affected by sexual violence or abuse.
- To make an appointment, contact by telephone (0117 935 1707) or email (info@the-green-house.org.uk).
- Office hours Mon - Thurs 9am - 2pm but can leave a voicemail outside of these hours.

Womankind | <http://www.womankindbristol.org.uk>

- Free or affordable professional counselling, psychotherapy and support for women.
- Helpline for women experiencing mental distress or domestic abuse (0845 458 2914 or 0117 916 6461). Calls charged at normal landline or mobile rates.

Next Link | <http://www.nextlinkhousing.co.uk>

- Provider of specialist domestic abuse services for women and children.
 - These include safe houses and refuges, resettlement and outreach services, a crisis response service, forced marriage services and BME, South Asian and Somali services.
 - For more information, contact by email (enquiries@nextlinkhousing.co.uk), telephone (0117 925 0680) or post (Next Link, Link House, 5 Queen Square, Bristol, BS1 4JQ).
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LGBT

GayWest | <http://gaywest.org.uk>

- Social and support group for lesbians, gay men, bisexuals and transgender people in the South West.
- For more information, complete the contact form on the website or contact via telephone (0800 321 3083) or post (GayWest, PO Box 586, Bath, BA1 2YQ).

LGBTQ Emotional Wellness Programme |

<http://www.lgbthealthforumbristol.co.uk>

- Peer-led 18+ support group focusing on mental health within the LGBT community.
- Provides opportunities to discuss the impact of sexuality on mental health, as well as developing practical strategies for social inclusion.
- Welcoming towards Black and Minority Ethnic people.

London Lesbian and Gay Switchboard | <http://www.llgs.org.uk>

- National helpline providing free and confidential support and information to LGBT people and communities.
 - Helpline (0300 330 0630) open 10am - 11pm Mon - Sun.
 - Website also offers support through instant messaging (not always online) and email (chris@llgs.org.uk). Emails will be answered within five days.
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Mental Health

Mind | <http://www.bristolmind.org.uk>

- Mental health advocacy organisation.
- Runs Bristol MindLine (0808 808 0330), a confidential helpline for those experiencing mental distress or who are seeking help for a friend or relative.
- Open Weds - Sun from 8pm to 12am.
- Free on T-Mobile, Orange, O2, Vodafone, Virgin Mobile and Three, although may need credit on pay-as-you-go phone.
- The national Mind InfoLine (08457 660 163) is open Mon - Fri 9:15am - 4:15pm.

Samaritans | <http://www.samaritans.org/branches/bristol-samaritans>

- Offer non-judgemental advice and support for a wide range of problems.
- Can be accessed via telephone (0117 983 1000 for the Bristol branch, 08457 909 090 for the UK helpline), email (jo@samaritans.org) or walk-in centre - 37 St Nicholas Street, Bristol, BS1 1TP.
- Walk-in centre is open 7:30am - 9pm daily and has limited wheelchair access.

Rethink Mental Illness | <http://www.rethink.org/>

- Charity providing advocacy and support for those living with mental illness.
- National helpline (0300 5000 927) Mon - Fri 10am - 2pm offering practical advice on therapy, medication, money issues, the justice system and the Mental Health Act.
- Many informative PDFs also available on the website.
- Bristol Community Support Services - community-based recovery plan. Contact via telephone (0117 903 1801), email (bristol@rethink.org) or visit St. Paul's Settlement, 74 - 80 City Road, Bristol, BS2 8UH - open Mon - Fri 9am - 5pm.
- Also offers a specialist Black and Minority Ethnic (BME) service with access to interpreters if necessary - access via telephone (0117 353 2041), email (bristolbmeservices@rethink.org) or visit same address as above.

Off the Record | <http://www.otrbristol.org.uk>

- Free and confidential counselling and support for people aged up to 25.
- Register for a C-Card which enables you to get free condoms at a variety of outlets.
- Free Chlamydia self-testing kits.
- Live help via chat service on website (not always online).
- Can contact via telephone (0808 808 9120), text (0789 688 0011) or email (confidential@otrbristol.org.uk) or visit 2 Horfield Road, St Michael's Hill, Bristol, BS2 8EA.

Changes Bristol | <http://www.changesbristol.org.uk>

- Peer-led support groups for people suffering mental distress.
- Groups in Barton Hill, Horfield, Hartcliffe, Stokes Croft, Knowle, Fishponds, Southmead and Bedminster (<http://www.changesbristol.org.uk/Support-Groups/Find-A-Support-Group>).
- For more information, contact via email (info@changesbristol.org.uk), telephone (0117 941 1123) or visit Changes Bristol, Barton Hill Settlement, 41-43 Ducie Road, Lawrence Hill, Bristol, BS5 0AX.
- Office hours are Mon-Tues and Thurs-Fri, 10am - 3pm. Can leave voicemail outside these hours.

LIFT Psychology | <http://lift.awp.nhs.uk/bristolandsglos/>

- Gateway to a number of mental health services across Bristol. Patients can choose from a range of approved providers.
- A range of adult education courses on how to cope with emotional and psychological difficulties are also available.
- For more information, contact via email (form on website), telephone (0117 982 3209) or visit LIFT Psychology, Lawrence Weston Clinic, Ridingleaze, BS11 0QE.

Get Connected | <http://www.getconnected.org.uk>

- Free and confidential national helpline for people under 25.
- Covers a range of issues inc. abuse, bullying, crime, mental health, self-harm, gender and sexual identity, sex and relationships and money.
- Telephone lines (0808 808 4994) and online chat open 1pm - 11pm every day.
- Can also contact via text (80849) or email (form on website) - queries will usually be answered within 24 hours.

Bristol Crisis Service for Women | <http://www.selfinjurysupport.org.uk>

- Organisation helping women in emotional distress, particularly those who are self-injuring.
- Runs the TESS helpline for women up to age 25 who self-injure. Open Mon - Fri 7pm - 9pm. Contact via text (0780 047 2908) or email (contact form via website). TESS aims to respond to texts within 30 minutes and emails within 24 hours during opening times.

Nilaari Agency | <http://www.nilaari.co.uk>

- Provider of accessible, culturally appropriate mental health and substance abuse services to Black, Asian and Minority Ethnic adults and young people.
- Humanistic and integrative one-to-one counselling and group sessions, including special courses targeted at men.
- Contact via telephone (0117 952 5742), email (info@nilaari.co.uk) or visit 184 Stapleton Road, Easton, Bristol, BS5 0NZ.

Bristol Eating Disorders Support Group

<http://www.bristol.ac.uk/student-counselling/documents/beatsupportgroup.pdf>

- Peer support group for sufferers of anorexia and/or bulimia aged 18+. Co-ordinated by the national eating disorders charity Beat.
- Held at Victoria Methodist Church Hall, 1a Whiteladies Road, Clifton, Bristol, BS8 1NU.
- Meeting for sufferers held the 4th Tuesday of every month from 7:30pm - 9:30pm.
- Meeting for sufferers, friends and relatives held the 2nd Tuesday of every month from 7:30pm - 9:30pm.

Food Addicts in Recovery Anonymous | <http://www.foodaddicts.org/show-meeting-info/883>

- Twelve Step program for the treatment of food addiction. No dues, fees or weigh-ins.
- Meets Mondays 6:30pm at Totterdown Baptist Church, Wells Road, Bristol, BS4 2AX (entrance is on Sydenham Road).
- Contact Sheila (0117 239 6136) for further information.

Cruse | <http://crusebristol.org.uk>

- Information, advice and support for bereavement.
 - Group and individual therapy available at 9a St James Barton, Bristol BS1 3LT. Can also contact by telephone (0117 926 4045) or email (bristol@cruse.org.uk).
 - As phone lines are often busy, staff will aim to get back to you within 48 hours. There is also a national helpline (08444 779 400) if your situation is more urgent.
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Financial, Legal and Housing

Talking Money (formerly Bristol Debt Advice Centre) |

<http://www.talkingmoney.org.uk>

- Provides free and confidential financial, debt and energy advice.
- Can be accessed by email (mail@talkingmoney.org.uk), telephone (0117 954 3990) or via the main office reception at 1 Hide Market, West Street, St Phillips, Bristol, BS2 0BH.
- Telephone lines open Mon-Fri 9:30am - 5pm for general enquiries.
- Main office reception open Mon - Tues and Thurs - Fri 9:30am - 5pm and Weds 1pm - 5pm for general enquiries.
- Building is wheelchair accessible.

Bristol Citizens' Advice Bureau | <http://www.bristolcab.org.uk>

- Online advice for many topics, such as money management, health, education, consumer affairs, discrimination and the legal system.
- Telephone service (08444 994 718) available Mon - Fri 10am - 1pm.
- Office located at 1 Quay Street, Bristol, BS1 2JL. Mon 9:30am - 1pm drop-in assessments (advised to get there early as very busy), Mon - Thurs 9:30am - 4:30pm and Fri 9:30am - 1pm self-help information service.

Avon and Bristol Law Centre | <http://www.ablc.org.uk>

- Free legal advice and advocacy for unwaged and low-waged people and those experiencing legal discrimination.
- Areas of law covered include housing, benefits, employment, immigration and mental health.
- Contact by telephone (0117 924 8662), email (mail@ablc.org.uk), or visit 2 Moon Street, Stokes Croft, Bristol BS2 8QE.

- Wheelchair accessible. Can provide interpreters and material in alternative formats.

North Bristol Advice Centre | <http://www.northbristoladvice.org.uk>

- Free and confidential expert advice and information on welfare benefits, debt, housing and employment.
- Can refer clients to other agencies if further advice is needed.
- Various drop-in sessions across North Bristol.
- For more information, contact via telephone (0117 951 5751) or email (team@northbristoladvice.org.uk).

South Bristol Advice Centre | <http://www.southbristoladvice.org.uk>

- Free and confidential advice on welfare benefits and debt, including help drawing up repayment plans.
- Can refer clients to other agencies if further advice is needed.
- Various drop-in sessions across South Bristol.
- For more information, contact via telephone (0117 985 1122).

1625 Independent People | <http://1625ip.co.uk>

- Services in housing, life skills, confidence-building, education, training and employment for young people aged between 16 and 25.
- Help with supported housing, conflict mediation and money management.
- For more information, contact via telephone (0117 317 8800) or email (enquiries@1625ip.co.uk).

Shelter | <http://england.shelter.org.uk>

- Free legal advice on housing and homelessness.
- Many advisers also able to give information on debt, benefits and disability rights.
- Bristol office located in New Bond House, Bond Street, Bristol, BS2 8RG.
- Contact via telephone (0344 515 1414) to make an appointment.

Victim Support <https://www.victimsupport.org.uk/what-we-do/local-services/south-west/avon-and-somerset>

- Practical and emotional support for victims of crime, regardless of whether they choose to report the crime to the police. Also offer support for witnesses of crime.
- Contact via telephone (0845 456 6099 or 0117 947 3070) - lines open Mon - Fri 8am - 8pm and Sat 9am - 5pm.

Drug and Alcohol Abuse

Bristol Drugs Project | <http://www.bdp.org.uk>

- Offers confidential advice and information about drug and alcohol abuse, focusing on harm reduction.
- Can contact via telephone (0117 987 6000) on Mon - Fri 9am - 8pm and Sat 10am - 5pm, or visit Bristol Drugs Project, 11 Brunswick Square, Bristol, BS2 8PE - same opening hours.

Mmagik* | <http://www.mmagik.co.uk>

- Offers confidential information and advice about recreational drug use and abuse. Specialises in club drugs.
- Contact via telephone (0117 378 4500), email (info@mmagik.co.uk) or contact form on website.
- Also runs drop-in sessions: Tues 5pm - 7pm at Montpelier Health Centre and Weds 5pm - 7pm at Colston Fort.

Southmead Project | <http://southmeadproject.org.uk>

- One-to-one and group counselling for drug and alcohol abuse focusing on causal factors such as historic trauma.
- For further information, contact by telephone (0117 950 6022) or email (southmead_project@yahoo.co.uk).

Alcoholics Anonymous | <http://www.alcoholics-anonymous.org.uk>

- Peer-led support groups for the treatment of alcohol addiction.
- Use the Twelve Steps program.
- Many groups to choose from in the Bristol area.
- Also run a national helpline - contact via telephone (0845 769 7555) or email (help@alcoholics-anonymous.org.uk). Calls charged at local rates on BT landlines, other networks may vary.

Narcotics Anonymous | <http://ukna.org>

- Peer-led support groups for the treatment of alcohol addiction.
- Use the Twelve Steps program.
- Many groups to choose from in the Bristol area.
- Also run a national helpline - contact via telephone (0300 999 1212). Open until 12am Mon - Sun. If busy, leave a voicemail and a volunteer will get back to you as soon as possible.

Disabilities and Carers

West of England Centre for Inclusive Living (WECIL) | <http://www.wecil.co.uk>

- Offers information and support for disabled people in the Bristol area.
- Services include advocacy, individualised support plans and benefits advice.
- Located at Link House, Britton Gardens, Kingswood, Bristol, BS15 1TF. General telephone enquiries - 0117 947 9911.
- Also run a Disabled Peoples' Helpline from Mon - Fri 9am - 5pm. Can access via telephone (0117 947 9922) or email (disabledpeopleshelpline@wecil.co.uk).

Bristol Autism Spectrum Service (BASS)

<http://www.awp.nhs.uk/services/specialist/autism-spectrum/support-groups/>

- A variety of groups and one-to-one support for adults on the autism spectrum.
- Groups include post-diagnostic support, mindfulness, walking, music and films.
- Individual appointments with BASS staff also available.
- Autism advice service every Friday from 12:30pm - 4:30pm at the Create Centre, B Bond Warehouse, Smeaton Road, Bristol, BS1 6XN.
- To be assessed for eligibility and book an initial appointment, contact Gemma Allen by telephone (01275 796 200) or email (awp.bass@nhs.net).

Bristol STEP | <http://www.dyslexiaaction.org.uk/dyslexia-support-groups>

- Peer support group for dyslexic adults.
- Meets on the third Monday each month from 7pm - 9pm at Dyslexia Action Bristol Outpost, 2nd Floor Office Suite, 14 Whiteladies Road, Clifton, Bristol, BS8 1PD.

Carers Support Centre <http://www.carerssupportcentre.org.uk/our-services/advocacy-and-groups/>

- One-to-one emotional support, information, advice and advocacy for carers inc. filling out forms and applying for benefits.
- Website also features downloadable lists of local support groups for carers - some are run by the Carers Support Centre while others are independent.