



Directory of Housing Related Support Services

The directory lists organisations which receive funding from Bristol City Council to provide housing related support (HRS). HRS is support which works to develop or sustain an individual's ability to live independently in accommodation, to prevent homelessness and/or to maintain their independence.

There are two main types of HRS services:

1. Accommodation based services – accommodation and support are both provided
2. Floating support services – support is delivered to people in their own homes

For information on how to apply for a HRS service please contact the organisation. They will be able to give advice on eligibility and referral routes.

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Accommodation Based Services

A. Accommodation Based Services for Older People with Support Needs

| | |
|-------------------------|--|
| Provider | Anchor Trust |
| Service | Penfield Court - 17711 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based / Sheltered Housing for Older People |
| Referrals | Self-referral / Home Choice Bristol |
| Address | Anchor Support Hub, 2 Godwin Street, Bradford BD1 2ST |
| Contact Details | Tel: 0300 123 7002 / Email: ContractSupportTeam@anchor.org.uk |
| Website | www.anchor.org.uk |

| | |
|-------------------------|--|
| Provider | Bristol Charities |
| Service | Orchard Homes - 17733 |
| Client Groups | Older People with support Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based / Sheltered Housing for Older People |
| Referrals | Self-referral / Home Choice Bristol |
| Address | 17 St Augustine's Parade, Bristol, BS1 4UL |
| Contact Details | Tel: 0117 930 0301 / Email: info@bristolcharities.org.uk |
| Website | www.bristolcharities.org.uk |

| | |
|-------------------------|--|
| Provider | Housing & Care 21 |
| Service | Sheltered Housing - 17952 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based / Sheltered Housing for Older People |
| Referrals | Self-referral / Home Choice Bristol |
| Address | 10 th floor, Tricom House, 51-53 Hagley Road, Birmingham, B16 8TP |
| Contact Details | Tel: 0370 192 4000 / Email: enquiries@housing21.co.uk |
| Website | www.housing21.co.uk |

| | |
|-------------------------|---|
| Provider | Knightstone Housing Association |
| Service | Sheltered Housing(122a) - 17950 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based / Sheltered Housing for Older People |
| Referrals | Self-referral / Home Choice Bristol |
| Address | Weston Gateway Business Park, Filers Way, Weston super Mare, BS24 7JP |
| Contact Details | Tel: 01934 526000 / Email: talktous@knightstone.co.uk |
| Website | www.knightstone.co.uk |

| | |
|-------------------------|---|
| Provider | Places for People |
| Service | Sheltered Housing - Warden Support (567) - 17944 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based / Sheltered Housing for Older People |
| Referrals | Self-referral / Home Choice Bristol |
| Address | Country House, 1-3 Surrey Street, St Pauls, Bristol, BS2 8PS |
| Contact Details | Tel: 0117 9704542 / Email: customerservicecentre@placesforpeople.co.uk |
| Website | www.placesforpeople.co.uk |

| | |
|-------------------------|--|
| Provider | St Monica Trust |
| Service | St Monica Trust Sheltered Housing (83) - 17693 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based / Sheltered Housing for Older People |
| Referrals | Self-referral / Home Choice Bristol |
| Address | Cote Lane, Westbury-on-Trym, Bristol, BS9 3UN |
| Contact Details | Tel: 0117 949 4000 / Email: info@stmonicastrust.org.uk |
| Website | www.stmonicastrust.org.uk |

| | |
|-------------------------|--|
| Provider | The Guinness Trust |
| Service | GHA - Sheltered Housing with Warden support(550a) - 17956 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based / Sheltered Housing for Older People |
| Referrals | Self-referral / Home Choice Bristol |
| Address | Block C. Estune Business Park, Wild Country Lane, Long Ashton, Bristol, BS41 9AF |
| Contact Details | Tel: 0300 123 0705 |
| Website | www.guinnesspartnership.com |

| | |
|-------------------------|--|
| Provider | The Guinness Trust |
| Service | Rockingham Gardens - 17927 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based / Sheltered Housing for Older People |
| Referrals | Self-referral / Home Choice Bristol |
| Address | Block C. Estune Business Park, Wild Country Lane, Long Ashton, BS41 9AF |
| Contact Details | Tel: 0300 123 0705 |
| Website | www.guinnesspartnership.com |

B. Accommodation Based Services for People with Learning Disabilities and/or People with Mental Health Needs

| | |
|-------------------------|---|
| Provider | 3 Trees Community Support Ltd |
| Service | Ashworthy Floating Support Service - 18084 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | 56A Greystoke Avenue, Westbury-on-Trym, Bristol, BS10 6AZ |
| Contact Details | Tel: 0117 9505606 / Email: enquiries@3tcs.co.uk |
| Website | www.3tcs.co.uk |

| | |
|-------------------------|---|
| Provider | Ainger, Declan |
| Service | Clare House - 17912 |
| Client Groups | People with Learning Disabilities & People with Mental Health Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | 245 Forest Road, Fishponds, Bristol, BS16 3QY |
| Contact Details | Tel: 0117 965 2267 |
| Website | |

| | |
|-------------------------|--|
| Provider | Bristol City Council |
| Service | Shared Lives |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | Bristol Shared Lives, FREEPOST NAT17481, PO Box 30, Bristol, BS1 5BR |
| Contact Details | Tel: 0117 903 6680 / Email: sharedlives@bristol.gov.uk |
| Website | www.bristol.gov.uk |

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|-------------------------|--|
| Provider | Brandon Trust |
| Service | Falcondale Road(436) - 17850 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | Olympus House, Britannia Road, Patchway, Bristol, BS34 5TA |
| Contact Details | Tel: 0117 907 7200 / Email: info@brandontrust.org |
| Website | www.brandontrust.org |

| | |
|-------------------------|--|
| Provider | Brandon Trust |
| Service | Monks Park Ave(435) - 17849 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | Olympus House, Britannia Road, Patchway, Bristol, BS34 5TA |
| Contact Details | Tel: 0117 907 7200 / Email: info@brandontrust.org |
| Website | www.brandontrust.org |

| | |
|-------------------------|---|
| Provider | Choisy Care Ltd |
| Service | Choisy Care |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | 5 Ingmire Road, Eastville, Bristol, BS5 6XD |
| Contact Details | Tel: 0117 9585117 / Email: choisy-care@hotmail.co.uk |
| Website | |

| | |
|-------------------------|--|
| Provider | Dimensions |
| Service | Dimensions Support Services - 17702 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | 5 Kelso Place, Upper Bristol Road, Bath, BA1 3AU |
| Contact Details | Tel:01225 786609 / Email: enquiries@dimensions-uk.org |
| Website | www.dimensions-uk.org |

| | |
|-------------------------|---|
| Provider | Freeways Trust Ltd |
| Service | Freeways Floating Support Service - 18081 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | Leigh Court Day Centre, Pill Road, Abbots Leigh, Bristol, BS8 3QY |
| Contact Details | Tel: 01275 372109 |
| Website | www.freeways.org.uk |

| | |
|-------------------------|--|
| Provider | HF Trust Ltd |
| Service | Hft Bristol and Bath - 17841 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | 5/6 Brook Business Park, Folly Brook Road, Emersons Green, Bristol, BS16 7FL |
| Contact Details | Tel: 0117 924 3152 / Email: info@hft.org.uk |
| Website | www.hft.org.uk |

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|-------------------------|--|
| Provider | Improving Prospects Ltd (t/a Manor Community Supportive Living) |
| Service | Manor Community Supportive Living - 18091 |
| Client Groups | People with Learning Disabilities & People with Mental Health Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | Gladstone House, Gladstone Drive, Mangotsfield, Bristol, BS16 4RU |
| Contact Details | Tel: 0117 360 0510 / Email: admin@manorcommunity.co.uk |
| Website | www.manorcommunity.co.uk |

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|-------------------------|---|
| Provider | Knightstone Housing Association |
| Service | Strathearn Drive - 17804 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | Weston Gateway Business Park, Filers Way, Weston super Mare, BS24 7JP |
| Contact Details | Tel: 01934 526000 / Email: talktous@knightstone.co.uk |
| Website | www.knightstone.co.uk |

| | |
|-------------------------|--|
| Provider | Lifeways Community Care Ltd |
| Service | Supported Living Service - 18144 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-Referral / Care Direct |
| Address | Prospect House, Suite 3 Bath Road Trading Estate, Lightpill, Stroud, GL5 3QF |
| Contact Details | Tel: 01453 766441 |
| Website | www.lifeways.co.uk |

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|-------------------------|--|
| Provider | Maples Community Housing Ltd |
| Service | Maples Community Housing Ltd (103) - 17710 |
| Client Groups | People with Mental Health Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | 123 Downend Road, Fishponds, Bristol, BS16 5BE |
| Contact Details | Tel: 0117 302 6160 / Email: info@maplescare.co.uk |
| Website | www.maplescare.co.uk |

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|-------------------------|--|
| Provider | New Beginnings Bristol Ltd |
| Service | New Beginnings Bristol Ltd - 18172 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-Referral / Care Direct |
| Address | 28 Park Road, Staple Hill, Bristol, BS16 5LF |
| Contact Details | Tel: 07900 553 156 / Email: info@newbeginningsbristol.co.uk |
| Website | www.newbeginningsbristol.co.uk |

| | |
|-------------------------|--------------------------------------|
| Provider | Raphael House |
| Service | Raphael House (421) - 17844 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-Referral / Care Direct |
| Address | 3 Hillside, Cotham, Bristol, BS6 6JP |
| Contact Details | Tel: 0117 974 5297 |
| Website | |

| | |
|-------------------------|--|
| Provider | Royal Mencap Society |
| Service | Mencap Floating Support Service - 18082 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-Referral / Care Direct |
| Address | 127a Pembroke Road, Bristol, BS8 3ES |
| Contact Details | Tel: 0117 973 1913 |
| Website | www.mencap.org.uk |

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|-------------------------|--|
| Provider | Sanctuary Housing Association |
| Service | Stoneleigh House - 18100 |
| Client Groups | People with Mental Health Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | Sanctuary Carr-Gomm, Shaftesbury Court, Manor Close, Trowbridge, BA14 9HN |
| Contact Details | Tel: 01905 334392 |
| Website | www.sanctuary-supported-living.co.uk |

| | |
|-------------------------|--|
| Provider | Second Step Housing Association |
| Service | Supported Housing – Permanent (506a) - 17965 |
| Client Groups | People with Mental Health Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | 9 Brunswick Square, St Pauls, Bristol, BS2 8PE |
| Contact Details | Tel: 0117 909 6630 / Email: admin@second-step.co.uk |
| Website | www.second-step.co.uk |

| | |
|-------------------------|--|
| Provider | Silva Care Ltd |
| Service | Silva Care Floating Support Service - 18083 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-Referral / Care Direct |
| Address | Woodlands Grange, Woodlands Lane, Bradley Stoke, Bristol, BS32 4JY |
| Contact Details | Tel: 0117 956 2411 / Email: admin@silvacare.org.uk |
| Website | www.silvacare.org.uk |

| | |
|-------------------------|--|
| Provider | Supporting Options Ltd |
| Service | Supporting Options Ltd |
| Client Groups | People with Learning Disabilities & People with Mental Health Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-Referral / Care Direct |
| Address | South Road, Kingswood, Bristol, BS15 8JF |
| Contact Details | Tel: 0117 9044972 / 07723 698019 / Email: support@supportingoptions.org |
| Website | |

| | |
|-------------------------|--|
| Provider | Willowbank Care Ltd |
| Service | Filwood & the Flat - 17954 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Accommodation Based Service |
| Referrals | Self-referral / Care Direct |
| Address | 88 Filton Road, Horfield, Bristol, BS7 0PD |
| Contact Details | Tel: 01454 250606 |
| Website | |

C. Accommodation Based Services for People with a Physical or Sensory Disability

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|-------------------------|--|
| Provider | Bristol City Council |
| Service | Buckley Court - 18104 |
| Client Groups | Deaf/Deafened/Hard of Hearing/Deafblind |
| Service Duration | Medium |
| Service Type | Accommodation Based Service |
| Referrals | Direct to Buckley Court |
| Address | Buckley Court, 33 Machin Road, Henbury, Bristol, BS10 7HQ |
| Contact Details | Tel: 0117 353 3322 / Email: buckley.court@bristol.gov.uk or visit our facebook page Buckley Court |
| Website | www.bristol.gov.uk |

Floating Support Services

D. Floating Support Services for Generic Clients

| | |
|-------------------------|--|
| Provider | Bristol City Council |
| Service | Community Support Team - 17948 |
| Client Groups | Generic |
| Service Duration | Short |
| Service Type | Floating Support Service |
| Referrals | Care Direct (0117 9222700) |
| Address | 100 Temple Street, Bristol, BS1 6AG |
| Contact Details | Tel: 0117 9036983 (Team number) |
| Website | www.bristol.gov.uk |

E. Floating Support Services for Older People with Mental Health Needs / Dementia

| | |
|-------------------------|--|
| Provider | Brunelcare |
| Service | Floating Support for Older People with Dementia (446) - 17966 |
| Client Groups | Older People with Mental Health Needs / Dementia & Older People With Support Needs |
| Service Duration | Short |
| Service Type | Floating Support Service |
| Referrals | Self-referral / Care Direct |
| Address | Kingswood Office, 21 Regent Street, Kingswood, Bristol, BS15 8JX |
| Contact Details | Tel: 0117 947 9900 / Email: info@brunelcare.org.uk |
| Website | www.brunelcare.org.uk |

| | |
|-------------------------|---|
| Provider | Carers Trust Phoenix Ltd. |
| Service | Floating Support to Older People with Mental Health Problems - 18193 |
| Client Groups | Older People with Mental Health Needs / Dementia |
| Service Duration | Permanent |
| Service Type | Floating Support Service |
| Referrals | Self-referral / Care Direct |
| Address | Crossroads Care, The Carers Centre, 1 Graham Road, Weston Super Mare BS23 1YA |
| Contact Details | Tel: 0117 3533135 / Email: admin.weston@crossroadscaresw.org.uk |
| Website | www.crossroadscaresw.org.uk |

F. Floating Support for Older People with Support Needs

| | |
|-------------------------|---|
| Provider | Age UK Bristol |
| Service | Floating Support - Short term - 17840 |
| Client Groups | Older People with Support Needs & People with a Physical or Sensory Disability |
| Service Duration | Medium |
| Service Type | Floating Support Service |
| Referrals | Self-referral / Care Direct |
| Address | Canningford House, 38 Victoria Street, Bristol, BS1 6BY |
| Contact Details | Tel: 0117 9281546 / Email: admin@ageukbristol.org.uk |
| Website | www.ageuk.org.uk |

| | |
|-------------------------|---|
| Provider | Age UK Bristol |
| Service | Floating Support Long Term - 18101 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Floating Support Service |
| Referrals | Self-referral / Care Direct |
| Address | Canningford House, 38 Victoria Street, Bristol, BS1 6BY |
| Contact Details | Tel: 0117 9281546 / Email: admin@ageukbristol.gov.uk |
| Website | www.ageuk.org.uk |

| | |
|-------------------------|--|
| Provider | Brunelcare |
| Service | Sheltered Housing Floating Support - 18120 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Older People with Support Needs |
| Referrals | Self-referral / Care Direct |
| Address | Head Office, Saffron Gardens, Prospect Place, Whitehall, Bristol, BS5 9FF |
| Contact Details | Tel: 0117 914 4251 / Email: info@brunelcare.org.uk |
| Website | www.brunelcare.org.uk |

| | |
|-------------------------|--|
| Provider | United Housing Association |
| Service | Roshni Ghar Floating Support - 18042 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Floating Support Service |
| Referrals | Self-referral / Care Direct |
| Address | Eden House, Eastgate Office Park, Bristol, BS5 6XX |
| Contact Details | Tel: 0117 942 4600 / Email: info@unitedcommunities.org.uk |
| Website | www.unitedcommunities.org.uk |

| | |
|-------------------------|--|
| Provider | United Housing Association |
| Service | Community Support - 18044 |
| Client Groups | Older People with Support Needs |
| Service Duration | Medium |
| Service Type | Floating Support Service |
| Referrals | Self-referral / Care Direct |
| Address | Eden House, Eastgate Office Park, Bristol, BS5 6XX |
| Contact Details | Tel: 0117 942 4600 / Email: info@unitedcommunities.org.uk |
| Website | www.unitedcommunities.org.uk |

G. Floating Support for People with Learning Disabilities

| | |
|-------------------------|--|
| Provider | Brandon Trust |
| Service | The Brandon Trust Floating Support Service - 18000 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Floating Support |
| Referrals | Self-referral / Care Direct |
| Address | Olympus House, Britannia Road, Patchway, Bristol, BS34 5TA |
| Contact Details | Tel: 0117 907 7200 / Email: info@brandontrust.org |
| Website | www.brandontrust.org |

| | |
|-------------------------|--|
| Provider | Cintre Community |
| Service | Cintre Reachout (271) - 17771 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Floating Support Service |
| Referrals | Self-referral / Care Direct |
| Address | 2 nd Floor, Shore House, 68 Westbury Hill, Westbury on Trym, BS9 3AA |
| Contact Details | Tel: 0117 924 4654 / Email: enquiries@cintre.org |
| Website | www.cintre.org |

| | |
|-------------------------|--|
| Provider | Keyring |
| Service | Keyring Living Support Networks - 17958 |
| Client Groups | People with Learning Disabilities |
| Service Duration | Permanent |
| Service Type | Floating Support Service |
| Referrals | Self-referral / Care Direct |
| Address | Unit 21C. Easton Business Centre, Felix Road, Easton, Bristol, BS5 0HE |
| Contact Details | Tel: 0117 941 5355 / Email: enquiries@keyring.org |
| Website | www.keyring.org |

| | |
|-------------------------|---|
| Provider | Milestones Trust |
| Service | Milestones Trust Floating Support Service - 17995 |
| Client Groups | People with Learning Disabilities / People with Mental Health Needs |
| Service Duration | Permanent |
| Service Type | Floating Support Service |
| Referrals | Self-referral / Care Direct |
| Address | Unit 10, Eclipse Office Park High Street, Staple Hill, Bristol, BS16 5EL |
| Contact Details | Tel: 0117 970 9381 / info@milestonetrust.org.uk |
| Website | www.milestonetrust.org.uk |

| | |
|-------------------------|---|
| Provider | SiLS |
| Service | SiLS Stepping Stones to Independence (16) - 17643 |
| Client Groups | People with Learning Disabilities / People with Mental Health Needs |
| Service Duration | Permanent |
| Service Type | Floating Support Service |
| Referrals | Self-referral / Care Direct |
| Address | Suite 2, Corona Buildings, Wood Road, Kingswood. BS15 8DT |
| Contact Details | Tel: 0117 960 8855 |
| Website | www.mysils.co.uk |

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|-------------------------|--|
| Provider | Supported Independence |
| Service | Floating Support - 17787 |
| Client Groups | People with Learning Disabilities / People with Mental Health Needs |
| Service Duration | Permanent |
| Service Type | Floating Support Service |
| Referrals | Self-referral / Care Direct |
| Address | Kelly House, 27-29 Ashley Road, Montpelier, Bristol, BS6 5NJ |
| Contact Details | Tel: 0117 9246438 |
| Website | www.supportedindependence.co.uk |

H. Floating Support for People with Mental Health Needs

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|-------------------------|--|
| Provider | Missing Link |
| Service | Mental Health Floating Support Service - 18194 |
| Client Groups | People with Mental Health Needs |
| Service Duration | Short / Medium |
| Service Type | Floating Support |
| Referrals | Housing Support Register |
| Address | Link House, 5 Queen Square, Bristol, BS1 4JQ |
| Contact Details | Tel: 0117 925 1811 / Email: enquiries@missinglinkhousing.co.uk |
| Website | www.missinglinkhousing.co.uk |

| | |
|-------------------------|--|
| Provider | Places for People |
| Service | Mental Health Floating Support Service - 18195 |
| Client Groups | People with Mental Health Needs |
| Service Duration | Short / Medium |
| Service Type | Floating Support |
| Referrals | Housing Support Register |
| Address | 4 th Floor, 10 Victoria Street, Bristol, BS1 6BN |
| Contact Details | Tel: 0117 9704100 |
| Website | www.placesforpeople.co.uk |

| | |
|-------------------------|---|
| Provider | St Mungo's |
| Service | Mental Health Floating Support Service - 18196 |
| Client Groups | People with Mental Health Needs |
| Service Duration | Short / Medium |
| Service Type | Floating Support |
| Referrals | Housing Support Register |
| Address | 1 New Street, Bristol, BS2 9DX |
| Contact Details | Tel: 0117 9542951 / Email: cliff.jones@mungos.org |
| Website | www.mungos.org |

I. Floating Support for People living with HIV

| | |
|-------------------------|--|
| Provider | Brigstowe Project |
| Service | Floating Support (308) - 17794 |
| Client Groups | People living with HIV |
| Service Duration | Short/medium |
| Service Type | Floating Support |
| Referrals | Self-referral |
| Address | 176 Easton Road, Easton, Bristol, BS5 0ES |
| Contact Details | Tel: 0117 955 5038 / Email: info@brigstowe.org |
| Website | www.brigstowe.org |

J. Floating Support for People with Physical or Sensory Disability

| | |
|-------------------------|--|
| Provider | Bristol City Council |
| Service | Sensory Support Service – 17868 |
| Client Groups | Deaf/Deafened/Hard of Hearing/Blind/Partially Sighted/Deafblind |
| Service Duration | Medium |
| Service Type | Floating Support Service |
| Referrals | Direct to Sensory Support Service |
| Address | RNIB, 10 Stillhouse Lane, Bedminster, Bristol, BS3 4EB |
| Contact Details | Tel: 0117 9141440 / Email: sensory.support@bristol.gov.uk SMS: 07775695434 Skype: bccsss Glide: Sensory support |
| Website | www.bristol.gov.uk |

Community or Social Alarm Services

| | |
|-------------------------|--|
| Provider | Affinity Sutton Group |
| Service | Affinity Sutton Homes Community Alarm Service - 17951 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Community or Social Alarm Service |
| Referrals | Self-referral / Home Choice Bristol |
| Address | 2 Pritchard Street, Bristol, BS2 8RH |
| Contact Details | Tel: 01243 380126 |
| Website | www.affinitysutton.com |

| | |
|-------------------------|---|
| Provider | Brunelcare |
| Service | Alarm Only Service - 18073 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Community or Social Alarm Service |
| Referrals | Self-referral / Home Choice Bristol |
| Address | Head Office, Saffron Gardens, Prospect Place, Whitehall, Bristol, BS5 9FF |
| Contact Details | Tel: 0117 9144251 / Email: info@brunelcare.org.uk |
| Website | www.brunelcare.org.uk |

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|-------------------------|---|
| Provider | Curo |
| Service | Sheltered Housing – Alarm Only - 18009 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Community or Social Alarm Service |
| Referrals | Self-referral / Home Choice Bristol |
| Address | Holly House, Corbet Close, Lawrence Weston, Bristol, BS11 0TA |
| Contact Details | Tel: 01225 366000 / Email: hello@curo-group.co.uk |
| Website | www.curo-group.co.uk |

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|-------------------------|---|
| Provider | Places for People |
| Service | Sheltered Housing Alarm Only (566) - 17943 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Community and Social Alarm Service |
| Referrals | Self-referral / Home Choice Bristol |
| Address | County House, 1-3 Surrey Street, St Pauls, Bristol, BS2 8PS |
| Contact Details | Tel: 0117 9704573 / Email: customerservicecentre@placesforpeople.co.uk |
| Website | www.placesforpeople.co.uk |

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|-------------------------|---|
| Provider | Sovereign Housing Association |
| Service | Sovereign Community Alarm Service - 18013 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Community or Social Alarm Service |
| Referrals | Self-referral / Home Choice Bristol |
| Address | Berkshire House, 17-24 Bartholomew Street, Newbury, RG14 5LL |
| Contact Details | Tel: 01635 572 129 / info@sovereign.org.uk |
| Website | www.sovereign.org.uk |

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|-------------------------|--|
| Provider | The Guinness Trust |
| Service | Avondown Close (535) - 17916 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Community or Social Alarm Service |
| Referrals | Self-referral / Home Choice Bristol |
| Address | Block C. Estune Business Park, Wild Country Lane, Long Ashton, Bristol, BS41 9AF |
| Contact Details | Tel: 0300 123 0705 |
| Website | www.guinnesspartnership.com |

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|-------------------------|--|
| Provider | The Guinness Trust |
| Service | GT Community Alarm Services (536a) - 17955 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Community or Social Alarm Service |
| Referrals | Self-referral / Home Choice Bristol |
| Address | Block C. Estune Business Park, Wild Country Lane, Long Ashton, Bristol, BS41 9AF |
| Contact Details | Tel: 0300 123 0705 |
| Website | www.guinnesspartnership.com |

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|-------------------------|--|
| Provider | United Housing Association |
| Service | Roshni Ghar Alarm Service - 18041 |
| Client Groups | Older People with Support Needs |
| Service Duration | Permanent |
| Service Type | Accommodation Based / Sheltered Housing for Older People |
| Referrals | Self-referral / Home Choice Bristol |
| Address | Eden House, Eastgate Office Park, Bristol, BS5 6XX |
| Contact Details | Tel: 0117 942 4600 / Email: info@unitedcommunities.org.uk |
| Website | www.unitedcommunities.org.uk |

Welfare Rights and Money Advice Services (WRAMAS)

WRAMAS provides the Welfare Rights and Money Advice Support Services to enable support workers to give basic information, advice and assistance to service users. We offer:

- Training in a range of welfare benefits and money advice, by e-learning and practical workshops
- Helplines and newsletters for support workers
- Assisted casework, when one of our advisers will help a support worker put training into practice
- Referrals for complex work eg benefit appeals or insolvency work.

Any HRS funded support worker can join WRAMAS mailing list for newsletters and training course dates, please email wrss@bristol.gov.uk

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| Provider | Bristol City Council - Welfare Rights and Money Advice Service |
| Service | Welfare Rights and Money Advice Support Services – 17798/17935 |
| Client Groups | Generic |
| Service Duration | Short/ as required |
| Service Type | Advice agency, assistance to support workers |
| Referrals | Provider referral only |
| Address | 100TS 3 rd Floor North, Bristol City Council PO Box 3176 Bristol BS3 9FS |
| Contact Details | Welfare Rights Support Service helpline for support workers 0117 35 21777 wrss@bristol.gov.uk Money Advice Support Service helpline for support workers 0117 35 21555 mass@bristol.gov.uk |
| Website | www.bristol.gov.uk |

Home Improvement Agency

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|-------------------------|--|
| Provider | WE Care & Repair |
| Service | Home Improvement Agency - 18149 |
| Client Groups | Homeowners over 60 and disabled people of all ages |
| Service Duration | Short |
| Service Type | Home Improvement Agency |
| Referrals | Self-referral |
| Address | 5 Hide Market, Waterloo Road, St. Philips, Bristol, BS2 0PL |
| Contact Details | Tel: 0300 323 0700 / Email: info@wecr.org.uk |
| Website | www.wecr.org.uk |