

# Homelessness in Gloucestershire

## Introduction

This leaflet provides you with information and advice about services that may be able help you if you are homeless or at risk of being homeless.

## What is homelessness?

You are homeless if you have nowhere to live, if where you are staying is unsafe or unsuitable or if you have no legal right to stay there. You could be homeless if you are sofa surfing at friends. Being homeless is often grouped as:

### At risk of becoming homeless

When staying in your current home is not an option, help is available from P3 (People, Potential, Possibilities) who run the Homelessness Prevention Programme. This is a free and confidential advice service helping to prevent you from becoming homeless.

Whether you rent (privately or with a housing association), own a property, live with someone else or have no fixed address, P3 can help with:

- finances and debts
- tenancy support and tenancy rights
- mortgage advice
- what rights you have if your relationship breaks down

### Already homeless

The council **does not** have a duty to provide you with emergency accommodation. However, if you do not have a safe place to live, hospital staff and other agencies will work with you to find somewhere to live.

Reference No.

GHPI1532\_03\_23

Department

Emergency

Review due

March 2026

**Patient  
Information**

## Who can help?

In Gloucestershire there are 6 local authorities which have a duty to help people who are homeless. They are:

### **Cheltenham Borough Council / Cheltenham Borough Homes**

[www.cbh.org/services/help-support/homelessness-advice](http://www.cbh.org/services/help-support/homelessness-advice)

Tel: 01242 387615

### **Cotswold**

[www.cotswold.gov.uk/residents/housing/homelessness/](http://www.cotswold.gov.uk/residents/housing/homelessness/)

Tel: 01285 623301

### **Tewkesbury**

Email: [housingadvice@tewkesbury.gov.uk](mailto:housingadvice@tewkesbury.gov.uk)

Tel: 01684 272212

### **Gloucester City Council**

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

Tel: 01452 396 396

### **Forest of Dean**

[www.fdean.gov.uk/residents/housing/homeless-or-at-risk/homelessness-emergency-accommodation-and-advice/](http://www.fdean.gov.uk/residents/housing/homeless-or-at-risk/homelessness-emergency-accommodation-and-advice/)

Tel 01594 810 000

### **Stroud Valley**

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

Tel 01453 754 078

## Hospital services

Under the Homelessness Reduction Act 2017, certain public organisations have a legal duty to refer people they believe to be homeless, or at risk of homelessness to the local authority.

Gloucestershire Hospitals NHS Foundation Trust will therefore, preferably with your permission, tell the local authority that you are homeless or at risk of homelessness, so they can provide you with help and support.

## Patient Information

The hospital staff may ask questions to make sure you have access to the appropriate agencies to help support your needs. This is known as the 'Homeless Checklist'.

- We will also make a referral to the P3, In-Reach Navigator on 07791 247 445. They may contact you to complete an assessment during your time in hospital or after your attendance.
- Help you register with a GP.
- Send any follow up paperwork to The Homeless Healthcare Team located at Rikenal, Montpellier, Gloucester, GL1 1LY. This will include information about any tests or treatment you have received.

If you do not agree with a referral being made, we may still inform other agencies of your situation under our 'Duty of care' responsibilities. For example, if there are any safeguarding concerns, especially if there are children or adults with care and support needs who may be at risk.

You can find out more about how we look after your information and your rights in our patient privacy notice at <https://www.gloshospitals.nhs.uk/privacy-notice/>

## Severe weather

Gloucestershire's local authorities have developed a countywide 'Severe Weather Protocol' to prevent deaths on the county's streets due to extreme cold weather.

This applies to everyone who is rough sleeping during a period of extreme weather and is put in place when:

- there is a temperature forecast of 0 degrees or lower for 3 or more consecutive dates
- there is a temperature of minus 3 degrees or lower for 1 night only

## Laundry and bathing

**Open Door** – Available at Unit 3, St Georges Business Park, Alstone Lane, Cheltenham, GL51 8HF, have laundry facilities/showers/food packages available between 10:00am and 3:00pm, Monday to Thursday.

**Patient  
Information**

**Gloucester City Mission** – Available at 144 Southgate Street, Gloucester, is available for clothing and provisions on Tuesday and Thursday afternoons between 1:00pm and 3:00pm.

**7<sup>th</sup> Day Adventist Church** – Available on Cromwell Street, Gloucester, GL1 1RE is available for food and clothes on Tuesday and Thursday 10:00am to 12:00 noon.

## Help with food and meals

Throughout Gloucestershire there are various locations where you can get food. Please see the following pages:

### Cheltenham

#### Monday

**9:30am to 10:30am** Trinity Garage Breakfast

**12:00pm to 1:00pm** Trinity, the Kings Table lunch

**10:00am to 3:00pm** Open Door for food, clothing, support and activities.

#### Tuesday

**10:00am to 3:00pm** Open Door for food, clothing, support and activities.

**7:30pm to 8:15pm** Sandwiches outside Marks & Spencer

#### Wednesday

**10:00am to 3:00pm** Open Door for food, clothing, support and activities.

#### Thursday

**10:00am to 3pm** Open Door for food, clothing, support and activities.

**7:30pm to 8:15pm** Sandwiches outside Marks & Spencer

#### Friday

**9:30am to 10:30am** Trinity Garage Breakfast

**12:00pm to 1:00pm** Trinity, the Kings Table lunch

**Patient  
Information**
**Gloucester**
**Monday**

- 10.30am to 12pm** Gloucester City Mission (GMC)  
**12:00pm to 1:00pm** Lunch Salvation Army, Eastgate St.  
 Outreach, City Centre  
**6:15pm to 7:30pm** Salvation Army Soup Run City Centre  
**6.30pm to 7:30pm** Food Cycle Hot Meal – St Johns Methodist  
 Church Hall, Northgate Street  
 From **9:00pm** Salvation Army Evening Soup Run

**Tuesday**

- 8:30am to 3:00pm** Gloucester Feed the Hungry, Smiles  
 Community Coffee Shop and warm space  
**10:00am to 12:00 noon** 7th Day Adventist Church – food and  
 clothes  
**10:30am to 12:00pm** GCM Outreach – City Centre  
**1:00pm to 3:00pm** GCM Restore, 144 Southgate St  
 Open for clothes and emergency provisions  
**6:15pm to 7:00pm** Gloucester Feed the Hungry,  
 24 The Oxbode (2 doors from the city Post Office)

**Wednesday**

- 8:30am to 3:00pm** Gloucester Feed the Hungry, Smiles  
 Community Coffee Shop and warm space  
**11:00am to 11:45pm** GCM St Mary's Congregational Church  
 (near The Pelican Inn)  
**6:15pm to 7:00pm** Gloucester Feed the Hungry,  
 24 The Oxbode (2 doors from the city Post Office)

**Thursday**

- 7:30am to 8:30am** Breakfast, Cathedral Coffee Shop  
**8:30am to 3:00pm** Gloucester Feed the Hungry, Smiles  
 Community Coffee Shop and warm space  
**10:30am to 12:00 noon** GCM Outreach, City Centre  
**10:00am to 12:00 noon** 7th Day Adventist Church – food and  
 clothes  
**1:00pm to 3:00pm** GCM Restore, 144 Southgate St  
 Open for clothes and emergency provisions  
**6:15pm to 7:00pm** Gloucester Feed the Hungry,  
 24 The Oxbode (2 doors from the city Post Office)

**Patient  
Information****Friday**

**8:30am to 3:00pm** Gloucester Feed the Hungry, Smiles  
Community Coffee Shop and warm space

**10.30am to 12:00 noon** GCM City Centre Outreach

**6:15pm to 7:00pm** Gloucester Feed the Hungry,  
24 The Oxbode (2 doors from the city Post Office)

**Saturday**

**8:30am to 3:00pm** Gloucester Feed the Hungry, Smiles  
Community Coffee Shop and warm space

**10:30am to 12:00 noon** GCM Outreach – City Centre

**Sunday**

**7:30am to 8:30am** Cathedral Breakfast Club

**1:00pm to 2:00pm** 7<sup>th</sup> Day Adventist Church

**1:00pm to 2:00pm** Gloucester Feed the Hungry,  
24 The Oxbode (2 doors from the city Post Office)

Food packages can be arranged with Gloucester Feed the Hungry by contacting 07905 417 266

**Further information and support**

The following list gives details of the organisations that can provide further information and support:

**Change Grow Live (CGL)**

Drug and alcohol services.

41- 43 Longsmith Street

Gloucester

GL1 2HT

Tel: 01452 223 014

Bramery House

36 Alstone Lane

Cheltenham

GL51 8EW

Tel: 01452 223 014

**Patient  
Information****Cheltenham 1st Stop**

Multi-agency for all your needs including substance misuse/mental health/housing/family breakdown.

301 High Street, Cheltenham

Tel: 01242 228 999

Monday to Friday, 9:00am to 5:00pm

**Cheltenham Borough Homes**

Tel: 0800 408 0000

**Cheltenham Housing Aid Centre**

301 Prestbury Road

Tel: 01242 226672

Monday to Thursday, 9:30am to 4:30pm

**Citizens Advice Bureau**

Cheltenham, Forest of Dean, Gloucester and Tewkesbury can be contacted via the central telephone number.

Tel: 01452 527 202

**Drug and Alcohol In-Reach Team (DART)**

Working in Cheltenham General and Gloucestershire Royal Hospitals.

Tel: 07391 864490

Tel: 07391 864484

Available Monday to Friday, 9:00am to 5:00pm (but can see people outside of these times) so please leave a message.

**Gloucestershire Dental Access Centres**

2 Kimbrose Way, Gloucester

Tel: 0300 421 6440

**Gloucestershire Domestic Abuse Support Service (GDASS)**

GDASS also provide Independent Domestic Abuse Advisors (IDVA) who work at both Cheltenham General and Gloucestershire Royal Hospitals.

Tel: 01452 726 570

Email: [support@gdass.org.uk](mailto:support@gdass.org.uk)

**National Association for People abused in Childhood**

Supporting recovery from childhood abuse.

Tel: 0808 801 0331

Monday to Thursday, 10:00am to 9:00pm

Friday, 10:00am to 6:00pm



**Patient  
Information****National Homelessness Advice Service (NHAS)**

Provide useful factsheets and support.

Website: [www.nhas.org.uk](http://www.nhas.org.uk)

**P3 - Housing support (no appointment needed)**

Unit 1 & 2, St Georges Business Park

Alstone Lane

Cheltenham

GL51 8HF

Freephone 0808 168 2443 or 01242 514417

Monday to Friday, 10:00am to 1:00pm

Or

**P3 Housing support drop in**

72 Worcester Street

Gloucester

GL1 3AS

Freephone 0808 168 2443 or 01452 221 698

Monday to Friday, 9:00am to 5:00pm

**Sexual Health and Family Planning**

8 Milsom Street

Cheltenham

Tel: 0300 421 6500 – to book an appointment

Monday and Wednesday, 8:00 am to 8:00pm

Friday, 8:00am to 1:00pm

Hope House

Gloucestershire Royal Hospital

Tel: 0300 421 6500 – to book an appointment

Monday to Thursday, 8:00am to 8:00pm

Friday, 8:00am to 5:00pm

**Shelter England**

Shelter helps people struggling with bad housing or homelessness through advice, support and legal services.

Helpline: 0808 800 4444

Monday to Friday, 8:00am to 8:00pm

Weekends and bank holidays, 9:00am to 5:00pm



**Patient  
Information**

**Homeless Healthcare Team**

Rikenal, Montpellier, Gloucester, GL1 1LY  
01452 895 255

- Nurse appointments  
Monday to Friday, 9:30am to 1:00pm  
2:00pm to 4:00pm
- GP Drop in from 9:30am to 12:30pm  
Monday, Wednesday and Friday

**Samaritans**

24/7 support for anyone struggling  
Freephone: 116 123 or  
Tel: 0300 094 5717

Content reviewed: March 2023