



[www.swindon.gov.uk/housing](http://www.swindon.gov.uk/housing)

# Homelessness In Swindon

## November 2017



*Housing*



**SWINDON**  
BOROUGH COUNCIL

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## Introduction

This booklet is designed to be the first point of contact for homeless people, those at risk of becoming homeless and frontline workers assisting homeless people in the Swindon area. It gives basic information about services and agencies available in Swindon.

You can contact most of the agencies and services in the booklet yourself to ask for help and advice. In many cases the services will be able to help you immediately or refer you to another organisation that is more appropriate for your needs.

All information in this booklet was correct at the time of publishing, however, it may become out of date quite quickly and this is out of our control.

**This guide will be updated each year. Please can you forward any comments, suggestions or updated information to:**

Homeless Operations Manager  
Housing  
Swindon Borough Council  
Euclid Street, Swindon  
Wiltshire SN1 2JH  
**Tel: 01793 464402.**

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We would like to thank all contributors who agreed to us including their information in this guide and Police Crime Commissioner who have helped in funding its production.

We hope you find this information useful.

## Finding somewhere to live

If you require housing advice, you can register at **[www.thehomeguide.co.uk](http://www.thehomeguide.co.uk)** and this will provide you with a range of options and advice on how you can resolve your housing difficulties.

If you are looking for accommodation but can't get a place perhaps you could:

- Try to sort out the problems at the place where you are currently staying; this might include mediation with your landlord with the help of one of the agencies in this booklet
- Return to your last accommodation/hostel if this is safe to do so or ask friends or family to help whilst you contact the agencies in this booklet.

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If you are in housing need or require advice, please contact:

Housing Options Team  
Swindon Borough Council  
Euclid Street  
Swindon  
Wiltshire SN1 2JH

**Tel: 01793 445503**

If you have dependent children, a chronic illness, mental health issues or you have just left care, hospital, you may be deemed vulnerable and, as a result, may be entitled to housing but this is dependent on your needs and the assessment by the housing officer.



## Accommodation

Swindon Borough Council Housing, provider of Housing advice for local homeless people.

### Housing Options Team

Swindon Borough Council

Euclid Street

Swindon

Wiltshire SN1 2JH

**Tel:** 01793 445503

**Out of hours emergencies Tel:** 01793 445500

**Opening hours:** Mon-Fri 9am-4.30pm.

## Looking for somewhere to live?

### Salvation Army

45 bed resettlement centre with 5 emergency beds.

Self-catering. Mixed gender.

**Criteria:** Over 18. Single homeless. No Couples.

**Referrals:** Self or via agencies.

**Open:** 24 hours a day.

**Address:** Booth House, 1 Spring Close, Swindon, SN1 2BF

**Tel:** 01793 401830

## Gloucester House

Drug: & Alcohol Addictions Rehabilitation Centre

**Criteria:** Over 18. Men Only.

**Referrals:** Any agency.

**Address:** 6 High Street, Highworth SN6 7AG

**Tel:** 01793 762365 **Fax:** 01793 765022

## Threshold Housing Link (THL)

**Address:** Head Office: 1 John Street, Swindon, SN1 1RT

**Tel:** 01793 524661

## Culvery Court (THL)

20 bed spaces.

**Criteria:** 16+, Men Only.

**Referrals:** self referrals or via agencies.

**Open:** 24 hours

**Address:** Harding Street, Swindon SN1 5BZ

**Tel:** 01793 538208/524661

## Moving on Accommodation (THL)

Offers shared, supported accommodation with resettlement programme. 15 bed spaces.

(11 male and 4 female).

**Open:** Mon-Fri 9am-5pm.

**Referrals:** Self and via agencies.

Please contact Threshold Housing Link on

**Tel:** 01793 524661

## Old Appleyard

4 bed spaces mixed gender. Supported

**Criteria:** for homeless people with substance misuse issues.

**Open:** Mon-Fri 9am-5pm.

**Referrals:** Self and via agencies.

**Address:** 1 John Street, Swindon, SN1 1RT.

Please contact Threshold Housing Link on

**Tel:** 01793 524661

## Mullane House

6 bed spaces for vulnerable young adults who may be Social Services care leavers. Offers shared, supported accommodation with resettlement programme.

**Criteria** 16-21. Mixed gender.

**Open:** Mon-Fri 9am-5pm.

**Referrals:** self or via agencies

**Address:** 1 John Street, Swindon, SN1 1RT.

Please contact Threshold Housing Link on

**Tel:** 01793 524661

## Bromford Supported Housing

**Criteria:** For young parents

**Referrals:** Self or via agencies

**Address:** 16 Beaumaris Rd, Toothill, Swindon SN5 8LJ

**Tel:** 01793 882604

**Address:** 88 The Circle, Pinehurst, Swindon SN2 1RF

**Tel:** 01793 511672



## Bridge Services

**Criteria:** Age: 18-65. Men only.

**Referrals:** Probation Service.

**Address:** 23 Croft Road, Old Town, Swindon SN1 4DG

**Tel:** 0300 304 7986 **Fax:** 01793 484450

## Radnor Lodge

2 emergency rooms, with referral through SBC.

Accommodation for 7 young people in their own room with shared facilities. Offers support with life skills and access to Swindon Foyer's training programme.

**Criteria:** Age 16-21. Male only.

**Referrals:** Via agencies.

**Address:** 61 Radnor Street, Swindon SN1 3PS

**Website:** [www.stonewater.org/find-a-home/supported-housing/south/radnor-lodge-swindon](http://www.stonewater.org/find-a-home/supported-housing/south/radnor-lodge-swindon)

**Tel:** 01793 512610 **Fax:** 01793 435486

## Swindon Foyer

This is a supported housing scheme with accommodation for 50 young people. Support with life skills, education / training and employment.

**Criteria:** Age 16 - 25 mixed gender

**Referrals:** Through local agencies.

**Address:** 17-21 Bath Road, Swindon SN1 4AS

**Email:** [foyer@stonewater.org.uk](mailto:foyer@stonewater.org.uk)

**Tel:** 01793 612622 **Fax:** 01793 618304

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## Milton Road and Ellis House

14 one and two bed flats for young people who are part way towards independence. Support with life skills, education / training and employment.

**Address:** Milton Road and Albion Street

**Tel:** 01793 612622 (applications via Swindon Foyer).

## Hazelmead House

14 places for adults with mental health issues. Offers support with life skills, managing medication and activities.

**Criteria:** Age 18 - 60 years.

**Referral:** Statutory mental health services and organisations working with mentally ill people.

**Address:** 81 Bath Road, Swindon SN1 4AX

**Website:** [mycaremysupport.co.uk/hazelmead-house](http://mycaremysupport.co.uk/hazelmead-house)

**Tel:** 01793 863998 **Fax:** 01793 863999



## Night Shelter

Currently a night shelter is located at St Marys Church, Rodbourne in the Swindon area. Please check the following website for latest availability, as additional nights will be added as more churches join the project.

**Web:** [www.swindonnightshelter.org.uk](http://www.swindonnightshelter.org.uk)

**Mob:** 07586 420011

**Email:** [info@swindonnightshelter.org.uk](mailto:info@swindonnightshelter.org.uk)

## Letting Agents

For private rented accommodation you can look in the daily local paper “Swindon Advertiser”.

There is also free information on the IT information points in the town centre or at [www.swindon.gov.uk](http://www.swindon.gov.uk)

Other sources may be postcards in local shop windows, newsagents, letting or estate agents (these often need a deposit up front). Other ways of finding somewhere to live are by word of mouth or friends’ recommendation.

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**Letting agents may require deposits and registration fees.**

**Web:** [www.thehomeguide.co.uk](http://www.thehomeguide.co.uk)

### **Peacock Homes**

**Criteria:** Minimum age 25 male only

**Address:** 111-115 Bath Road, SN1 4AX  
(Accepts Housing Benefit)

### **Swindon Homes Direct**

**Address:** 29 Commercial Road, Swindon SN1 5NS

**Tel:** 01793 535777

### **MLettings**

**Address:** 48 High Street, Cricklade, SN6 6DA

**Web:** [www.mlettings.com](http://www.mlettings.com)

**Email:** [sales@mlettings.com](mailto:sales@mlettings.com)

**Tel:** 01793 752157

### **ATC Property Management**

**Address:** 167 Victoria Road, Swindon, SN1 3BU

**Email:** [info@atclettings.com](mailto:info@atclettings.com)

**Web:** [www.atclettings.com](http://www.atclettings.com)

**Tel:** 01793 618691

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**Please note:**

It is down to each individual landlord to decide if they want to accept a tenant on housing benefit.

The above are agents who are known to have previously dealt with landlords who will accept housing benefit.

There are no guarantees that an agent will have a landlord who will accept housing benefit.

## Furniture



### Swindon Scrapstore - Resource Centre

Reusable materials - collected from businesses. For public use, giving access to all items in return for a donation.

**Open:** Mon-Fri 10am-5pm.

Saturday 10am-2pm.

**Address:** Unit 2 Bramble Close, Elgin Industrial Estate, Swindon, Wiltshire SN2 8DW

**Tel:** 01793 513982.

**Email:** [swss@scrapstore.co.uk](mailto:swss@scrapstore.co.uk)

### Restore

Donated 2nd hand furniture

**Open:** Mon-Fri 10am-4pm

**Address:** St Johns Church Hall, Whitbourne Avenue SN3 2LG.

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## Gateway

Apply on-line for furniture.

**Web:** [www.gatewaychurchswindon.org.uk](http://www.gatewaychurchswindon.org.uk)

**Tel:** 01793 526130

## Freecycle

Useful website to find free furniture, etc.

**Web:** [www.uk.freecycle.org](http://www.uk.freecycle.org)

## Drug & Alcohol Services

**Is your life affected by others using drugs and or alcohol? You could get help from:**

### Access to Drug Treatment

#### CGL – Crime Reduction Initiative

**Open:** Mon-Fri 9.30am-5pm

Thursdays 11am-2pm there is a Women's service where only women are allowed inside the building

**Address:** 4 Temple Chambers, Temple Street, Swindon SN1 1SQ

**Tel:** 01793 611870

On Thursday's 11am-2pm there is a Women's service where only women are allowed inside building.

- Complementary therapies for women: Indian head massage, Chinese hand massage
- Drop-in-service, informal support, harm reduction advice (no appointment needed)
- Stimulant specific services
- Outreach service and home visits
- Individual support and keyworking
- Structured groupwork
- Acupuncture and Complementary therapies
- Aftercare service with additional support for those wishing to enter education, voluntary work or employment.



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## U-Turn

Substance misuse treatment for under 18s. Substitute prescribing. Rapid access to treatment.

**Address:** Clarence House, Euclid Street, SN1 2SG

**Tel:** 01793 464662 **Mob:** 07766 368328

## Swindon Carers Centre

Support for those caring for service users

**Tel:** 01793 531133

## FRANK

Free and confidential advice about drug related issues.

**Tel:** 0800 776600

## Crime Stoppers

To report any crime - drug related or not.

Caller can remain anonymous.

**Tel:** 0800 555111

## Alcohol Treatment Service

### CGL

Drop in Assessment Clinic

#### Open:

Mon 9.00am-10.30am

Tue 1.00pm-3.00pm Open access clinic

Thu 1.00pm-3.00pm

Drop in group daily 1.00pm-2.45pm

**Address:** 4 Temple Chambers, Temple Street, Swindon SN1 1SQ

**Tel:** 01793 611870

- Alcohol drop-in support group. 1.00pm-2.45pm daily. (Monday to Friday)
- Supported community detox service for alcohol misuse
- Structured Counselling
- Structured Day Program
- Holistic Therapies
- Aftercare support

## Carfax Medical Centre

Offers a GP service to homeless people. They also offer a shared care prescribing scheme in partnership with Crime Reduction Initiative (CRI, pg 16).

**Address:** Swindon NHS Health Centre, 1st Floor,  
1 Islington Street, Swindon, SN1 2DQ

**Tel:** 01793 541655

## Drug & Alcohol Addictions Rehabilitation Centre

Offers a 13 week residential intensive programme for men.

A non-residential programme can also be offered.

**Address:** Gloucester House, Highworth.

**Tel:** 01793 762365

## Mental Health Services

One in four of us will experience mental health problems at some point in our lives and being at risk of or experiencing homelessness is extremely stressful. It is therefore not surprising that many people who experience homelessness also have mental health problems. If you are experiencing mental health difficulties there are several organisations that can give you a sympathetic ear, advice and support or if necessary treatment. Any of the services below will be able to signpost you to get the help you require.

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If you are experiencing mental health and are homeless please contact your CPN who should be able to refer you to specialist housing projects provided by Stonham, Jephson, Knightstone and Rethink. You can also contact Swindon Borough Council Housing who may have a duty to provide advice and assistance with accommodation.

### **Swindon Intensive Service**

The crisis team provides 24 hours 7 days a week service for those experiencing a severe crisis related to their mental health.

**Tel:** 01793 836820 **Web:** [www.awp.nhs.uk](http://www.awp.nhs.uk)

### **SUNs Service User Network Swindon (SUNS)**

Group sessions are held 4 days a week - please call, email or see website for full details.

This group supports mental health service users to speak out about issues, by offering a relaxed and safe environment and therapeutic activities.

This provides space for users to share experiences and build confidence to speak out and work to improve services.

**Office Open:** Mon-Fri 9am-5pm

**Website:** [www.swindonsuns.org](http://www.swindonsuns.org)

**Email:** [sunsoffice@swindonsuns.org](mailto:sunsoffice@swindonsuns.org)

**Address:** 163 Victoria Road, Swindon SN1 3BU

**Tel:** 01793 436174

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## The Samaritans

The Samaritans offer a 24 hour a day listening service, to befriend people experiencing a personal crisis and people in imminent danger of taking their own lives. They also operate a local drop in service from 8am-9pm.

**Address:** 5/6 Curtis Street, Swindon SN1 5JU

**Tel:** 0845 7909090 or 01793 537373

**Email:** jo@samaritans.org

## PALS (Patient Advice and Liaison Service)

Avon and Wiltshire Mental Health Partnership

PALS can provide free and confidential information, advice and support about mental health services. They will listen to any concerns you may have and help you to access the information and the services that you may need.

**Address:** NHS Trust, Jenner House, Langley Park Estate, Chippenham SN15 1GG.

**Web:** www.awp.nhs.uk

**Email:** pals@awp.nhs.uk

**Tel:** 01249 468261 or 0800 0731778 **Fax:** 01249 468266

## MIND

MIND offers advice, support, information and activities. They also offer a drop in.

**Open:** 10.45-12.45, Wed, Thu & Sat 11-2

**Address:** Sanford House, 3 Springfield Road, Swindon, SN1 4EP

**Tel:** 01793 432031 **Fax:** 01793 436889

## Swindon Primary Care Psychology

We offer support through GP surgeries to people with emotional and common mental health difficulties.

Based on the stepped-care model, primary care psychology services ranges from self-help, to psycho-educational courses and one-to-one support.

We are based in all the surgeries in Swindon including Carfax Medical Centre, so please see a GP who will explain how to book an appointment.

**Tel:** 01793 836836

## Great Western Hospital

Mental health liaison psychiatric team are accessible for mental health assessments, where appropriate, to people attending A & E.

**Open:** Accident and emergency department open 24 hours a day. Mental health team available 9am-5pm

**Address:** Marlborough Road, Swindon SN3 6BB

**Tel:** 01793 604106 (A & E)

**Tel:** 01793 604020 (Main Switchboard)

## Other Groups

There are other local self-help groups based in the community that offer support around a number of issues include the Eating Disorders Recovery Group, Overcoming Phobias, Hearing Voices, Cannabis and Psychosis. Contact MIND or PALS for further information about how to access these services. Please see page 21

## Swindon Occupational Partnership

Swindon Occupational Partnership provides community based services to help and support people recovering from mental health problems - ranging from therapeutic activities to help rebuild self-confidence and skills, through to employment advice and support in getting and holding onto a job.

Contact PALS for further information about how to access these services. Please see page 21

## Young People – Services

Swindon Young People's (16-25) Floating Support Service  
Support in housing resettlement and tenancy sustainment, budgeting, benefits, independent living skills, life skills, health issues, access to education and training.

**Referrals:** Via organisations.

**Open:** Mon-Fri 9am-5pm.

**Address:** 15 Beaumaris Road Toothill, Swindon SN5 8LJ

**Email:** [swindon16-25fs@bromford.co.uk](mailto:swindon16-25fs@bromford.co.uk)

**Tel:** 01793 882604

**Fax:** 01793 878691

## General, Legal and Housing Advice

This section lists agencies that offer advice and support on a wide range of issues from housing to legal advice. Some will operate on an appointment basis only, so be sure to check.

### Wiltshire Law Centre

Advice on landlord and tenant law, homelessness and mortgage arrears.

**Open:** Tue - Fri 10.00am-2.00pm by appointment

**Address:** Sanford House, Sanford Street, Swindon, SN1 1HE

**Web:** [wiltslawcentre.org.uk](http://wiltslawcentre.org.uk)

**Email:** [info@wiltslawcentre.co.uk](mailto:info@wiltslawcentre.co.uk)

**Tel:** 01793 486926

### Age UK Wiltshire

**Open:** Mon-Fri 10am-12pm midday

**Address:** Cromwell House, 31 Market Place, Devizes, Wiltshire, SN10 1JG

**Web:** [www.ageuk.org.uk/wiltshire](http://www.ageuk.org.uk/wiltshire)

**Email:** [admin@ageukwiltshire.org.uk](mailto:admin@ageukwiltshire.org.uk)

**Tel:** 01380 727767 or 01793 687018

**Fax:** 01380 728797



### **Citizens Advice Swindon (Main Office)**

Advice on landlord and tenant law, mortgage arrears and debts generally. Only able to assist residents of Swindon Borough.

**Web:** [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**Tel:** 0844 4994114

Sanford House, College Street Entrance, Swindon, SN1 1HE

**Drop in Service:** Mon & Wed 9.15am-4pm,  
Tue, Thu & Friday 9.15-1pm

**Email:** [bureau.swindoncab@cabnet.org.uk](mailto:bureau.swindoncab@cabnet.org.uk)

### **East Swindon Citizens Advice**

Cavendish Square, Park South, Swindon, SN3 2LZ

**Drop in Service:** Tue 10am-1pm, Thu 10am-1pm

### **North Swindon Advice Point**

Pinetrees Community Centre, The Circle, Pinehurst, Swindon, SN2 1QR

**Drop in Service:** Mon 10am-1pm, Wed 10am-1pm

### **Day Centre**

The Day Centre provides free drinks, a sandwich and an option of advice and support from a range of agencies. The Day Centre can also provide a free shower voucher.

**Address:** St Lukes Church, Broad Street, Swindon

**Open:** Mon, Wed & Fri 12.30pm-2.00pm.

## Housing Options Team

Provider of Housing advice.

**Visit us at:** Swindon Direct, One Stop Shop,  
Beckhampton Street, Swindon SN1 2JH

**Address:** Swindon Borough Council, Housing,  
Civic Offices, Euclid Street, Swindon, SN1 2JH

**Email:** housing@swindon.gov.uk

**Web:** www.thehomeguide.co.uk

**Open:** Mon-Fri 9am-4.30pm.

**Tel:** 01793 445503.

## Outreach Service

The outreach team attend the Breakfast Club,  
The Day Centre, Roundabout Cafe and the Filling Station.  
Threshold Housing Link

**Referrals:** self or via agencies.

**Tel:** 01793 524661

## Pilgrim Centre

Befrienders. Threshold Outreach worker available  
for advice.

The Pilgrim Centre, Regents Circus

**Criteria:** Strictly homeless only.

**Open:** Mon-Fri 9:30am-2:30pm

**Email:** info@pilgrimcentre.co.uk

**Tel:** 01793 537642 **Fax:** 01793 480894

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## Shelter Housing Advice Line

Free, confidential independent advice and help in dealing with housing problems and homelessness.

Call Mon-Fri 10am-4pm to speak to an advisor. Outside of these times leave a message and an advisor will ring you back.

**Tel:** 0344 5151414

## West Swindon Advice Point

**Address:** West Swindon Family Centre, 15 Gainsborough Way, Freshbrook, Swindon SN5 8PD

**Email:** [advice@westswindoncc.org](mailto:advice@westswindoncc.org)

**Tel:** 01793 871303

**Open:** Wed 9am-4pm Appointments Only

## Asylum Seekers, Refugees and Migrant Workers

### Asylum Aid

Our primary role is to provide legal advice & representation to asylum seekers.

**Web:** [www.asylumaid.org.uk](http://www.asylumaid.org.uk)

### National Asylum Support Service

**Tel:** 0845 6021739

**Open:** 9am-5pm excluding bank holidays

### The Harbour Project

Help for Asylum Seekers and Refugees. A safe place for teas, email, phone calls, food bank vouchers, emergency support and socialising. Internet access available.

**Address:** St Luke's Hall, Broad Street, Swindon, SN1 2DS

**Email:** [harbouroffice1@aol.com](mailto:harbouroffice1@aol.com)

**Tel:** 01793 611682 (office)

**Open:** Mon-Fri 11am-2pm

**Email:** [swindonharbour@aol.com](mailto:swindonharbour@aol.com)

**Tel:** 01793 490876 or 430102 (drop-in)

## Charity Shops

There are several areas in Swindon where charity shops are concentrated e.g. Havelock Street, Regent Street in the town centre and Cricklade Road in Gorse Hill.

### **Barnardos**

42 Havelock Street

### **British Heart Foundation**

44 Havelock Street

**Tel:** 01793 431070

### **Cancer Research Campaign**

28 Havelock Street

**Tel:** 01793 486120

### **Prospect Hospice**

97-98 Victoria Road

**Tel:** 01793 421613

### **Salvation Army Charity Shop**

76 Cricklade Road, Gorse Hill

**Tel:** 01793 522900

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## **Samaritans**

5/6 Curtis Street

**Tel:** 01793 537373 or 08457 909090

## **Shaw Trust**

45 Havelock Street

**Tel:** 01793 539824

## Food & Meals



### **Broadgreen Breakfast Club**

St Lukes Church, Broad Street

**Open:** Mon to Sat 7.15am-8.30am

### **Day Centre**

St Lukes Church, Broad Street

**Open:** Tue & Thu 12.30pm-2.00pm

### **Mind**

Sanford House, 3 Springfield Road, Swindon, SN1 4EP

**Open:** Wed 10am-12pm. Tea and Coffee.

## Roundabout Café

The Pilgrim Centre, Regents Circus

**Open:** Mon-Fri 9:30am-2:30pm

**Befrienders Open Hours:** Mon, Wed,  
Fri 12.30pm to 2.00pm

If you ask to see a Befriender, you could be offered a free meal.

**Email:** info@pilgrimcentre.co.uk

**Tel:** 01793 537642

**Fax:** 01793 480894

## The Filling Station

Queenstown Car Park

**Open:** Thu only 7.00pm-8.00pm

Free soup, hot drinks, sandwiches. Toiletries, blankets and candles as well.

Free advice from Outreach and health workers.

## St Johns Church

Buckhurst Park Community Centre, Christmas Care.

**Open:** Wed 10am – 12 midday

Christmas Care is open for 24 hours during Christmas and offers free food, tea and coffee, and Christmas dinner.

Further information can be obtained from Patsy Moloney

**Tel:** 07521 199895.



## Food Bank (Emergency Food Boxes)

Vouchers for emergency food boxes are available from registered professional agencies in the Town and can be exchanged for tinned and dried food. Clients must have access to cooking facilities and a tin opener.

List of agencies that can provide vouchers for the Food Bank:

- Citizens Advice Bureau, Sanford House, Sanford Street, Swindon SN1 1QH
- NSPCC, Atworth Close, Penhill
- St Andrews Church, Swindon
- Swindon Emergency Assistance Fund
- Social Services
- Swindon Family Church, Stonehill Green, Westlea
- Swindon Pregnancy Crisis Centre, 35 Milton Road
- Wiltshire Law Centre
- Harbour Project, St Lukes Church Broad St

For further agencies that provide vouchers, please visit:  
[www.swindonfoodbank.co.uk](http://www.swindonfoodbank.co.uk)

These vouchers can be exchanged at:

### **The Swindon Food Bank Distribution Centre**

St Aldhelms Centre, Edgeware Road,  
(Off Regents Street) Swindon

**Open:** Mon 4.30pm-6.00pm, Thu and Fri 2.30pm-4.30pm

## Health & Dental

### Health - Looking After Yourself

It is important that you remember to take care of yourself, so here are a few practical tips. Try to have hot food at least once a day, particularly in cold or wet weather. For free or cheap meals, see the list elsewhere in this booklet. Wear lots of thin layers of clothing rather than a few thick ones.

During cold weather, if you can, wear shoes that are a bit larger than your normal size and place a layer of cardboard or layers of newspaper in the soles - it will help to keep your feet warm.

If you can't wash your feet anywhere, it's best to get other socks (cheap at the market) and to throw away your dirty ones.

Never sleep directly on the ground, always try to find layers of newspaper and cardboard to sleep on.

If possible, try to find somewhere that is sheltered from the wind and rain. Wear a hat; body heat is lost through your head. You will be safer if you stay with a group of other people.

Shower vouchers are available from the Day Centre at St Lukes Church, Broad Street on Tue & Thu 12.30pm-2pm.

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## How to be seen by a doctor when you are ill or have a health problem

Lists of doctors and dentists are available at the Breakfast Club, hostels, local library, or Swindon PCT.

If you expect to be in the area for three months or more, ask for permanent registration.

If you are sleeping rough or moving from place to place, you can ask for temporary registration.

When you go to the doctor's surgery, you will be asked for your address, so it's O.K. for you to give a 'care of' address such as a hostel or a friend's address so long as you have asked the organisation's permission to do so first.

### Carfax Medical Centre

Offers a GP service to homeless people. They also offer a shared care prescribing scheme in partnership with Inclusion.

**Address:** Swindon NHS Health Centre, 1st Floor,  
1 Islington Street, Swindon, SN1 2DQ

**Tel:** 01793 541655

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## Wiltshire Dental Access Centre

Appointments available to those with no fixed abode - walk in service.

Please note: Those not in receipt of benefits will be liable for costs of all treatment.

**Open:** Mon-Fri 8.30am-5pm

Saturday - Appointments only by ringing 111

**Address:** Carfax Street, Swindon, SN1 1ED

**Tel:** 01793 428504

## Dental Helpline

The Dental Helpline aims to be a sign posting service for general public in matters relating to oral health issues

**Open:** Mon-Fri 8.30am-5pm

Outside of these hours call 111.

**Tel:** 0845 758 1926

## Public Toilets & Washing Facilities

All public toilets operate under Blue Light to discourage drug use in those areas.

### Showers & Laundry Facilities

Shower vouchers are available from Threshold outreach

### Health Hydro

Milton Road (showers only).

Free shower vouchers are available from the day centre at St. Lukes Church, Broad Street

**Open:** Tue and Thu between 12.30pm-2.00pm.

### Laundramat

Cambria Bridge Street.

## Animal Welfare

Dog Warden      01793 466139

PDSA              08007 312502

Blue Cross        01884 855291

## Sports & Leisure Facilities

If you live in Swindon you can apply for a Better Card for Leisure, this is a one off cost of £15.00 then the cost of the activity on top.

Application forms and further details are available from most sport and leisure centres, as well as from the Civic Offices and the Information Centre in Regent Street (by Savoy pub).

## Support and/or Counselling

Resettlement Service, Swindon Borough Council  
The Floating Support Team offers short-term housing related support, which has a customer led approach. We are committed to supporting and promoting independence and enabling each customer to fulfil their potential.

Our clients range from single adults from the age of 16, to families of all ages, nationality and ethnicity. Many are vulnerable due to mental health and/or drug and alcohol problems, domestic violence, learning disabilities, or physical disabilities.

Support Offered: housing resettlement, tenancy sustainment for clients in accommodation, finding

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employment & training, budgeting, benefits, letters, bills. Accessing the service: you will need to contact us via email or the Housing Options team to complete a referral form for the team to assess.

If you need further advice or assistance:

**Tel:** 01793 445503

**Email:** [floatingsupport@swindon.gov.uk](mailto:floatingsupport@swindon.gov.uk)

### **CGL**

Advice and information to problem drinkers and their families

**Address:** Temple Chambers, 4 Temple St, Swindon SN1 1SQ

**Tel:** 01793 611870

**Open:** Mon-Fri 9am-5pm

(Also after hours by appointment).

### **British Pregnancy Advisory Centre**

**Helpline tel:** 01793 719404 or 0345 730 4030

### **St Lukes Breakfast Club**

All homeless and those living in temporary accommodation welcome.

Behind St. Lukes Church, Broad Street.

**Open:** Mon-Sat 7.15am-8.30am.

### **Childline 0800 1111**

## **CGL – Crime Reduction Initiative**

**Address:** 4 Temple Chambers, Temple Street, Swindon SN1 1SQ

**Tel:** 01793 611870

**Open:** Mon-Fri 9.30am – 5pm

## **On Trak - Youth Counselling Service**

Clarence House, Euclid Street, SN1 2SG

24 hour answer phone on 01793 464662

**Office open:** Mon-Thu 10am-9.30pm, Fri 9.30am-5pm

**Office Tel:** 01793 464662

**Email:** ontrak@swindon.gov.uk

## **Cruse - Counselling for the bereaved**

Information and advice to anyone who has been affected by a death.

Provides support and counselling one-to-one and in groups. Offers education, support, information and publications to anyone supporting bereaved people. Increases public awareness of the needs of bereaved people through campaigning and information services.

79 Eastcott Hill, Swindon SN1 3JF

**Open:** Mon-Thu 12.30-3pm

**Tel:** 01793 619933

Day-by-Day **Helpline** 0808 8081677

**Website:** [www.cruse.org.uk](http://www.cruse.org.uk) [www.rd4u.org.uk](http://www.rd4u.org.uk)



## Gamblers Anonymous (GA)

Gorsehill Community Centre, Chapel Street,  
Swindon SN2 1DA.

The meetings take place:

Tue 7pm-9pm

Wed 6.30pm -9pm (Steps Meeting)

Sat 10am-12noon

Sun 2.15pm-4pm

**Tel:** Swindon local help line 07909813070

**Email:** swindonga@hotmail.co.uk

**Web:** www.gamblersanonymous.org.uk.

## Mediationplus

Help for divorcing and separating people and  
their children.

34 Milton Road

**Open** daily 9am-5pm.

**Tel:** 01793 527285. 24 hour answer phone.

**Email:** info@mediationplus.co.uk

**Web:** www.mediationplus.co.uk

## MIND

Advocacy and information service for people with mental  
health problems and their families.

Sanford House, 3 Springfield Road, Swindon, SN1 4EP

**Open:** Mon-Fri 9am-2pm telephone enquiries.

**Tel:** 01793 432031

**Fax:** 01793 436889

## **NSPCC 24 hour help line 0800 800 500**

### **Pilgrim Centre**

The Pilgrim Centre, Regents Circus

**Open:** Mon - Fri 9:30am – 2:30pm

**Befrienders Open Hours:** Mon, Wed,  
Fri - 12.30pm to 2.00pm

If you ask to see a Befriender, you could be offered a free meal.

**Email:** [info@pilgrimcentre.co.uk](mailto:info@pilgrimcentre.co.uk)

**Tel:** 01793 537642 **Fax:** 01793 480894

### **Sexual Assault Referral Centre Helpline (SARC) 0808 801 0818**

### **Relate**

Advice and help with relationship problems for family counselling and psycho-sexual therapy.

Friends Meeting House, 79 Eastcott Hill

**Tel:** 01793 495190

### **Samaritans**

5/6 Curtis Street

**Open:** 8am-2pm and 6pm-9pm

24 hour phone service on 08457 909090

**Web:** [www.samaritans.org](http://www.samaritans.org)

## HEP C POSITIVE

Broadgreen Community Centre, Salisbury Street  
Hep C Co-ordinator , Phil Spalding

**Open:** Mon 6.30-8.30pm

**Tel:** 01793 463333 option 3

**Email:** hepccpositive@swads.org.uk

## Swindon Pregnancy Crisis Centre

Knighton House, 35 Milton Road, SN1 5JA

**Tel:** 01793 617799

**Email:** info@spcc-uk-org

## Preservation Around Self Harm

Supporting people away from self- harming and self-injuring behaviour and encouraging them towards self-empowerment.

Sanford House, 3 Springfield Road, Swindon, SN1 4EP

**Direct Line:** 07796 196459

**Tel:** 01793 432031 / 07796196459

**Fax:** 01793 531897

**Email:** pash@swads.org.uk

## TIME 4 US

Are you affected by or caring for someone with a Drug or Alcohol problem, this service is there for YOUR support needs.

**Open:** Mon 6.30pm-8.30pm

13 Milton Road, Swindon, SN1 5JE

**Tel:** 01793 695405

**Email:** time4us@hotmail.co.uk

**Web:** www.time-4-us.org.uk

## Useful Contacts

### Survivors

Swindon (formerly S.A.M.S.) - local support group and help line for sexually abused men.

**Open:** 10am-4pm most days

**Tel:** 01793 878316

### Swindon Carers Centre

Sanford House, 3 Springfield Road, Swindon, SN1 4EP

**Tel:** 01793 531133

### Lift Psychology

23 Bath Road

**Tel:** 01793 514550

### Swindon Health Centre (Family Planning)

Information on contraception and sexual health

**Tel:** 01793 428514

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## Swindon Young People's (16-25)

### Floating Support Service

15 Beaumaris Road, Toothill, Swindon SN5 8LJ

**Open:** Mon-Fri 9am-5pm

**Tel:** 01793 875716

## Swindon Racial Equality Council

1 Faringdon Road, Swindon

**Tel:** 01793 528545

## Victim Support Group

24 hour answer phone service on 0808 281 0113

**Open:** Mon-Fri 8.00am-8.00pm.

## Voluntary Action Swindon

Support services to other voluntary groups.

1 John Street

**Tel:** 01793 538398

**Email:** [info@vas-swindon.org](mailto:info@vas-swindon.org)

## Womens Refuge

**Tel:** 01793 610610

## The Libra Project - Women's Refuge

21 The Paragon, Bath BA1 5LY

**Tel:** 01225 354661

**Email:** [admin@julianhouse.org.uk](mailto:admin@julianhouse.org.uk)

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## Carfax NHS Medical Centre

Offers a GP service to homeless people. They also offer a shared care prescribing scheme in partnership with Inclusion.

**Address:** The Health Centre, Carfax Street, Swindon SN1 1ED

**Tel:** 01793 541655

## Bus Services Swindon and District Buses

**Tel:** 01793 521415

## Thamesdown Transport

**Tel:** 01793 428428

## Bus Times, Travel line

**Tel:** 0871 2002233

## Electricity

**Southern Electric:** 08457 708090

## British Gas

**Gas leaks:** at any time ring National Grid 0800 111999 for any emergency

## Hospital

Great Western Hospital, Marlborough Road

**Tel:** 01793 604020

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## Housing

Swindon Direct, One Stop Shop, Beckhampton Street,  
Swindon SN1 2JH

**Tel:** 01793 445503

## Information Centre

Information Centre, Central Library, Regent Circus

**Tel:** 01793 530328/466454

## Job Centre Plus

Spring Gardens House, Princess Street, Swindon

**Tel:** 0345 604 3719

## National Express

**Tel:** 08717 818181 (8am-8pm 7 days a week)

## National Rail Enquiries

**Tel:** 0845 7484950

**Text phone:** 0845 6050600

**Parent Line 0808 800 2222**

## Probation Service

150 Victoria Road, Swindon SN1 3UZ

**Tel:** 01793 536612/534259

## Social Services

Clarence House, Euclid Street, Swindon

**Tel:** 01793 466900

## Stagecoach / Traveline

Tel: 0871 2002233

## Wiltshire PCT

Southgate House, Pans Lane, Devizes, SN10 5EQ

Tel: 01380 728899

## Council Numbers

Council Tax & Housing Benefit	0345 3022316
Council Switchboard	01793 445500
Environmental Services & Streetsmart	01793 445501
Housing Options Team	01793 445503
Pest Control	01793 445500
Trading Standards	0845 4040506





## Whats Open, When?

### A Day-By-Day Checklist

#### **Monday**

Big Breakfast: 7.15am-8.30am

Cafe at the Pilgrim Centre: 9.30am-2.30pm

Swindon Mind: 11.00am-2.00pm

#### **Tuesday**

Big Breakfast: 7.15am-8.30am

St Lukes Church & Homeless Day Centre: 12.30pm-2.00pm

Cafe at the Pilgrim Centre: 9.30am-2.30pm

#### **Wednesday**

Big Breakfast: 7.15am-8.30am

Café at Pilgrim Centre: 9.30pm-2.30pm

Swindon Mind: 11.00am-2.00pm

Open house: Evangelical Church,

Devizes Road: 7.00pm-9.00pm

#### **Thursday**

Big Breakfast: 7.15am-8.30am

St Lukes Church & Homeless Day Centre:

12.30pm-2.00pm

The Filling Station, Queens Town Car Park:

7.00pm-8.00pm

Swindon Mind: 11.00am-2.00pm

Cafe at the Pilgrim Centre: 9.30am-2.30pm

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## **Friday**

Big Breakfast: 7.15am-8.30am

Cafe at the Pilgrim Centre: 9.30pm-2.30pm

Swindon Mind: 11.00am-2.00pm

## **Saturday**

St John's Church, Whitbourne Avenue: 10.00am-12pm





If you require housing advice, you can also register at [www.thehomeguide.co.uk](http://www.thehomeguide.co.uk) and this will provide you with a range of options and advice on how you can resolve your housing difficulties.

**[www.thehomeguide.co.uk](http://www.thehomeguide.co.uk)**

This information about Homelessness in Swindon is available on the internet at [www.swindon.gov.uk/homelessness](http://www.swindon.gov.uk/homelessness)

It can be produced in a range of languages and formats (such as large print, Braille or other accessible formats) by contacting the Customer Services Department.

**Tel:** 01793 445500

**Email:** [customerservices@swindon.gov.uk](mailto:customerservices@swindon.gov.uk)