



Bristol Housing Support Register Directory

All HSR Services for singles/couples without children 2021

Email: hsr.admin@bristol.gov.uk

HSR log on: <http://hsr.bristol.gov.uk>

Contents

Introduction	5
Levels of Support	6
Summary of Accommodation Services	7
Male Only Pathway	9
LEVEL 1	9
Logos House	9
27a Stonebridge Park.....	11
LEVEL 2	12
Egerton Road.....	12
Park Place	14
Homefield Court.....	15
Wayland Court	17
Hampton Place.....	19
LEVEL 3	21
Second Step Male Only Medium Support.....	21
LEVEL 4	23
Self Help Male Only Low Support	23
Ron Jones House Male Only Low Support	26
Livewest Male Only Low Support Service	27
Mixed Pathway	29
LEVEL 1	29
Jamaica Street Hostel.....	29
Longhills	30
Longhills High Stability Flats – CRG referrals only.....	31
Toll House Court – Level 1 Hospital Discharge Service	33
LEVEL 2	34
Toll House Court – Level 2	34
1 Hillside Street.....	35

Kensington House	36
LEVEL 3	37
Second Step Mixed Medium Support	37
LEVEL 4	39
Places for People - Mixed Low Support Service	39
Female Only	42
LEVEL 1	42
Dean Crescent	42
New Ways House	44
Britannia Road.....	45
Judith Herman House.....	47
Hawthorn Croft	49
LEVEL 3	51
Missing Link – Women’s Medium Support Service.....	51
LEVEL 4	52
Places For People Women’s Low Support Service	52
Phoenix Place - Women’s Low Support Service.....	54
Young People	58
LEVEL 1	58
1625 I.P. Dispersed High Support Flats (Managed By St George's House)	58
St George’s House	60
LEVEL 1/2	62
Bristol Foyer	62
LEVEL 3	64
Youth Projects – Blenheim Road.....	64
Youth Projects – Cheltenham Road & Kingsdown Parade	66
LEVEL 4	68
Youth Projects – Flats.....	68
1625 I.P. Young People’s Low Support Accommodation	70
Livewest Young People’s Low Support Service	72

Specialist Young People	74
LEVEL 4	74
Supported Lodgings Service	74
Substance Misuse	76
ARA Preparation Housing Service	76
ARA Preparation Intake Service	78
ARA In-Treatment Housing	80
Non-Pathway Services	82
Supported Move-on (BCC)	82
Supported Move-on (St Mungo's)	88
Bristol Respite Rooms	92

Introduction

The Housing Support Register (HSR) Directory is designed to give guidance on services available within the HSR. It is a guide and should assist when completing referrals to services with a client. Consider contacting the provider directly if you are unsure of what service they offer or require more detailed information than is available here.

Inappropriate referrals to providers cause confusion and loss of time to both clients and providers alike. Where a referral is clearly inappropriate, it will be withdrawn by ISAT. Please use the directory with care and, if unsure, please speak to a potential provider before completing a referral on the HSR system.

The Commissioning & Contracts Team indicate that they expect providers to consider all referrals on a case by case basis. Therefore, it is in the best interests of the client to provide as much information as possible.

Where a client has been refused by a service, the referrer can contact the service to appeal the decision using the service's own internal appeal process.

Levels of Support

Level 1 (High Support)

These services are staffed 24 hours, offer a high level of support and have vacancies more often, if your client needs to be housed quickly and has a high level of support needs, these would be the most appropriate services.

Level 2 (Secondary Stage, High Support)

These services are mostly for move-on from the Emergency Level One Services. They are not staffed 24 hours but offer a high level of support. Many of these services are small projects or shared houses; some have staff onsite but not all so please check carefully before referring.

Level 3 (Medium Support)

These services offer a medium level of support to complex needs clients. They are mostly small shared houses with no staff onsite, only visiting support.

Level 4 (Low Support)

These services offer a low level of support, 1-2 hours per week. There is no staff on site, only visiting support.

(Exception being Ron Jones House and Phoenix Place, staff on site Monday – Friday, 9am-5pm)

Summary of Accommodation Services

Level 1 (High Support)

- * Dean Crescent, St Mungo's – Female Only**
- * Logos House, The Salvation Army – Male Only
- * 27a Stonebridge Park, Places for People – Male Only
- * Jamaica Street, Riverside ECHG – Mixed
- * Longhills, St Mungo's – Mixed
- * Longhills High Stability Flats, St Mungo's - Mixed
- * Toll House Court, Second Step (Hospital Discharge Service) – Mixed
- * St George's House, 1625 Independent People – Mixed, Young People (16-21 only, unless exceptional reasons for referring 22-24 year olds)
- * 1625 I.P. Dispersed High Support Flats (Managed By St George's House) – Mixed, Young People (16-21 only, unless exceptional reasons for referring 22-24 year olds)
- * Bristol Foyer, 1625 Independent People – Mixed, Young People (16-21 only, unless exceptional reasons for referring 22-24 year olds)
- * Supported Lodgings, BCC – Mixed, Young People

Level 2 (Secondary Stage, High Support)

- * New Ways House, St Mungo's – Female Only
- * Britannia Road, St Mungo's – Female Only
- * Judith Herman House, St Mungo's – Female Only
- * Hawthorn Croft, St Mungo's – Female Only
- * Park Place, Places for People – Male Only
- * Egerton Road, Places for People – Male Only
- * Hampton Place, Places for People – Male Only
- * 1 Hillside Street, St Mungo's – Mixed
- * Kensington House, St Mungo's – Mixed**
- * Toll House Court, Second Step – Mixed
- * Homefield Court, Second Step – Male Only**
- * Wayland Court, Second Step – Male Only**
- * Bristol Foyer, 1625 Independent People – Mixed, Young People (16-21 only, unless exceptional reasons for referring 22-24 year olds)

Level 3 (Medium Support)

- * Second Step – Male Only**
- * Second Step – Mixed
- * Missing Link Women's Medium Support Service – Female Only
- * Youth Projects – Blenheim Road
- * Youth Projects – Cheltenham Road & Kingsdown Parade

Level 4 (Low Support)

- * Places for People Women's Low Support Service – Female Only**
- * Phoenix Place, Elim – Female Only
- * Livewest Male Only Low Support Service – Male Only
- * Places for People Low Support Service – Mixed
- * Ron Jones House, Elim – Male Only
- * Self Help Low Support Service – Male Only
- * 1625 Independent People Low Support Service – Mixed, Young People
- * Livewest Young People's Low Support Service – Mixed, Young People
- * Supported Lodgings, BCC – Mixed, Young People

* Youth Projects – Flats

Non-Pathway service

Supported Move-on (BCC)

Supported Move-on (St Mungo's)

Bristol Respite Rooms

**Services which take dogs. Places for dogs are very limited

Male Only Pathway

LEVEL 1

Logos House

The Salvation Army, Logos House, Wade Street, St Jude's, Bristol, BS2 9EL

Phone Number	01179552821
Main Email contact	richard.sayer@salvationarmy.org.uk
Client Profile	
Age Range	22+
Exclusions	
Number of Units	56
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	No
Site on gradient/hill?	No, access is level
Stairs within the site to access accommodation	84 rooms are on the upper 4 floors and are accessed by a lift or 3 staircases
Wheelchair Accessible?	Yes
Specific wheelchair accessible rooms	9 rooms are on the ground floor with no steps or stair access
Lifts available	Yes
Accommodation wheelchair adapted?	The ground floor has good wheelchair access with 007 as a designated room with greater access to accommodate use of a chair, also has wet room style shower room and wide door access.
Rooms above ground floor	84 rooms are on the upper 4 floors and are accessed by a lift or 3 staircases
Ground floor units	9 rooms are on the ground floor with no steps or stair access
Level of self-containment within rooms	83 rooms are self-contained with ensuite shower room each cluster of 5 have access to shared kitchen. 5 rooms are ensuite as above but don't have access to the shared kitchens 4 rooms are not ensuite and have shared bathroom facilities
Shared facilities	There are 10 shared kitchens in the building.
Pets allowed	No
Visitors allowed	Yes
Furnished	Yes
Support offered by service	Support services on site with engagement as part of tenancy agreement
Local Facilities	In centre of Bristol with good access to all bus routes, Small local high streets close by. Large central shopping outlet close by

Service Charge?	Yes
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27a Stonebridge Park

27a Stonebridge Park, Eastville, Bristol, BS5 6RP

Phone Number	01179517763
Main Email contact	BristolComplexNeeds@placesforpeople.co.uk
Client Profile	Single males with complex needs
Age Range	20+
Exclusions	Sex offenders in some cases due to proximity to neighbours and mother and baby unit
Number of Units	27
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	No
Site on gradient/hill?	Yes
Stairs within the site to access accommodation	Yes. Site has a lift. However fire protocol dictate that wheelchair users and those with mobility concerns should be housed on the ground floor.
Wheelchair Accessible?	Yes, however the road and driveway make it difficult for customers using wheelchairs.
Specific wheelchair accessible rooms	Units 1-10, which are located on ground floor
Lifts available	Yes
Accommodation wheelchair adapted?	2 specific units for disabled use - Rooms 6 & 7
Rooms above ground floor	
Ground floor units	Units 1-10
Level of self-containment within rooms	No self-contained
Shared facilities	Laundry, all bathrooms and showers, toilets
Pets allowed	No
Visitors Allowed	Yes, certain hours
Furnished	Furnished
Support offered by service	Yes, weekly / daily contact with all customers. Detailing support plans to address customers' needs and progress move on. It is a mandatory requirement as part of the customer licence agreement that they engage in support.
Local Facilities	On main bus routes Local shops and post office Local eateries Main shopping centre Tesco 10 minutes away
Service Charge?	Yes

LEVEL 2

Egerton Road

61-63 Egerton Road, Bishopston, Bristol, BS7 8HN

Phone Number	0117 942 6598
Main Email contact	BristolComplexNeeds@placesforpeople.co.uk
Client Profile	The service works with homeless males to address a range of support needs including substance misuse, homelessness and mental health problems
Age Range	22+
Exclusions	
Number of Units	12
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	3
Site on gradient/hill?	Located on a steep hill
Stairs within the site to access accommodation	Units 1,2,3,4,7,8,9,10,11,12 are accessible via stairs
Wheelchair Accessible?	No
Specific wheelchair accessible rooms	No
Lifts available	No
Accommodation wheelchair adapted?	No
Rooms above ground floor	All
Ground floor units	No
Level of self-containment within rooms	4 fully self-contained units 8 semi self-contained units 1 single bedroom, 1 single bathroom, cooker/cooking facilities
Shared facilities	One communal shared lounge One communal shared kitchen One communal shared garden
Pets allowed	No
Visitors Allowed	Yes
Furnished	Yes
Support offered by service	<ul style="list-style-type: none"> • Accommodation-based support • Daily customer contact • Nominated Key-Worker
Local Facilities	Local amenities Post Office, 46 Gloucester Road Bristol BS7 8AR 0345 722 3355. Sood Chemists Ltd, 25 Gloucester Road Bishopston Bristol BS7 8AA 0117 949 1143 Boots Chemist 47-49 Gloucester Road Bristol BS7 9AD 0117 924 6076 Tesco Express 171 Gloucester Road Bishopston Bristol BS7 8BE 0345 026 9443

	The following buses leaving from Gloucester Road to Bristol City Centre 73,75,76,T2
Service Charge?	Yes

Park Place

27 Stonebridge Park, Eastville, Bristol, BS5 6RP

Phone Number	0117 9517763
Main Email contact	BristolComplexNeeds@placesforpeople.co.uk
Client Profile	The service works with homeless males to address a range of support needs including substance misuse, homelessness mental health problems or a combination of these support needs.
Age Range	22+
Exclusions	
Number of Units	5
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	3
Site on gradient/hill?	No
Stairs within the site to access accommodation	Yes
Wheelchair Accessible?	No
Specific wheelchair accessible rooms	No
Lifts available	No
Accommodation wheelchair adapted?	No
Rooms above ground floor	
Ground floor units	No
Level of self-containment within rooms	5 single rooms within shared accommodation.
Shared facilities	1 shared communal kitchen 1 shared communal bathroom 1 shared communal garden
Pets allowed	No
Visitors Allowed	Yes
Furnished	All units/accommodation are fully furnished
Support offered by service	<ul style="list-style-type: none"> • Accommodation-based support • Daily customer contact • Nominated Key-Worker
Local Facilities	On main bus routes Local shops and post office Local eateries Main shopping centre Tesco 10 minutes away
Service Charge?	Yes

Homefield Court

Homefield Court, 1 Harveys Lane, St George, Bristol, BS5 8HP

Phone Number	0117 9411000
Main Email contact	Mark.robinson@second-step.co.uk
Client Profile	Males with complex needs (would consider same sex couple)
Age Range	22+
Exclusions	Assessed on individual basis
Number of Units	8
Accept Curfew-limited clients	Subject to individual assessment
Steps to entrance? /How many?	No
Site on gradient/hill?	No
Stairs within the site to access accommodation	2 small flights of stairs to access flats on first floor Level access to 3 flats on ground floor
Wheelchair Accessible?	Yes
Specific wheelchair accessible rooms	Yes - Flats 1,2,3. These ground floor flats are wheelchair accessible
Lifts available	No
Accommodation wheelchair adapted?	Flat 2 fully adapted with wet room Flat 5 (1 st floor) has wet room
Rooms above ground floor	2 small flights of stairs to access flats on first floor
Ground floor units	Level access to 3 flats on ground floor
Level of self-containment within rooms	Self-contained, each flat consists of 1 double bedroom, kitchen / lounge area & bathroom
Shared facilities	Communal lounge & garden
Pets allowed	Yes (flats 1-3) ((have capacity for dogs as they have a fenced external area)
Visitors Allowed	Yes
Furnished	Fully furnished
Support offered by service	Staff team based on-site provide housing related support: <ul style="list-style-type: none"> - maximising income, budgeting, debt management, healthy living (ie diet) - practical/emotional support (ie how to manage emotions) - referral to other agencies (ie drug & alcohol services) - encouraging harm minimisation approach to substance misuse - assisting to develop tenancy management skills (ie how to be a good neighbour) in preparation for independent living - assisting to access move on accommodation - access to community facilities, training, education, volunteering

Local Facilities	Situated in St George close to all amenities (GP, green spaces, social venues and supermarkets) with good transport links to the city centre.
Service Charge?	No service charge. Tenants are responsible for all bills including TV licence.

Wayland Court

Wayland Court, 11 Guinea Lane, Fishponds, Bristol, BS16 2JE

Phone Number	0117 9657471
Main Email contact	Mark.robinson@second-step.co.uk
Client Profile	Male – complex needs (would consider same sex couple)
Age Range	22 +
Exclusions	Assessed on individual basis
Number of Units	11
Accept Curfew-limited clients	Subject to individual assessment
Steps to entrance? /How many?	No steps – ramp / walkway with small incline
Site on gradient/hill?	No
Stairs within the site to access accommodation	2 small flights of stairs to access flats on first floor 2 small flights of stairs to access flats on lower ground floor Level access to 3 flats on ground floor
Wheelchair Accessible?	Yes
Specific wheelchair accessible rooms	Yes – ground floor flats are wheelchair accessible
Lifts available	No
Accommodation wheelchair adapted?	Flat 3 is fully adapted with level access shower
Rooms above ground floor	Yes - Flats 3, 4 & 5
Ground floor units	Level access to 3 flats on ground floor
Level of self-containment within rooms	Each flat consist of 1 double bedroom, kitchen / lounge area & bathroom. No garden
Shared facilities	Communal lounge & communal dining room
Pets allowed	Yes- Flats 1&2 (lower ground have capacity for dogs as they have a fenced area)
Visitors Allowed	Yes
Furnished	Fully furnished
Support offered by service	Staff team based on-site provide housing related support: - maximising income, budgeting, debt management - healthy living (ie diet) - practical/emotional support (ie how to manage emotions) - referral to other agencies (ie drug & alcohol services) - encouraging harm minimisation approach to substance misuse - assisting to develop tenancy management skills (ie how to be a good neighbour) in preparation for independent living – assisting to access move on accommodation - access to community facilities, training, education, volunteering

Local Facilities	Situated in the heart of Fishponds, close to all amenities (GP, green spaces, social venues and super markets) with good transport links to the city centre.
Service Charge?	Yes – personal service charge covers gas, electric, water. Tenants are responsible for TV licence

Hampton Place

182 Shirehampton Road, Sea Mills, Bristol, BS9 2EF

Phone Number	0117 9426598 / 0117 9517763
Main Email contact	egertonhopetounteam@placesforpeople.co.uk
Client Profile	<p>We offer a range of housing options and associated services through the Men's Bristol Pathway. We provide accommodation and support to help vulnerable people live independently and move to their own accommodation.</p> <p>The accommodation is for those that are addressing their issues and engaging in the services in order to promote a good outcome built on strength-based approaches for themselves .</p> <p>The service supports 5 single males at any one-time providing advice and assistance to vulnerable men who are referred to the service with a range of presenting issues.</p>
Age Range	22+
Exclusions	
Number of Units	5
Accept Curfew-limited clients	
Steps to entrance? /How many?	
Site on gradient/hill?	
Stairs within the site to access accommodation	
Wheelchair Accessible?	
Specific wheelchair accessible rooms	
Lifts available	
Accommodation wheelchair adapted?	
Rooms above ground floor	
Ground floor units	
Level of self-containment within rooms	1 bedroom is en-suite
Shared facilities	1 shared kitchen 1 shared bathroom 1 large communal lounge
Pets allowed	No
Visitors allowed	Yes
Furnished	Yes
Support offered by service	<p>We work with each individual on a strength-based approach to address their support needs and prepare them ready to move to their own permanent accommodation. Typical tasks carried out to support customers include:</p> <ul style="list-style-type: none"> • Help applying for benefits • Opportunities for training or employment • Managing issues with tenancy / Licence • Budgeting and managing finances

	<ul style="list-style-type: none"> • Keeping personal appointments • Applying for re-housing • Making and maintaining contact with children and family • Engaging with abstinence services
Local Facilities	<p>The property is located in the Sea Mills area of the city, approximately 4.5 miles from the City Centre. The area of the city and benefits from its out of town location with close link to the M4 & M5 corridors as well as transport links to Bristol City Centre by either bus or train. The area has many local amenities including local shops and medical practices. The site offers a peaceful aspect despite being on a busy junction with garden space to the rear of the property to think and relax.</p>
Service Charge?	Yes

LEVEL 3

Second Step Male Only Medium Support

Various properties in BS1, BS3,BS5, BS6

Phone Number	0117 909 6630			
Main Email contact	admin@second-step.co.uk			
Client Profile				
Age Range	18+			
Exclusions	No specific exclusions			
Number of Units	39			
Accept Curfew-limited clients	Yes			
	Scheme	Self Contained	Shared	Mobility access
	41 Arley Hill, BS6		5	1 ground floor room with approx 5 steps up to communal front door
	95-97 Clouds Hill Road, BS5	5		1 ground floor flat with level access
	79 Cobourg Road, BS6		5	1 ground floor room with approx 5 steps up to communal front door
	Kiln Court, 182 Easton Road, BS5	8		3 ground floor flats with level access
	Kings Quarter Apts, Charles St, BS1	5		5 ground floor flats with level access
	56 Richmond St, Totterdown, BS3		4	1 ground floor room with 3 steps to communal front door. Kitchen and lounge in basement (stairs).
	62 Shaftesbury Ave, BS6		4	1 ground floor room with 2 steps up to communal front door
	1 Wood Street, BS5		4	1 ground floor room with 1 step up to communal front door
Steps to entrance? /How many?	Yes, at some properties (see table above)			
Site on gradient/hill?	Yes, at some properties			
Stairs within the site to access accommodation	Yes, at most properties (see table above)			
Wheelchair Accessible?	Some units accessible but not full wheelchair standard (see table above)			

Specific wheelchair accessible rooms	Some units accessible but not full wheelchair standard (see table above)
Lifts available	Yes, at some properties
Accommodation wheelchair adapted?	Some units accessible but not full wheelchair standard (see table above)
Rooms above ground floor	
Rooms below ground floor	
Level of self-containment within rooms	18 self-contained units – Mostly 1-bed properties
Shared facilities	21 shared units. Usually shared lounge, kitchen & bathroom
Pets allowed	<ul style="list-style-type: none"> • Small pets are accepted subject to permission in advance, in line with individual tenancy agreement. • Cats or dogs are accepted in self-contained accommodation that has dedicated direct access to garden area and subject to tenancy restrictions. • No cats or dogs accepted in shared accommodation.
Visitors Allowed	Yes
Furnished	All units are furnished
Support offered by service	<p>The role of supported housing is to act as a stepping stone to independent living. The average stay within the accommodation is 9 months and staff provide help and support to residents in finding suitable long term accommodation.</p> <p>In addition to this, each resident will be allocated a key worker to support residents to create an individual Recovery Plan based on individual needs and interests, including life skills, employment and move-on.</p> <p>Residents are encouraged to take part in a range of group work options including “Good Neighbour”, “Move On” and “Managing Emotions”.</p>
Local Facilities	All schemes are easily accessible by public transport
Service Charge?	Yes, in shared accommodation and some self-contained units

LEVEL 4

Self Help Male Only Low Support

Various properties in BS2, BS3, BS5, BS6

Phone Number	0117 970 5400			
Main Email contact	housing@selfhelpha.co.uk			
Client Profile	Single men who have experienced homelessness			
Age Range	22+			
Exclusions	Dogs			
Number of Units	69			
Accept Curfew-limited clients	Yes			
	Scheme	Self Contained	Shared	Mobility access
	110 Robertson Road, Eastville, BRISTOL, BS5 6JW		4	5 steps to entrance Located on hill Stairs to first floor Ground floor rooms No level access Shared kitchen & bathroom
	16 Agate Street, Bedminster, BRISTOL, BS3 3AG		3	3 steps to entrance Located on hill Stairs to first floor Ground floor rooms No level access Shared kitchen & bathroom
	18 Blenheim Street, Easton, BRISTOL, BS5 0NS		4	3 steps to entrance Stairs to basement & first floor Ground floor rooms No level access Shared kitchen & bathroom
	18 Elmgrove Avenue, Easton, BRISTOL, BS5 0HS		4	Small lip to doorway Ground floor rooms Shared kitchen & bathroom
	2 Thistle Street, Bedminster, BRISTOL, BS3 3EF		4	Small lip to doorway Ground floor rooms Shared kitchen & bathroom
	21 Whitehouse Lane, Bedminster, BRISTOL, BS3 4DW		3	3 steps to entrance Ground floor rooms No level access Shared kitchen & bathroom
	22a Brighton Street, St Pauls,		4	4 steps to entrance Located on hill Ground floor rooms No level access

	BRISTOL, BS2 8XA			Shared kitchen & bathroom
	22b Brighton Street, St Pauls, Bristol, BS2 8XA	1		10 steps to entrance Located on hill Stairs to access as basement flat
	23 Whitehouse Lane, Bedminster, BRISTOL, BS3 4DW		3	3 steps to entrance Ground floor rooms No level access Shared kitchen & bathroom
	28 Albert Park Place, Montpelier, Bristol, BS6 5ND		4	8 steps to entrance Ground floor rooms No level access Shared kitchen & bathroom
	28 Goodhind Street, Easton, BRISTOL, BS5 0ST		4	Small lip to doorway Ground floor rooms Shared kitchen & bathroom
	29 Cairns Crescent, St Pauls, BRISTOL, BS2 9QD		4	Small lip to doorway Ground floor rooms Shared kitchen & bathroom
	34 Quantock Road, Bedminster, BRISTOL, BS3 4PF		4	Small lip to doorway Located on hill Ground floor rooms Shared kitchen & bathroom
	39 Nicholas Road, Easton, BRISTOL, BS5 0LX		4	Small lip to doorway Located on hill Ground floor rooms Shared kitchen & bathroom
	41 Gatton Road, St Werburghs, BRISTOL, BS2 9TF		4	Small lip to doorway Ground floor rooms Shared kitchen & bathroom
	51 All Hallows Road, Easton, Bristol, BS5 0HW		3	Small lip to doorway Located on hill Ground floor rooms Shared kitchen & bathroom
	55 All Hallows Road, Easton, BRISTOL, BS5 0HW		4	Small lip to doorway Located on hill Ground floor rooms Shared kitchen & bathroom

	6 Windsor Grove, Easton, BRISTOL, BS5 0EQ		4	Small lip to doorway Located on hill Ground floor rooms Shared kitchen & bathroom
	68 Chaplin Road, Easton, BRISTOL, BS5 0JZ		4	Small lip to doorway Ground floor rooms Shared kitchen & bathroom
Steps to entrance? /How many?	See above table			
Site on gradient/hill?	See above table			
Stairs within the site to access accommodation	See above table			
Wheelchair Accessible?	Not known			
Specific wheelchair accessible rooms	Not known			
Lifts available	None			
Accommodation wheelchair adapted?	No disability adapted			
Rooms above ground floor	Not known			
Ground floor units	Yes (see above table)			
Level of self-containment within rooms				
Shared facilities	See above table			
Pets allowed	No			
Visitors Allowed	Yes			
Furnished	Yes			
Support offered by service	Low level support			
Local Facilities	All properties are near local shops and bus routes to central Bristol			
Service Charge?	No			

Ron Jones House Male Only Low Support

Ron Jones House, 22-30 Jamaica St, Bristol, BS2 8JW

Phone Number	0117 9425500
Main Email contact	info@elimhousing.co.uk
Client Profile	Single male
Age Range	22+
Exclusions	All referrals are risk assessed on their own merits in partnership with the relevant agencies
Number of Units	42
Accept Curfew-limited clients	This depends on whether a phone line is needed
Steps to entrance? /How many?	One small step
Site on gradient/hill?	Yes, a slight gradient on Jamaica St
Stairs within the site to access accommodation	Three steps to access the ground floor rooms and the computer room There are another two levels on the upper floors, which would not be suitable for the mobility impaired or the infirm
Wheelchair Accessible?	No, There are six units on the ground floor but you still need to climb three steps for the ground floor accommodation
Specific wheelchair accessible rooms	None
Lifts available	No
Accommodation wheelchair adapted?	None
Rooms above ground floor	The accommodation is across three floors but there is no lift
Ground floor units	There are six units on the ground floor but you still need to climb three steps for the ground floor accommodation
Level of self-containment within rooms	It is shared accommodation, comprising of 42 rooms with communal facilities
Shared facilities	Toilet, kitchen and shower rooms
Pets allowed	No
Visitors Allowed	Yes – Max 2 per resident
Furnished	Furnished – Each room has the following: Bed, mattress, wardrobe, table, chair, fridge, carpet
Support offered by service	Housing related support and support towards living independently Claiming benefits Managing your licence Employment and training Budgeting Support on health issues Cultural needs Move on to permanent accommodation
Local Facilities	We are less than ten minutes' walk to Bristol City Centre and the bus station
Service Charge?	Yes, £1.71 per week

Livewest Male Only Low Support Service

Various properties in BS2, BS5, BS13

Phone Number	07989699051			
Main Email contact	Gary.fagg@livewest.co.uk			
Client Profile				
Age Range	25+			
Exclusions	Individuals who do not meet the service specification for level 4 Pathways accommodation Couples People whose drug, alcohol or behaviour is too chaotic to be able to effectively manage a tenancy and move on to long term independent accommodation			
Number of Units	41			
Accept Curfew-limited clients	Yes			
	Scheme	Self Contained	Shared	Mobility access
	778 -788 Bishport Ave, Withywood, Bristol BS13 9EJ	6		Level access to building Some Ground Floor flats
	Ground Floor Flat (A) Chaplin Road, Easton, Bristol BS5 0JZ	1		Level access Ground Floor
	Flat 1-8 Pirie Court, Stapleton Rd, Easton, BS5	8		Level access Some Ground Floor flats
	Flat 1-4, 71 Plummers Hill, Whitehall, Bristol BS5 7JH	4		Level access Some Ground Floor flats
	Flat 1-4, 41 Whitehall Ave, Whitehall, Bristol BS5 7DE	4		Level access Some Ground Floor flats
	Flat 1 & 2, Croft End House, Whitehall Ave, Whitehall, Bristol BS5 7DE	2		Level access Some Ground Floor flats
	St Gabriels Court, 17-20 All Hallows Rd, Easton, Bristol BS5 0HR	7		2 steps to building Some Ground Floor flats
	49 St Marks Road, Easton, Bristol, BS5 0LR	5		12 steps to building Located on hill No level access

	Wilder Court, Wilder Street, St Pauls, Bristol BS2 8QD	4		4 steps to building Internal steps to all flats No level access
Steps to entrance? /How many?	See above table			
Site on gradient/hill?	See above table			
Stairs within the site to access accommodation	See above table			
Wheelchair Accessible?	See above table			
Specific wheelchair accessible rooms	None			
Lifts available	None			
Accommodation wheelchair adapted?	None			
Rooms above ground floor	See above table			
Ground floor units	See above table			
Level of self-containment within rooms	All self-contained			
Shared facilities	None, though some buildings have shared entrances and/or laundry			
Pets allowed	Where appropriate on a case by case basis – Not in all buildings			
Visitors Allowed	Yes			
Furnished	Part Furnished - Bed, cooker, fridge/freezer, and carpets and curtains (bedroom and lounge), lampshades			
Support offered by service				
Local Facilities				
Service Charge?	No			

Mixed Pathway

LEVEL 1

Jamaica Street Hostel

1 Jamaica Street, Kingsdown, Bristol, BS2 8JP

Phone Number	0117 924 6415
Main Email contact	Woz.james-synnott@riverside.org.uk , james.wilkinson@riverside.org.uk , david.wainfur@riverside.org.uk
Client Profile	Mixed and diverse gender and ethnicity
Age Range	22+
Exclusions	
Number of Units	56
Accept Curfew-limited clients	
Steps to entrance? /How many?	Yes, one small set of steps at the front of the building. Wheelchair accessible via a ramp.
Site on gradient/hill?	No, however there are slight gradients/hills where roads lead off from Jamaica Street.
Stairs within the site to access accommodation	Yes, there are flights of stairs to each floor.
Wheelchair Accessible?	Yes
Specific wheelchair accessible rooms	Yes, the 1 st floor is accessible due to a ramp installation
Lifts available	Yes
Accommodation wheelchair adapted?	Yes, the 1 st floor is accessible due to a ramp installation
Rooms above ground floor	All
Ground floor units	None
Level of self-containment within rooms	41 self-contained, 15 shared rooms
Shared facilities	Kitchen, toilets, showers
Pets allowed	Yes, subject to agreement with the service
Visitors Allowed	Yes
Furnished	Yes
Support offered by service	Yes
Local Facilities	Very accessible to central Bristol, newsagents, coffee shops, Tesco, regular bus routes and all amenities within 5-10 minute walking distance.
Service Charge?	Yes

Longhills

Longhills, 160 Whitefield Road, Speedwell, Bristol, BS5 7TZ

Phone Number	0117 958 9160
Main Email contact	Matthew.fowles@mungos.org Helen.roper@mungos.org
Client Profile	Mixed and diverse gender and ethnicity
Age Range	22+
Exclusions	
Number of Units	22 x Level 1, 4 x Level 1 Outreach Assistance Beds
Accept Curfew-limited clients	
Steps to entrance? /How many?	No
Site on gradient/hill?	26
Stairs within the site to access accommodation	Yes, there is a flight of stairs leading to the 1 st floor
Wheelchair Accessible?	Yes
Specific wheelchair accessible rooms	
Lifts available	
Accommodation wheelchair adapted?	
Rooms above ground floor	
Ground floor units	Some ground floor units
Level of self-containment within rooms	
Shared facilities	13 units are self-contained. The rest share kitchens and bathrooms
Pets allowed	No
Visitors Allowed	Yes
Furnished	Yes
Support offered by service	Yes
Local Facilities	There are local shops and regular bus routes into central Bristol.
Service Charge?	Yes

Longhills High Stability Flats – CRG referrals only

Longhills, 160 Whitefield Road, Speedwell, Bristol, BS5 7TZ

Phone Number	0117 958 9160
Main Email contact	Matthew.fowles@mungos.org Helen.roper@mungos.org
Client Profile	<p>Mixed and diverse gender and ethnicity</p> <p>The service will pilot a new approach to accommodation with support. The model is informed by the Housing First approach and provides stable self-contained accommodation for service users with Care Act eligible needs and who are experiencing multiple disadvantage. The service will not have strict move on timescales but provide a stable basis for recovery with trauma-informed, restorative support.</p> <p>The overall purpose of the Service is to provide an alternative supported accommodation option for people where other options of accommodation have not worked. For example, individuals who have not been able to thrive in an environment with multiple occupancy and/or have a history of circling housing, social care and mental health systems and returning on to the streets. The stable and tolerant approach to accommodation in this service will provide a solid foundation for recovery.</p>
Age Range	22+
Exclusions	
Number of Units	5 self-contained units
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	No
Site on gradient/hill?	No
Stairs within the site to access accommodation	Flat 24- 12 steps approx. up to flat

Wheelchair Accessible?	Yes- Flat 26 fully adapted
Specific wheelchair accessible rooms	Flat 26
Lifts available	No
Accommodation wheelchair adapted?	Flat 26
Rooms above ground floor	Yes – Flat 24
Ground floor units	Yes
Level of self-containment within rooms	All self-contained
Shared facilities	All self-contained
Pets allowed	No
Visitors Allowed	Yes
Furnished	Yes
Support offered by service	Yes
Local Facilities	There are local shops and regular bus routes into central Bristol.
Service Charge?	Yes

Toll House Court – Level 1 Hospital Discharge Service

Toll House Court, 308-312 North Street, Southville, BS3 1JY

Phone Number	0117 953 9732
Main Email contact	Simon.holliday@second-step.co.uk , ben.greenwood@second-step.co.uk , andy.mennell@second-step.co.uk
Client Profile	Those having recently been discharged from a psychiatric facility Mixed and diverse gender and ethnicity
Age Range	22+
Exclusions	
Number of Units	10
Accept Curfew-limited clients	
Steps to entrance? /How many?	Yes, one small set of steps between the entrance and reception hatch
Site on gradient/hill?	Yes, at the bottom of a hill with a slight gradient
Stairs within the site to access accommodation	Yes, there are flights of stairs to each floor
Wheelchair Accessible?	Yes
Specific wheelchair accessible rooms	Yes, some units are located on the ground floor
Lifts available	No
Accommodation wheelchair adapted?	A small number
Rooms above ground floor	Yes
Ground floor units	Yes
Level of self-containment within rooms	All self-contained
Shared facilities	None
Pets allowed	No
Visitors Allowed	Yes
Furnished	Yes
Support offered by service	Yes
Local Facilities	Very accessible to central Bristol, newsagents, coffee shops, multiple supermarkets, regular bus routes and all amenities within 5-10 minute walking distance.
Service Charge?	Yes

LEVEL 2

Toll House Court – Level 2

Toll House Court, 308-312 North Street, Southville, BS3 1JY

Phone Number	0117 953 9732
Main Email contact	Simon.holliday@second-step.co.uk , ben.greenwood@second-step.co.uk , andy.mennell@second-step.co.uk
Client Profile	Mixed and diverse gender and ethnicity
Age Range	22+
Exclusions	
Number of Units	10
Accept Curfew-limited clients	
Steps to entrance? /How many?	Yes, one small set of steps between the entrance and reception hatch
Site on gradient/hill?	Yes, at the bottom of a hill with a slight gradient
Stairs within the site to access accommodation	Yes, there are flights of stairs to each floor
Wheelchair Accessible?	Yes
Specific wheelchair accessible rooms	Yes, some units are located on the ground floor.
Lifts available	No
Accommodation wheelchair adapted?	A small number
Rooms above ground floor	Yes
Ground floor units	Yes
Level of self-containment within rooms	All self-contained
Shared facilities	None
Pets allowed	No
Visitors Allowed	Yes
Furnished	Yes
Support offered by service	Yes
Local Facilities	Very accessible to central Bristol, newsagents, coffee shops, multiple supermarkets, regular bus routes and all amenities within 5-10 minute walking distance.
Service Charge?	Yes

1 Hillside Street

1 Hillside Street, Totterdown, Bristol, BS4 3AU

Phone Number	0117 972 3360
Main Email contact	Matthew.fowles@mungos.org Helen.roper@mungos.org
Client Profile	Mixed and diverse gender and ethnicity, no dependents (children)
Age Range	22+
Exclusions	Mixed and diverse ethnicity and gender
Number of Units	6
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	4 steps leading down to the level of the main front door and office
Site on gradient/hill?	Yes, at the bottom of a very steep road
Stairs within the site to access accommodation	There is a flight of stairs leading to the 1 st floor
Wheelchair Accessible?	No
Specific wheelchair accessible rooms	No
Lifts available	No
Accommodation wheelchair adapted?	No
Rooms above ground floor	
Ground floor units	We have one self contained flat (flat 1) situated on the ground floor
Level of self-containment within rooms	Flat 1 is self-contained accommodation which consists of a kitchen, bedroom and a separate bathroom. It also has its own front door and is located at the front of the house
Shared facilities	5 bedrooms - Communal bathroom, toilet, shower room, kitchen and lounge area
Pets allowed	No
Visitors Allowed	Yes
Furnished	Furnished
Support offered by service	Yes
Local Facilities	There are local shops and regular bus routes into central Bristol.
Service Charge?	Yes

Kensington House

Kensington House, Kensington Road, Bristol, BS5 7NB

Phone Number	0117 947 5258
Main Email contact	Matthew.fowles@mungos.org Helen.roper@mungos.org
Client Profile	Mixed and diverse gender and ethnicity
Age Range	22+
Exclusions	
Number of Units	10
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	4 steps
Site on gradient/hill?	Yes, on a road with a slight uphill gradient.
Stairs within the site to access accommodation	There is a flight of stairs leading to the 1st floor where 6 of the rooms and the two bathrooms are. There is also a flight of stairs within the self-contained flat
Wheelchair Accessible?	No
Specific wheelchair accessible rooms	No
Lifts available	No
Accommodation wheelchair adapted?	No
Rooms above ground floor	
Ground floor units	There are 3 rooms on the ground floor. Note that in order to access bathrooms there is a flight of stairs
Level of self-containment within rooms	One flat with its own kitchen, lounge, bathroom and bedroom. Kitchen is on the ground floor, other rooms are on the first floor
Shared facilities	There are 9 bedrooms with access to shared facilities – kitchen, bathrooms, lounge. Kitchen, two bathrooms, lounge, computer room
Pets allowed	Yes – only with the prior approval of the building landlord, Sanctuary Housing
Visitors Allowed	Yes
Furnished	Yes
Support offered by service	Yes
Local Facilities	There are local shops and the building is very close to regular bus routes into central Bristol and Kingswood
Service Charge?	Yes

LEVEL 3

Second Step Mixed Medium Support

Various properties in BS5, BS6, BS8, BS11

Phone number	0117 909 6630			
Main Email contact	Tim.day@second-step.co.uk Andy.mennell@second-step.co.uk			
Client Profile	Mixed and diverse gender and ethnicity			
Age Range	22+			
Exclusions				
Number of Units	20			
Accept Curfew-limited clients				
	Scheme	Self Contained	Shared	Mobility access
	10 Cranbrook Road, BS6		7	1 ground floor room with 1 step up to communal front door
	374 Hotwells Road, BS8	4		1 ground floor flat with 3 steps at communal front entrance
	Severn View, Lawrence Weston, BS11	4		2 ground floor flats with level access
	38 St Marks Road, BS5		5	1 ground floor room with appx. 5 steps up to communal front door
Steps to entrance? /How many?	Yes, at some properties (see above table\0			
Site on gradient/hill?	Yes, at some properties			
Stairs within the site to access accommodation	See above table			
Wheelchair Accessible?	Some units accessible but not full wheelchair standard			
Specific wheelchair accessible rooms	Some units accessible but not full wheelchair standard			
Lifts available	No			
Accommodation wheelchair adapted?				
Rooms above ground floor	See above table			
Ground floor units	See above table			
Level of self-containment within rooms				
Shared facilities	See above table			
Pets allowed	<p>* Small pets are accepted subject to permission in advance, in line with individual tenancy agreement.</p> <ul style="list-style-type: none"> • Cats or dogs are accepted in self-contained accommodation that has dedicated direct access to garden area and subject to tenancy restrictions. • No cats or dogs accepted in shared accommodation. 			

Visitors Allowed	Yes
Furnished	Yes
Support offered by service	<p>The role of supported housing is to act as a stepping stone to independent living. The average stay within the accommodation is 9 months and staff provide help and support to residents in finding suitable long term accommodation.</p> <p>In addition to this, each resident will be allocated a key worker to support residents to create an individual Recovery Plan based on individual needs and interests, including life skills, employment and move-on.</p> <p>Residents are encouraged to take part in a range of group work options including “Good Neighbour”, “Move On” and “Managing Emotions”.</p>
Local Facilities	All schemes are easily accessible by public transport
Service Charge?	Yes

LEVEL 4

Places for People - Mixed Low Support Service

Various properties in BS3, BS4, BS5, BS6, BS8, BS13

Main Email contact	Leann.hart@placesforpeople.co.uk Karen.potter@placesforpeople.co.uk			
Client Profile	Mixed and diverse gender and ethnicity			
Age Range	22+			
Exclusions				
Number of Units	93			
Accept Curfew-limited clients				
	Scheme	Self-Contained	Shared	Mobility access
	2 Trelawney Road, BS6		11	Steps to front door Not wheelchair accessible Stairs to all floors Shared kitchen, living area and bathrooms On street parking with permit from council
	Charles Court, 1 Charles Place, BS8	6		Steps up to front door Not wheelchair accessible Flats spread across 3 floors, stairs to all floors 2 parking spaces, first come first served
	New Walls, Totterdown, BS3		5	One ground floor flat, the other 4 are spread over 2 floors, stairs to each floor. Own kitchen and living area. Shared bathrooms Parking available
	3 Goldney Road, BS8		5	Property is based at the bottom of a steep hill. Steps up to front door. Not wheelchair accessible Rooms spread over three floors with stairs to each. Own living area and kitchens, shared bathrooms. On street parking, no permit needed
	Three Oaks Close, BS16	7		Ground and first floor flats in cul-de-sac. Not adapted for wheelchairs

				Parking available
	Elm Hayes, BS13	7		Ground and first floor flats in cul-de-sac. Not adapted for wheelchairs Parking available
	Angers Road, BS3		5	One ground floor flat, the other 4 are spread over 2 floors, stairs to each floor. Own kitchen and living area. Shared bathrooms Parking available
	1 Cobden Street, BS5	6		Flats are spread over three floors including ground. Stairs to first and second floor. Not wheelchair accessible. Limited parking available ----- Steps to front door. Not wheelchair accessible. Shared bathroom, kitchen and garden. 2 flights of steep stairs inside house. On street parking available, no permit needed ----- Steps to front door Two flights of stairs within house.
	240 Bath Road, BS4		2	Two basement flats with own entrance, steps down to these. No parking. Not wheelchair accessible. Shared garden
	191 Cheltenham Road, BS6	6		
Steps to entrance? /How many?	See above table			
Site on gradient/hill?				
Stairs within the site to access accommodation	See above table			
Wheelchair Accessible?	See above table			
Specific wheelchair accessible rooms				
Lifts available	No			
Accommodation wheelchair adapted?	See above table			

Rooms above ground floor	See above table
Ground floor units	See above table
Level of self-containment within rooms	
Shared facilities	See above table
Pets allowed	No
Visitors Allowed	Yes
Furnished	Yes
Support offered by service	Yes
Local Facilities	
Service Charge?	Yes

PLEASE NOTE: All accommodation with only one unit has not been added as there are over 40. For further details of these, please use the following contact information:

Phone Number	0117 970 4543
Main Email contact	Leann.hart@placesforpeople.co.uk Karen.potter@placesforpeople.co.uk
Website	www.livingplus.co.uk/about-us

Female Only

LEVEL 1

Dean Crescent

11 Dean Crescent, Southville, Bristol. BS3 1AG

Phone Number	0117 987 2055
Main Email contact	Dean.Crescent@mungos.org
Client Profile	The project accommodates single women who are defined as homeless due to reasons such as fleeing an abusive relationship, family breakdown, leaving hospital, care or prison or being evicted by another hostel or landlord/lady. Women may have additional complex needs such as suffering from harassment due to race or sexuality, family problems, mental health needs, substance misuse/addictions such as alcohol or drugs, or sex working.
Age Range	22+
Exclusions	If arson is a risk, then a separate assessment must take place before admission. Depending on the score this can take a few days.
Number of Units	21
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	No
Site on gradient/hill?	No
Stairs within the site to access accommodation	Yes. Building over 3 floors. Rooms 5-14 on first floor with one flight of stairs to access, rooms 15 – 21 on second floor with 2 flights of stairs to access.
Wheelchair Accessible?	Yes
Specific wheelchair accessible rooms	Rooms 1-4 are wheelchair accessible
Lifts available	Lift to 2 nd & 3 rd floors
Accommodation wheelchair adapted?	Flats 1-4 are adapted with emergency alarms fitted
Rooms above ground floor	Rooms 5-21
Ground floor units	Rooms 1-4
Level of self-containment within rooms	21 Individual rooms with a kitchenette fitted, room 21 is without a kitchenette.
Shared facilities	Bathrooms are shared between 2 rooms, except rooms 19,20+21 who all share a bathroom. The crash pad shares the bathroom with rooms 1+2. Shared kitchen & lounge
Pets allowed	Yes. Will be accepted on a case by case basis, usually maximum of 2 dogs
Visitors Allowed	Yes, Female only
Furnished	Yes

Support offered by service	Yes. Residents are allocated a key worker and are offered weekly support sessions. Other staff on site 24 hours a day.
Local Facilities	Located very near to East Street in Bedminster which has a range of shops including an Asda superstore. A number of GP & dental surgeries also near. Bus stops outside building & Temple Meads Train Station is approx. a 15 mins walk
Service Charge?	£19.01 a week

New Ways House

New Ways House, 97 Cromwell Road, St Andrews, Bristol, BS6 5EX

Phone Number	0117 925 1811
Main Email contact	enquiries@missinglinkhousing.co.uk
Client Profile	Female only
Age Range	22+
Exclusions	
Number of Units	6
Accept Curfew-limited clients	
Steps to entrance? /How many?	Yes, 6
Site on gradient/hill?	Yes
Stairs within the site to access accommodation	Steps to the basement, first and second floor
Wheelchair Accessible?	No
Specific wheelchair accessible rooms	No
Lifts available	No
Accommodation wheelchair adapted?	No
Rooms above ground floor	On four levels – basement, ground, first and second
Ground floor units	Yes, but will need to manage 6 steep steps to access the front door
Level of self-containment within rooms	
Shared facilities	Kitchen, lounge, bathroom
Pets allowed	No
Visitors Allowed	No
Furnished	Yes
Support offered by service	Staffed Monday – Friday 9 – 8pm and Saturday 10 – 4pm
Local Facilities	Can access the number 70 bus outside. This bus will take you to Muller Road where you can shop at Aldi and Lidl. Will also take you directly to the town centre
Service Charge?	Yes

Britannia Road

1 Britannia Road, Easton, Bristol, BS5 6BZ

Phone Number	01179412734
Main Email contact	
Client Profile	Single women with complex support needs who are homeless
Age Range	22+
Exclusions	
Number of Units	5
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	1 small step
Site on gradient/hill?	No
Stairs within the site to access accommodation	
Wheelchair Accessible?	No
Specific wheelchair accessible rooms	No
Lifts available	No
Accommodation wheelchair adapted?	No
Rooms above ground floor	Yes, Britannia Road has accommodation on the first and second floor which are accessed via either one or two sets of stairs. Rooms 2-5 are only accessible via the stairs.
Ground floor units	1 ground floor room
Level of self-containment within rooms	
Shared facilities	Bathrooms, lounge area, garden and kitchen
Pets allowed	Assessed on a case by case basis. We may be able to accept 1 dog, only in the GF room
Visitors Allowed	Yes, female only
Furnished	Yes
Support offered by service	<p>Women being referred into the St Mungo's Women's services will be assessed on support need. Britannia Road is designed as accommodation with support for women with complex needs who are most suited to Level 2 provision.</p> <p>For example, women accessing Britannia Road will be required to actively engage in appropriate support such as, (where appropriate) engaging in mental health support, drug and alcohol support and to be actively involved in the community they live in to help support their steps to independent living.</p> <p>Britannia Road offers housing related support during the day from support staff (key workers), to ensure residents have access to support services and agencies to facilitate their move on to suitable accommodation.</p>

	There is the addition of out of hours support attached to the service and on call protocols in place and CCTV security links to Longhills – staffed 24 hrs.
Local Facilities	Britannia Road is situated very close to St Mark's Road with easy access to shops, places of worship and bus routes. Stapleton Road train station is a short walk.
Service Charge?	Yes

Judith Herman House

7 Alexandra Park, Fishponds, Bristol, BS16 2BG

Phone Number	01179657027
Main Email contact	judithhermanhouse@mungos.org
Client Profile	Single women with complex support needs who are homeless
Age Range	18+
Exclusions	We do not exclusively exclude anyone, all referrals are assessed as individuals
Number of Units	7
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	1 step
Site on gradient/hill?	No
Stairs within the site to access accommodation	Yes, to most bedrooms
Wheelchair Accessible?	No
Specific wheelchair accessible rooms	No
Lifts available	No
Accommodation wheelchair adapted?	No
Rooms above ground floor	6 rooms upstairs, communal areas downstairs
Ground floor units	1 ground floor bedroom
Level of self-containment within rooms	7 bedrooms but none are self-contained
Shared facilities	Bathrooms, lounge area, garden and kitchen
Pets allowed	No
Visitors Allowed	Yes, female only over 18
Furnished	Yes
Support offered by service	<p>Women being referred into the St Mungo's Women's services will be assessed on support need, JHH is designed as accommodation with support for women with complex needs who are most suited to Level 2 provision.</p> <p>For example, women accessing JHH will be required to actively engage in appropriate support such as, (where appropriate) engaging in mental health support, drug and alcohol support and to be actively involved in the community they live in to help support their steps to independent living.</p> <p>JHH offers housing related support during the day from support staff (key workers), to ensure residents have access to support services and agencies to facilitate their move on to suitable accommodation.</p> <p>There is the addition of out of hours support attached to the service and on call protocols in place and CCTV security links to Longhills – staffed 24 hrs.</p>

Local Facilities	JHH is situated very close to Fishponds Road with easy access to shops, places of worship and bus routes. Stapleton Road train station is a short bus journey away.
Service Charge?	Yes

Hawthorn Croft

Borleyton Walk, Bishopsworth, Bristol, BS13 8SJ

Phone Number	
Main Email contact	
Client Profile	Single women with complex support needs who are homeless
Age Range	18+
Exclusions	<ul style="list-style-type: none"> - Individuals that require personal care - Individuals that are not willing to engage with support and recovery services - Individuals that cannot be lone worked
Number of Units	9
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	None
Site on gradient/hill?	No
Stairs within the site to access accommodation	1 flight to first floor rooms
Wheelchair Accessible?	None, though we are able to accommodate those with lesser mobility
Specific wheelchair accessible rooms	None
Lifts available	No
Accommodation wheelchair adapted?	No
Rooms above ground floor	4
Ground floor units	6
Level of self-containment within rooms	All units are self-contained
Shared facilities	None
Pets allowed	No
Visitors Allowed	Yes, female only over 18
Furnished	Yes
Support offered by service	<p>Women being referred into the St Mungo's Women's services will be assessed on support need, Hawthorn Croft is designed as accommodation with support for women with complex needs who are most suited to Level 2 provision.</p> <p>For example, women accessing JHH will be required to actively engage in appropriate support such as, (where appropriate) engaging in mental health support, drug and alcohol support and to be actively involved in the community they live in to help support their steps to independent living.</p> <p>Hawthorn Croft offers housing related support during the day from support staff (key workers), to ensure residents have access to support services and agencies to facilitate their move on to suitable accommodation.</p>

	There is the addition of out of hours support attached to the service and on call protocols in place and CCTV security links to Longhills – staffed 24 hrs.
Local Facilities	Yes, all a short distance away
Service Charge?	Yes

LEVEL 3

Missing Link – Women’s Medium Support Service

Various properties in BS3, BS4, BS5, BS6, BS8, BS10, BS14

Phone Number	0117 925 1811
Main Email contact	enquiries@missinglinkhousing.co.uk
Client Profile	
Age Range	22+
Exclusions	None
Number of Units	30
Accept Curfew-limited clients	
Steps to entrance? /How many?	Out of the 8 properties, 5 are street level and 3 have 6 – 8 steps to climb
Site on gradient/hill?	3 properties are located on a hill – Holmesdale Road, Lilymead and Summer Court – Upper Bryon Place
Stairs within the site to access accommodation	Stairs in all properties
Wheelchair Accessible?	Passage into the houses are quite narrow for a wheel chair
Specific wheelchair accessible rooms	No – too narrow for wheelchair access
Lifts available	No
Accommodation wheelchair adapted?	No
Rooms above ground floor	Most are on two floors with the exception of Holmesdale Road and St Luke’s Crescent. St Luke’s kitchen is in the basement and Holmesdale lounge and kitchen are in the basement
Ground floor units	Ground floor level access at Robertson Road, 5 and 6 New Meadows, St Luke’s Crescent and Home Close
Level of self-containment within rooms	6 self-contained units at Summer Court
Shared facilities	All shared with the exception of Summer Court – 6 self contained units
Pets allowed	No
Visitors Allowed	Only in the self contained properties
Furnished	Yes
Support offered by service	Weekly support
Local Facilities	All properties are in central areas with good bus routes, plenty of shops and supermarkets, GP surgeries
Service Charge?	Yes – but not for the self contained

LEVEL 4

Places For People Women's Low Support Service

Various properties in BS5, BS16

Phone Number	01772 667002			
Main Email contact	Kitty.considine@placesforpeople.co.uk			
Client Profile				
Age Range	18+			
Exclusions				
Number of Units	16			
Accept Curfew-limited clients	No			
	Scheme	Self Contained	Shared	Mobility access
	241 Wick Road, BS16	3		1 step to entrance 2 ground floor units Shared garden No visitors
	John Willis House, 20 Air Balloon Road, BS5	8		On a slight hill 4 ground floor units
	70 New Station Road, BS16	5		1 step to entrance On a slight hill 2 ground floor units Shared garden
Steps to entrance? /How many?	See above table			
Site on gradient/hill?	See above table			
Stairs within the site to access accommodation	See above table			
Wheelchair Accessible?	None			
Specific wheelchair accessible rooms	None			
Lifts available	No			
Accommodation wheelchair adapted?	None			
Rooms above ground floor	Yes (see above table)			
Ground floor units	Yes (see above table)			
Level of self-containment within rooms	All self-contained flats			
Shared facilities	None			
Pets allowed	In some units			
Visitors Allowed	Varies (see above table)			
Furnished	Flats are provided with bed, curtains, cooker, washing machine, and an under counter fridge freezer			

Support offered by service	Yes each customer is assigned a support worker who manages the block. We offer a low support service
Local Facilities	
Service Charge?	Yes

Phoenix Place - Women's Low Support Service

Phoenix Place, Pump Lane, Redcliffe, Bristol, BS1 6NW

Phone Number	01179273844
Main Email contact	phoenix@elimhousing.co.uk
Client Profile	
Age Range	22-64
Exclusions	<p>We believe each applicant has the right to be assessed on an individual basis and on their own merit. We work constructively with risk to ensure our service is inclusive and accessible. A thorough risk assessment process is undertaken with residents and relevant others to assist us in determining the suitability of our service for each applicant, along with considering the current dynamic of the project.</p> <p>Women with drug and alcohol issues, serious offenders or offenders with a history of violence and related convictions will need to show a degree of motivation towards change and ongoing engagement with relevant specialist services will need to be evidenced prior to interview, for example women with alcohol and substance misuse we would be looking for applicants to show they have been stable for 8-12 weeks and on some form of recovery plan.</p> <p>Convictions of arson would be considered very carefully on a case by case basis.</p> <p>All decisions are based on full disclosure of information and where available previous risk management plans. The causes of behaviours and risks are treated in a considered and balanced way by trained and experienced staff. Our assessment of need and suitability will also where appropriate include multi agency meetings if it is felt this will aid a more informed decision and generate a successful outcome. Due to Phoenix Place also having provision to house women with babies, women with an offending history & convictions of harm towards children and young people will not be deemed suitable for housing and support at Phoenix Place.</p> <p>If it is clear that an applicant can not be housed and supported safely at Phoenix Place, we will provide advice and guidance on other services</p>

	which may be more relevant to meet their needs.
Number of Units	30 (+ 25 for mother & baby)
Accept Curfew-limited clients	Will be considered on case by case basis
Steps to entrance? /How many?	1 – up the curb from the road then ramp provided to gain access to the building
Site on gradient/hill?	Slight hill which is cobble stoned
Stairs within the site to access accommodation	
Wheelchair Accessible?	Only the ground floor communal areas. The actual accommodation are not accessible
Specific wheelchair accessible rooms	None
Lifts available	No
Accommodation wheelchair adapted?	None
Rooms above ground floor	Yes
Ground floor units	Yes, some
Level of self-containment within rooms	Shared – 51 – a mixture of 2, 3 & 5 beds Bed sits – 3 Self contained – 1
Shared facilities	Shared – 51 – a mixture of 2, 3 & 5 beds Bed sits – 3 Self contained – 1 Sharing kitchen, bathroom, living room
Pets allowed	No
Visitors Allowed	Yes visitors are allowed into the building from 9:30am – midnight 7 days a week. Those visitors under the age of 16 may visit up until 5pm. Residents are can have visitors over the age of 16 to stay the night 3 nights per week – this must be preapproved by staff
Furnished	Furnished – curtains, bed. mattress, , built in wardrobe, curtains, In communal areas - cooker, fridge/ freezer (bigger flats have more than one), sofa – looking to purchase table & chairs
Support offered by service	The staff team at phoenix Place provide tailored support to women, enabling them to build the necessary independent living skills and confidence to secure and maintain more independent living, through various routes such as; <ul style="list-style-type: none"> • Further supported housing • Private Renting • Other Housing Associations • Local Authority Housing

	<ul style="list-style-type: none"> • Young Parents and / or Mother and Baby accommodation <p>Where appropriate and safe we also work and support residents to return home to family members and /or friends.</p> <p>Support is focussed on individual goals and aspirations for the future and staff are trained to deliver this with a psychological awareness to individual need. Support covers the following areas;</p> <ul style="list-style-type: none"> • Housing: Independent living skills & Move on options • Work, Training & Education: Meaningful activities, training, education & employment options. • Relationships: Starting and maintaining healthy relationships, Improving family / peer relationships, recognising and ending damaging relationships. • Choices and behaviour: Making positive change in behaviour patterns, addressing offending, drug and alcohol misuse, staying safe and ASB. • Health: mental & psychological wellbeing, physical and sexual health. Access to healthcare services. • Money management: Managing rent / bills / debt, budgeting and maximising income. • Self esteem, confidence and coping: Building self esteem and resilience, taking positive risks and building self reliance. <p>We are on site Monday to Friday 9am – 5pm but can be flexible to meet our residents needs. A security company is employed overnight to ensure that the residents and the building are safe when staff are not on site.</p>
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	<p>Monday – Thursday 8pm – 4am Friday – Sunday 8pm – 6am Residents can access a 24hrs out of hours on call service. We encourage and support residents in owning planned fun activities. Strong working partnerships are in place with other support & education providers in Bristol.</p>
Local Facilities	Close to supermarkets, pharmacies, bus routes, GP, dentist
Service Charge?	Yes

Young People

LEVEL 1

1625 I.P. Dispersed High Support Flats (Managed By St George's House)

2 properties in BS5

Phone Number													
Main Email contact													
Client Profile	<p>Young people must have first been referred for (or previously have lived in) a hostel environment such as St George's House or similar, and this has been deemed unsuitable. Exceptional circumstances around vulnerability/complex needs must be demonstrated by referrer to evidence why the usual youth housing options are not appropriate.</p> <p>Referral to complex case panel also required.</p> <p>Approx 6 month stay</p>												
Age Range	16-21 (with some exceptional cases aged 22-24)												
Exclusions													
Number of Units	2												
Accept Curfew-limited clients													
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Scheme</th> <th style="text-align: center;">Self Contained</th> <th style="text-align: center;">Shared</th> <th style="text-align: center;">Mobility access</th> </tr> </thead> <tbody> <tr> <td>14 Greenbank View, BS5</td> <td style="text-align: center;">1</td> <td></td> <td>Ground floor No steps to access Wet room</td> </tr> <tr> <td>24a Hayward Road, BS5</td> <td style="text-align: center;">1</td> <td></td> <td>1 step to front door Maisonette Stairs inside</td> </tr> </tbody> </table>	Scheme	Self Contained	Shared	Mobility access	14 Greenbank View, BS5	1		Ground floor No steps to access Wet room	24a Hayward Road, BS5	1		1 step to front door Maisonette Stairs inside
Scheme	Self Contained	Shared	Mobility access										
14 Greenbank View, BS5	1		Ground floor No steps to access Wet room										
24a Hayward Road, BS5	1		1 step to front door Maisonette Stairs inside										
Steps to entrance? /How many?	See above table												
Site on gradient/hill?													
Stairs within the site to access accommodation	See above table												
Wheelchair Accessible?	See above table												
Specific wheelchair accessible rooms	See above table												
Lifts available	No												
Accommodation wheelchair adapted?	See above table												
Rooms above ground floor	See above table												
Ground floor units	See above table												

Level of self-containment within rooms	Self-contained
Shared facilities	
Pets allowed	No
Visitors Allowed	
Furnished	White goods and basic furnishings
Support offered by service	No staff on site. Allocated support hours max. 10 per week (weekdays only), including back end work such as admin/staff travel. This is used flexibly and tailored to individual needs with a view to gradually decrease over the 6 month period to allow a planned ending. Young people also have access to 24-hour out of hours telephone support at St George's House.
Local Facilities	
Service Charge?	

St George's House

St George's House, 101 St Georges Road, Bristol, BS1 5UP

Phone Number	0117 9276600
Main Email contact	stgeorghouse@1625ip.co.uk
Client Profile	
Age Range	16 – 21 (can consider 22-25 on case by case basis based on needs)
Exclusions	All referrals considered on case by case basis. If needs/risks can be supported/mitigated to ensure safety of all at the project, then referral can be considered. If needs/risks can not be satisfactorily supported/mitigated, we will advise what actions/support needs to happen to be considered.
Number of Units	25
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	Yes, but ramp available
Site on gradient/hill?	
Stairs within the site to access accommodation	Rooms spread over several floors
Wheelchair Accessible?	No
Specific wheelchair accessible rooms	No
Lifts available	No
Accommodation wheelchair adapted?	No
Rooms above ground floor	Rooms spread over several floors
Ground floor units	1 disability-adapted self-contained unit on ground floor, but 3 steps lead to this
Level of self-containment within rooms	1 unit
Shared facilities	<ul style="list-style-type: none"> • 24 rooms are fully furnished with own shower and toilet • Shared kitchen facilities • TV lounge & communal space • Small communal garden • Communal laundry • Activity room including training kitchen
Pets allowed	No
Visitors Allowed	No
Furnished	Yes
Support offered by service	<p>24 hours staffing with a minimum of two staff on shifts at all times. Named Key worker at service start date. Minimum of weekly 1:1 support session but can be increased deepening of needs of young people.</p> <p>Young people can seek support on adhoc basis at any time.</p> <p>Key worker is main point of support and contact and will sign post to more specialised support as required, including in house Participation &</p>

	<p>Learning, Mental Health & wellbeing and Transitions and resilience services. Will sign post to external services as applicable</p> <p>Support provided (target group):</p> <p>Primary support: St Georges House is short-term emergency accommodation only, addressing immediate and priority needs only, especially move on planning</p> <p>Secondary support: Accommodation, Work & Learning, People & Support, Health & Wellbeing, Choices & Behaviour, Money & Rent, Practical Life Skills</p>
Local Facilities	
Service Charge?	Yes

LEVEL 1/2

Bristol Foyer

Bristol Foyer, 2a Victoria Street, Bristol, BS1 6DT

Phone Number	0117 927 6805
Main Email contact	BristolFoyer.Referrals@livewest.co.uk
Client Profile	
Age Range	16-21 (up to 25 for care leavers)
Exclusions	All applications will be considered
Number of Units	31
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	No
Site on gradient/hill?	
Stairs within the site to access accommodation	Yes
Wheelchair Accessible?	Yes although this is dependent on the lift not being out of order as the only other exit is a stairwell from the disabled flat
Specific wheelchair accessible rooms	Yes, one disability adapted flat with wet room, no hoist from the bathroom and no washing chair. We are happy to work with external providers to ensure the appropriate equipment is in place if required
Lifts available	Yes
Accommodation wheelchair adapted?	Yes, one disability adapted flat with wet room, no hoist from the bathroom and no washing chair. We are happy to work with external providers to ensure the appropriate equipment is in place if required
Rooms above ground floor	All units
Ground floor units	None
Level of self-containment within rooms	
Shared facilities	31 bedrooms in cluster flats. Each flat has a shared kitchen and shared bathroom. Meeting rooms x 3, communal lounge x 2, media suite x 1, laundry x 1, onsite training kitchen x 1.
Pets allowed	No
Visitors Allowed	Yes
Furnished	
Support offered by service	<p>The Service offers secure and safe accommodation with 24/7 access to staff/security. Each young person will be assigned a Youth Development Worker who will work with them during their stay.</p> <p>Each young person is required to engage in support each week and a minimum of 10 hours meaningful activity. This can be anything from</p>

	<p>college, work or engaging in the Foyer programme and workshops.</p> <p>Our service delivery model is designed to motivate, engage and promote recovery independence and well-being of young people connecting them with education, training and employment pathways, together with the housing stability, finance, health and wellbeing and social footprint that supports a more sustainable adult life.</p> <p>During their stay at the Foyer we will offer:</p> <ul style="list-style-type: none"> • support with independent living skills • money management • living with others and being a good neighbour, • assess new opportunities and experiences that inspire YP to set ambitious goals for themselves • Address barriers to education, employment and training • Referrals to specialist services • Skills and confidence to live independent lives
Local Facilities	Service on a main bus route and near Temple Meads station
Service Charge?	Yes there is a personal service charge payment of £5.08 since April 2020 (variable to change)

LEVEL 3

Youth Projects – Blenheim Road

15 Blenheim Road, Redland, Bristol BS6 7JL

Phone Number	
Main Email contact	
Client Profile	<p>All young people who access this service will:</p> <ul style="list-style-type: none"> • Have recourse to public funds; • Be owed a duty to accommodate by the Council under the Children Act 1989, the Children (Leaving Care) Act 2000, or the Housing Act 1996; • Not have care of any dependents; • Be aged 16-21, or 22-25 if they are disabled, continuing in education or particularly vulnerable; • Have support needs such that they would benefit from the service. <p>Referrals onto the HSR for this service are restricted to BCC Through Care, HPT & Locality Social Work Teams (LSWT).</p>
Age Range	16-21 (22-24 in exceptional circumstances)
Exclusions	The service does not have a policy of automatic exclusion; each applicant will be assessed on a case by case basis. In cases where a young person presents with high risk behaviours / needs the service will try to work with them, provided it is safe to do so.
Number of Units	7
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	Yes
Site on gradient/hill?	
Stairs within the site to access accommodation	Stairs to higher floor
Wheelchair Accessible?	No
Specific wheelchair accessible rooms	No
Lifts available	No
Accommodation wheelchair adapted?	No
Rooms above ground floor	Yes
Ground floor units	
Level of self-containment within rooms	7 bedrooms
Shared facilities	2 shared living areas (one used as meeting space when required), 2 shared kitchens, 4 toilets/3 bathrooms, smart TV's in living rooms for shared use and WIFI, monitored entry system –key fob controlled
Pets allowed	No

Visitors Allowed	Yes, agreed on a case by case basis
Furnished	Yes (wardrobe, drawers, bedside cabinet, fridge freezer provided – temporary bed provided if required)
Support offered by service	2 hours of 1:1 support available per week per young person. Overnight sleep-in (1 member of staff) most nights for on-call support. On-call support available during daytime hours floating between the 3 Youth Projects properties. Welfare checks every 3 days or more frequent if needed. Daily text to be arranged if agreed. Office in the property but is not staffed 24 hours. Staff lone work.
Local Facilities	Property close to shops and other local amenities and close to bus routes
Service Charge?	Yes, £8.35 per week

Youth Projects – Cheltenham Road & Kingsdown Parade

2 properties in BS6

Main Email contact				
Client Profile	<p>All young people who access this service will:</p> <ul style="list-style-type: none"> • Have recourse to public funds; • Be owed a duty to accommodate by the Council under the Children Act 1989, the Children (Leaving Care) Act 2000, or the Housing Act 1996; • Not have care of any dependents; • Be aged 18-21, or 22-25 if they are disabled, continuing in education or particularly vulnerable; • Have support needs such that they would benefit from the service. <p>Referrals onto the HSR for this service are restricted to BCC Through Care, HPT & Locality Social Work Teams (LSWT).</p>			
Age Range	18-21 (22-24 in exceptional circumstances)			
Exclusions	The service does not have a policy of automatic exclusion; each applicant will be assessed on a case by case basis. In cases were a young person presents with high risk behaviours / needs the service will try to work with them, provided it is safe to do so.			
Number of Units	8			
Accept Curfew-limited clients	Yes			
	Scheme	Self Contained	Shared	Mobility access
	181 Cheltenham Road, BS6		4	2 small shared kitchens, 1 shared living area, 3 toilets/2 bathrooms, smart TV's in living room for shared use and WIFI, monitored entry system –key fob controlled
	66 Kingsdown Parade, BS6		4	1 large shared kitchen/living area, 4 toilets/3 bathrooms, smart TV's in living room for shared use and WIFI, monitored entry system –key fob controlled
Steps to entrance? /How many?	Yes			
Site on gradient/hill?				
Stairs within the site to access accommodation	Stairs to higher floor			
Wheelchair Accessible?	No			

Specific wheelchair accessible rooms	No
Lifts available	No
Accommodation wheelchair adapted?	No
Rooms above ground floor	Yes
Ground floor units	
Level of self-containment within rooms	
Shared facilities	See above table
Pets allowed	No
Visitors Allowed	Yes, agreed on a case by case basis
Furnished	
Support offered by service	1.5 hours 1:1 support available per week per young person. On call emergency support available 24 hours. Daytime floating support between the 3 Youth Projects properties. Welfare checks every 3 days or more frequent if needed, daily text to be arranged if agreed.
Local Facilities	Both properties close to shops and other local amenities and close to bus routes
Service Charge?	Yes, £8.35 per week

LEVEL 4

Youth Projects – Flats

2 properties in BS6

Main Email contact				
Client Profile	<p>All young people who access this service will:</p> <ul style="list-style-type: none"> • Have recourse to public funds; • Be owed a duty to accommodate by the Council under the Children Act 1989, the Children (Leaving Care) Act 2000, or the Housing Act 1996; • Not have care of any dependents; • Be aged 16-21, or 22-25 if they are disabled, continuing in education or particularly vulnerable; • Have support needs such that they would benefit from the service. <p>Referrals onto the HSR for this service are restricted to BCC Through Care, HPT & Locality Social Work Teams (LSWT).</p>			
Age Range	16-21 (22-24 in exceptional circumstances)			
Exclusions	The service does not have a policy of automatic exclusion; each applicant will be assessed on a case by case basis. In cases were a young person presents with high risk behaviours / needs the service will try to work with them, provided it is safe to do so.			
Number of Units	9			
Accept Curfew-limited clients	Yes			
	Scheme	Self Contained	Shared	Mobility access
	15 Blenheim Road, BS6	3		
	181 Cheltenham Road, BS6	3		
	66 Kingsdown Parade, BS6	3		
Steps to entrance? /How many?	Yes			
Site on gradient/hill?				
Stairs within the site to access accommodation				
Wheelchair Accessible?				
Specific wheelchair accessible rooms	No			
Lifts available	No			

Accommodation wheelchair adapted?	No
Rooms above ground floor	No
Ground floor units	Yes but all have steps leading down to them
Level of self-containment within rooms	Shared living areas at each property address with Smart TVs and WIFI (one used as meeting space when required), kitchen area and shower room/toilet in each flat, monitored entry system –key fob controlled
Shared facilities	Shared living areas at each property address with Smart TVs and WIFI (one used as meeting space when required), kitchen area and shower room/toilet in each flat, monitored entry system –key fob controlled
Pets allowed	No
Visitors Allowed	Yes, agreed on a case by case basis
Furnished	Yes (wardrobe, drawers, bedside cabinet, fridge freezer provided – temporary bed provided if required)
Support offered by service	<p>1 hour 1:1 support available per week per young person, on call support available during daytime hours floating between the 3 Youth Projects properties, welfare checks every 3 days or more frequent if needed, daily text to be arranged if agreed.</p> <p>Support provided (target group):</p> <p>Young people aged 16-21 (22+ considered if additional vulnerability) who present low risk and who are homeless, or threatened with homelessness, or who are needing to move on from medium or high support accommodation within the Young People’s Housing and Independence Pathway, or who are leaving care.</p>
Local Facilities	Properties are close to shops and other local amenities and close to bus routes
Service Charge?	Yes, £8.35 per week

1625 I.P. Young People's Low Support Accommodation

Various properties in BS1, BS2, BS3, BS4, BS5, BS6, BS7, BS10, BS11, BS13, BS16

Main Email contact	enquiries@1625ip.co.uk
Client Profile	
Age Range	16-21 (with some exceptional cases 22-24)
Exclusions	Referrals will be assessed on a case-by-case basis
Number of Units	150
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	In some properties
Site on gradient/hill?	
Stairs within the site to access accommodation	
Wheelchair Accessible?	None
Specific wheelchair accessible rooms	
Lifts available	
Accommodation wheelchair adapted?	None specifically adapted, access requirements considered on case by case basis
Rooms above ground floor	Yes
Ground floor units	Yes
Level of self-containment within rooms	50 self-contained units
Shared facilities	100 shared units
Pets allowed	No
Visitors Allowed	Yes
Furnished	
Support offered by service	<p>Visiting Support, regular support sessions and property visits, a 9-5 Drop in service and a 24-hour crisis/emergency repair service.</p> <p>Support provided (target group):</p> <p style="padding-left: 40px;">Primary support: Single homeless with support needs</p> <p style="padding-left: 40px;">Secondary support: Young person leaving care</p> <p>Allocated Support Worker Weekly support Guidance and support to young people in the following areas, to facilitate and develop independence (including move on and resettlement support):</p> <ul style="list-style-type: none"> • Accommodation • Work and learning • How you feel • People and support • Choices and behaviour • Health • Money and rent

	<ul style="list-style-type: none"> • Practical life skills <p>We offer low to medium support. Applicants should be ready and willing to move towards independence with appropriate support. EET workers offering access to education, employment, training and volunteering opportunities. Accredited life skills training/groupwork and positive activities. Facilitate communication between young people and their families to prevent break up or to help them to return to the family home.</p> <p>Independent People can also provide additional support through the Transitions and Resilience Service.</p>
Local Facilities	
Service Charge?	Yes

Livewest Young People's Low Support Service

Various properties in BS2, BS3, BS4, BS5, BS6, BS7

Phone Number	01934526000
Main Email contact	SupportedAdminTeam@livewest.co.uk
Client Profile	
Age Range	16-21
Exclusions	We would consider all applicants
Number of Units	45
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	In most properties
Site on gradient/hill?	
Stairs within the site to access accommodation	In most properties
Wheelchair Accessible?	No
Specific wheelchair accessible rooms	No
Lifts available	No
Accommodation wheelchair adapted?	No
Rooms above ground floor	Yes
Ground floor units	Some ground floor units
Level of self-containment within rooms	39 units
Shared facilities	6 units
Pets allowed	Yes, but only in 3 units that don't share an entrance with others. Any request for a dog would also have to be approved by a LiveWest housing officer.
Visitors Allowed	Yes
Furnished	
Support offered by service	<p>Support Picture : Weekly floating support</p> <p>We provide accommodation and specialist housing related support and advice for individuals with diverse strengths, needs, and aspirations to develop confidence and resilience through a wide range of opportunities. This is generally 1-2 hours a week low support. We work closely with other agencies around specific needs including mental health, domestic violence and others. We support our customers to create a personalised support/action plan that recognises their strengths and talents as well as their needs. We can:</p> <ul style="list-style-type: none"> • support people to access the benefits they are entitled and manage their finances (including debt management); • provide tailored support and coaching to empower an individual's progress; • provide education, employability and healthy living skills that develop an individual's potential;

	<ul style="list-style-type: none"> enable people to live safely in their own homes by providing home safety advice and arranging repairs and adaptations.
Local Facilities	Properties are based around Easton, St Pauls, Bedminster, but all on bus routes and central.
Service Charge?	

Specialist Young People

LEVEL 4

Supported Lodgings Service

Various properties with hosts

Phone Number	0117 353 4094
Main Email contact	branchoutsupportedlodgings@bristol.gov.uk
Client Profile	Support provided (target group): <p style="text-align: center;">Primary support: Care Leavers/Children in Care aged 16+</p> <p style="text-align: center;">Secondary support: Part 7 Homeless Young People</p>
Age Range	16-21
Exclusions	High risk, NEET
Number of Units	29
Accept Curfew-limited clients	No
Steps to entrance? /How many?	Varies depending on the Host – most do have steps to the entrance
Site on gradient/hill?	
Stairs within the site to access accommodation	
Wheelchair Accessible?	Varies depending on the Host, but most would present access issue to a wheelchair user or someone with limited mobility
Specific wheelchair accessible rooms	No
Lifts available	
Accommodation wheelchair adapted?	No
Rooms above ground floor	Yes
Ground floor units	In some of the available Hosts' homes there is ground floor accommodation
Level of self-containment within rooms	
Shared facilities	Bedroom, sharing facilities
Pets allowed	Only in special circumstances
Visitors Allowed	Yes – including overnight visitors. Individual arrangements are made between a Host and YP but the standard is usually that it is fine provided the YP has asked permission for the guest to be there and that they are aware that they would be expected to show the same standards of behaviour expected from a YP.
Furnished	Yes
Support offered by service	Support Picture: Young people are housed semi-independently in a family setting with at least one appropriately trained/experienced adult.

	The support is largely 1:1, flexible and depends on the needs of the young person but is aimed at developing the independence skills to successfully manage their own tenancy.
Local Facilities	
Service Charge?	£15 per week, which covers bills and food

Substance Misuse

ARA Preparation Housing Service

Various properties in BS4, BS5, BS6, BS7, BS8, BS9, BS15, BS16

Phone Number	ARA - 0330 134 0286 The Junction Project – 0117 967 1893
Main Email contact	ARAHM@recovery4all.co.uk info@thejunctionproject.org.uk
Client Profile	Male and female clients who need accommodation and support to address their substance misuse issues Preparation (Prep) Service is led by Ara with support from The Junction Project. For Referrals to the service, clients need a script in place where required, with no upper limit of script (but need to be committed to reducing in Junction properties). Clients need to provide a negative test to Class As upon or close to admission,. No alcohol or other drug use for The Junction Project accommodation, No problematic use of alcohol/cannabis for Ara accommodation. Accommodation is provided across thirteen properties around Bristol, each with psychologically informed environments to facilitate recovery.
Age Range	18+
Exclusions	<ul style="list-style-type: none"> - People not wishing to address substance misuse issues - High levels of substance misuse - Severe and enduring mental health problems - Very high risk offenders (e.g. arson/serious violence/sexual offences)
Number of Units	71
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	Level access accommodation available at Brentry Farm, Stapleton Road, Wellington Hill West, Overndale Road, 240 Charlton Road
Site on gradient/hill?	Varies according to the property, contact for details of specific properties
Stairs within the site to access accommodation	Except properties identified above, accommodation is on more than one floor
Wheelchair Accessible?	Accessible accommodation available at Brentry Farm, Wellington Hill West, Overndale Road
Specific wheelchair accessible rooms	Adapted accommodation available at Wellington Hill West
Lifts available	No

Accommodation wheelchair adapted?	Adapted accommodation available at Wellington Hill West
Rooms above ground floor	
Ground floor units	Level access accommodation available at Stapleton Road, Wellington Hill West, Overndale Road, 240 Charlton Road
Level of self-containment within rooms	
Shared facilities	All units are shared Shared communal areas e.g. lounge, kitchen, bathrooms. Ensuite bathrooms are available in some properties
Pets allowed	No
Visitors Allowed	Yes
Furnished	Yes
Support offered by service	Yes, support is provided via: <ul style="list-style-type: none"> • Regular key working sessions focusing on individual needs • Activities and workshops • Breakfast clubs • House meetings / house meals / house outings • Weekend and evening support • On call • Support intervention policy for breaches of licence/tenancy agreement Level of support varies, contact for details of specific properties
Local Facilities	Properties are located in various parts of Bristol, local facilities vary according to the property, contact for details of specific properties
Service Charge?	Yes

ARA Preparation Intake Service

Various properties in BS1, BS2, BS5, BS10, BS16

Phone Number	ARA - 0330 134 0286 The Junction Project – 0117 967 1893 The Salvation Army Bridge Programme – 0117 955 2821
Main Email contact	ARAHM@recovery4all.co.uk info@thejunctionproject.org.uk
Client Profile	Male and female clients who need accommodation and support to address their substance misuse issues Prep Intake Service is led by Ara with support from the Salvation Army Bridge Project. For Referrals to the service, clients need a script to already be in place (or actively seeking one) where required, with no upper limit of script. There must be no uncontrolled drinking, without detox support in place For Ara accommodation, clients are expected to give a negative test one week after admission. Accommodation is provided across three properties across Bristol, each with psychologically informed environments to facilitate recovery.
Age Range	18+
Exclusions	- People not wishing to address substance misuse issues - High levels of substance misuse - Severe and enduring mental health problems - Very high risk offenders (e.g. arson/serious violence/sexual offences)
Number of Units	24
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	Level access accommodation available at Brentry Farm, and Hurstwood Road
Site on gradient/hill?	Varies according to the property, contact for details of specific properties
Stairs within the site to access accommodation	Except properties identified above, accommodation is on more than one floor
Wheelchair Accessible?	Accessible accommodation available at Brentry Farm and Hurstwood Road
Specific wheelchair accessible rooms	Adapted accommodation available at Hurstwood Road
Lifts available	Only at Salvation Army Bridge Programme
Accommodation wheelchair adapted?	Adapted accommodation available at Hurstwood Road
Rooms above ground floor	
Ground floor units	Level access accommodation available at Brentry Farm, and Hurstwood Road
Level of self-containment within rooms	

Shared facilities	All units are shared Shared communal areas e.g. lounge, kitchen, bathrooms. Ensuite bathrooms are available in some properties
Pets allowed	No
Visitors Allowed	Yes
Furnished	Yes
Support offered by service	Yes, support is provided via: <ul style="list-style-type: none"> • Regular key working sessions focusing on individual needs • Activities and workshops • Breakfast clubs • House meetings / house meals / house outings • Weekend and evening support • On call • Support intervention policy for breaches of licence/tenancy agreement Level of support varies, contact for details of specific properties
Local Facilities	Properties are located in various parts of Bristol, local facilities vary according to the property, contact for details of specific properties
Service Charge?	Yes

ARA In-Treatment Housing

Various properties in BS2, BS4, BS5, BS8, BS9, BS15, BS16

Phone Number	ARA - 0330 134 0286 The Junction Project – 0117 967 1893
Main Email contact	ARAHM@recovery4all.co.uk info@thejunctionproject.org.uk
Client Profile	Male and female clients who need accommodation and support to continue their recovery from substance misuse, need to be abstinent from drugs and alcohol, can be on low-level substitute prescribing for some properties
Age Range	18+
Exclusions	- Current substance misuse - High level substitute prescribing - Severe and enduring mental health problems - Very high risk offenders (e.g. arson/serious violence/sexual offences)
Number of Units	62
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	Level access accommodation available at Old Bread Street and 490 Fishponds Road
Site on gradient/hill?	Varies according to the property, contact for details of specific properties
Stairs within the site to access accommodation	Level access accommodation available at Old Bread Street and 490 Fishponds Road Except properties identified above accommodation is on more than one floor
Wheelchair Accessible?	Accessible accommodation available at Old Bread Street (self-contained flat)
Specific wheelchair accessible rooms	Accessible accommodation available at Old Bread Street (self-contained flat)
Lifts available	No
Accommodation wheelchair adapted?	Adapted accommodation available at Old Bread Street (self-contained flat)
Rooms above ground floor	Except properties identified above accommodation is on more than one floor
Ground floor units	Level access accommodation available at Old Bread Street and 490 Fishponds Road
Level of self-containment within rooms	16 self-contained units
Shared facilities	46 shared units Shared communal areas e.g. lounge, kitchen, bathrooms. Ensuite bathrooms are available in some properties
Pets allowed	No
Visitors Allowed	Yes
Furnished	Yes
Support offered by service	Yes, support is provided via regular key working sessions focusing on individual needs. House

	<p>meals and house outings are also provided at some properties.</p> <p>Staff are available for support during weekends and some evenings</p> <p>Support intervention policy for breaches of licence/tenancy agreement</p>
Local Facilities	<p>Properties are located in various parts of Bristol, local facilities vary according to the property, contact for details of specific properties</p>
Service Charge?	<p>Yes</p>

Non-Pathway Services

Supported Move-on (BCC)

Various properties in BS2, BS3, BS4, BS5, BS6, BS16

Phone Number	Lisa Lopresti 07557 587495 Katherine Dance 07385 642195
Main Email contact	lisa.lopresti@bristol.gov.uk Katherine.Dance@bristol.gov.uk
Client Profile	Mixed and diverse gender and ethnicity
Age Range	18+
Exclusions	
Number of Units	26
Accept Curfew-limited clients	

Property	Type	Further Info
38A Morgan Street, St Pauls, BS2 9LQ	2 x studios	One small step to main entrance. No. 38A is ground floor flat with garden, no. 38B is first floor flat via indoor communal staircase. Both studios: kitchen, lounge/bedroom, bathroom.
38B Morgan Street, St Pauls, BS2 9LQ		BCC are landlords, Non-secure tenancy issued.
42A Lanaway Road, Fishponds, BS16 2NN	1 studio 1 one bed	2 above ground level flats. Staircase outside property to both flats and one indoor communal staircase for 42B. 42A: Kitchen, lounge/bedroom, shower room, balcony, no garden.

42B Lanaway Road, Fishponds, BS16 2NN		42B One bed: kitchen, bathroom and separate lounge and bedroom, no outdoor space. BCC are landlords, Non-secure tenancy issued.		
1A Kingsley Road, Greenbank, BS6 6HF 1B Kingsley Road, Greenbank, BS6 6HF	2 x studios	One small step to entrance. No. 1A is ground floor flat with garden. No. 1B is first floor flat via indoor communal staircase. Both studios: kitchen, lounge/bedroom, shower room. BCC are landlords, Non-secure tenancy issued.		
14A Sherborne Street, St George, BS5 8EH 14B Sherborne Street, St George, BS5 8EH	2 x studios	One small step to entrance. Street on slight incline. No. 14A is ground floor flat with garden and no. 14B is first floor flat via indoor communal staircase. Both studios: kitchen, lounge/bedroom, shower room for no. 14B has a bathroom. BCC are landlords, Non-secure tenancy issued.		
9A Nicholas Road, Lawrence Hill, BS5 0LX 9B Nicholas Road, Lawrence Hill, BS5 0LX	2 x one beds	2 steps to entrance. No. 9A is ground floor flat with garden and no. 9B is first floor flat via indoor communal staircase. Both flats: Kitchen, bedroom, lounge, shower room.		

		BCC are landlords, Non-secure tenancy issued.		
Flat 1, Alderman House, 63 Ashton rise, BS3 2DG	8 x one beds	8 flats across 4 levels (Only no. 1 Alderman House and no. 1 Micklewright House have ground floor access). Access via elevator lift in block. All flats have: Kitchen, bedroom, lounge, bathroom, no garden.	BCC are landlords, Non-secure tenancy issued.	
Flat 4, Alderman House, 63 Ashton rise, BS3 2DG				
Flat 5, Alderman House, 63 Ashton rise, BS3 2DG				
Flat 8, Alderman House, 63 Ashton rise, BS3 2DG				
Flat 1, Micklewright House, 64 Ashton Rise, BS3 2EH				
Flat 4, Micklewright House, 64 Ashton Rise, BS3 2EH				
Flat 5, Micklewright House, 64 Ashton Rise, BS3 2EH				
Flat 8, Micklewright House, 64 Ashton Rise, BS3 2EH				
3 Burlington Court, Burlington Road,	Studio flat	With bath, Multiple steps to Front Door, Communal Garden, controlled entry		

Redland, Bristol BS6 6TN		BCC are landlords, Non-secure tenancy issued.		
6 Burnell Drive, St Pauls, Bristol BS2 9JU	1 bed flat	One step to Front Door, small garden, bath BCC are landlords, Non-secure tenancy issued.		
21A Villiers Road, BS5 0JH	Self-contained ground floor flat	1 step to main entrance. Garden.		
21B Villiers Road BS5 0JH	Self-contained first floor flat	1 step to main entrance. No garden. Brighter Places are landlords, AST's issued.		
21A Fitzroy Street, BS4 3BY	Self-contained studio basement flat. Separate bedroom and living kitchen/ dining room	13 steps down to main entrance. No garden but small private outside area to front of flat at the bottom of the steps. (Rear garden is for the sole use of the upstairs family maisonette). Brighter Places are landlords, AST's issued.		
106 Feeder Road, BS2 0UB	Shared House – 3 bed spaces	1 step to main entrance. Shared kitchen and living areas. Brighter Places are landlords, AST's issued.		
Steps to entrance? /How many?			See above table	
Site on gradient/hill?			Sherbourne St and Nicolas Road and Fitzroy St are on a small hill. All the others are on flat roads.	

Stairs within the site to access accommodation	See above table
Wheelchair Accessible?	None
Specific wheelchair accessible rooms	None
Lifts available	See above table
Accommodation wheelchair adapted?	None – But could be according to need
Rooms above ground floor	See above table
Ground floor units	See above table
Level of self-containment within rooms	All self-contained only apart from Feeder Road which is a 3 bed sharer property
Shared facilities	All self-contained only apart from Feeder Road which is a 3 bed sharer property Only communal staircases in all flat blocks. No gardens are shared. See above table re Feeder Road
Pets allowed	Generally no, but this will be property specific, some properties will allow pets.
Visitors Allowed	Yes
Furnished	Yes
Support offered by service	Floating support is offered through the Temporary Accommodation Team
Local Facilities	All flats are dispersed across central, south and

	east parts of Bristol (BS2, BS3, BS5, BS6, BS16)
Service Charge?	This depends on the landlord of the properties. Please ask support service when someone is referred to a specific property

Supported Move-on (St Mungo's)

Various properties in

Phone Number	Maddy Brown: 07764958918		
Main Email contact	madeleine.brown@mungos.org; bristolmoveon@mungos.org		
Client Profile	Mixed and diverse gender and ethnicity		
Age Range	18+		
Exclusions			
Number of Units	13		
Accept Curfew-limited clients			
	Property	Type	Mobility access
	Ground floor front flat, 191 Whitehall Road, Bristol BS5 9BT	1xbed	Street level Cooker fridge freezer and washing machine provided
	Ground Floor Rear Flat 191 Whitehall Road, Bristol BS5 9BT	1xbed	3xSteps down to entrance Cooker fridge freezer and washing machine provided
	First floor flat 191 Whitehall Road, Bristol BS5 9BT	2xbed first floor flat	Communal entrance with second floor flat. Stairs. Cooker fridge freezer and washing machine provided Separate fridges in tenants rooms
	Second floor flat 191 Whitehall Road, Bristol BS5 9BT	2xbed second floor flat	Communal entrance with first floor flat. Stairs Cooker fridge freezer and washing machine provided Separate fridges in tenants rooms
	Ground Floor Front Flat, 193 Whitehall Road, Bristol, BS5 9BT	1xbed	Street level entrance, 3xsteps in entrance hallway Cooker fridge freezer and washing machine provided
	Ground Floor Rear Flat, 193 Whitehall	1xbed	3xSteps down to entrance Cooker fridge freezer and washing machine provided

	Road, Bristol, BS5 9BT		
	Second Floor Flat, 193 Whitehall Road, Bristol, BS5 9BT	1xbed	Stairs to second floor Cooker fridge freezer and washing machine provided
	Ground Floor Front Studio, 195 Whitehall Road, Bristol, BS5 9BT	Studio	Street level entrance Cooker fridge freezer and washing machine provided
	Ground Floor Rear Flat, 195 Whitehall Road, Bristol, BS5 9BT	1xbed	3xSteps down to entrance Cooker fridge freezer and washing machine provided
	First Floor Maisonette, 195 Whitehall Road, Bristol, BS5 9BT	2xbed	Steps down to entrance, stairs to first floor. Cooker fridge freezer and washing machine provided Separate fridges in tenants rooms
	First Floor Rear Flat, 193 whitehall Road, Bristol, BS5 9BT	1 bed	Steps down to entrance, stairs to first floor. Cooker fridge freezer and washing machine provided
	Flat 4, Rhian Place, Hanham Road, Kingswood, Bristol BS15 8PH	1xbed	Ground floor flat
	1 Machin Mews, 80 Standfast Road, Brentry, Bristol BS10 7HJ	1xbed	Ground floor flat

	Flat 2, Park Edge, 359A Church Road, St George, Bristol BS5 8AQ	1xbed	First floor flat
	4 Cedar Hill Court, Staple Hill, BS16 5EX	1 bed	Ground floor flat, communal hallway –
	11 Crates Close, Kingswood, Bristol BS15 4BU	1xbed	First floor, communal hallway. No lift
	22 Standon Way, Henbury, Bristol BS10 6NE	1xbed	Ground floor
	45 Lansdown House, Lansdown Close, Kingswood, Bristol BS15 1YA	1xbed	Second floor flat in a block: two flights of stairs, no lift.
	Flat 2, Star Apartments, 526 Fishponds Road, Fishponds, Bristol BS16 3DW	1xbed	Ground floor flat in a block
	Flat 63, Moravian Point Moravian Road, Kingswood, Bristol, BS15 8LY	1xbed	Ground floor
Steps to entrance? /How many?	See above		
Site on gradient/hill?	No		
Stairs within the site to access accommodation	See above		
Wheelchair Accessible?	None of the flats are – there are steps within all properties		
Specific wheelchair accessible rooms	None		
Lifts available	None		

Accommodation wheelchair adapted?	None of the flats are – there are steps within all properties
Rooms above ground floor	See above
Ground floor units	See above
Level of self-containment within rooms	All self-contained, no shared
Shared facilities	Communal staircases
Pets allowed	No
Visitors Allowed	Yes
Furnished	Part Furnished: Cooker, fridge Freezer and washing machine and gifted starter park with basic items only.
Support offered by service	Yes, floating support is offered by the St Mungos Move on services team
Local Facilities	Dispersed locations
Service Charge?	No

Bristol Respite Rooms

Confidential address

Phone Number	
Main Email contact	
Client Profile	<p>Service is for women at risk of DV The referral criteria are:</p> <ul style="list-style-type: none"> • Female • Over 18 • No children with them • Can be pregnant up to 32 weeks but awareness that plans to be made for the women after baby is born • Homeless or risk of homelessness • Additional support – substance misuse, mental health, immigration, NRPF
Age Range	18+
Exclusions	We do not exclusively exclude anyone, all referrals are assessed as individuals
Number of Units	10
Accept Curfew-limited clients	Yes
Steps to entrance? /How many?	1 step
Site on gradient/hill?	No
Stairs within the site to access accommodation	Yes, to upstairs bedrooms
Wheelchair Accessible?	No
Specific wheelchair accessible rooms	No
Lifts available	No
Accommodation wheelchair adapted?	No
Rooms above ground floor	6 bedrooms upstairs, communal areas are downstairs
Ground floor units	4 ground floor bedrooms
Level of self-containment within rooms	No self-contained
Shared facilities	Kitchen, bathroom, communal lounge
Pets allowed	No
Visitors Allowed	Yes, female only over 18
Furnished	Yes
Support offered by service	<p>Women being referred into the St Mungo's Women's services will be assessed on support need. Designed as accommodation with support for women with complex needs who are most suited to Level 2 provision.</p> <p>For example, women will be required to actively engage in appropriate support such as, (where appropriate) engaging in mental health support, drug and alcohol support and to be actively involved in the community they live in to help support their steps to independent living.</p>

	<p>We offer housing related support during the day from support staff (key workers), to ensure residents have access to support services and agencies to facilitate their move on to suitable accommodation.</p> <p>There is the addition of out of hours support attached to the service and on call protocols in place and CCTV security links to Longhills – staffed 24 hrs.</p>
Local Facilities	Easy access to shops, places of worship and bus routes
Service Charge?	Yes