



Gloucestershire Hospitals
NHS Foundation Trust

Homelessness in Gloucestershire

the **Best Care**
for Everyone
care / listen / excel

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.

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

Website: www.cbh.org/services/help-support/homelessness-advice

Tel: 01242 387615

Cotswold

Website: www.cotswold.gov.uk/residents/housing/homelessness/

Tel: 01285 623301

Tewkesbury

Email: housingadvice@tewkesbury.gov.uk.

Tel: 01684 272212

Gloucester City Council

Website: www.gloucester.gov.uk/housing/homelessness/

Tel: 01452 396 396

Forest of Dean

Website: www.fdean.gov.uk/residents/housing/homeless-or-at-risk/homelessness-emergency-accommodation-and-advice/

Tel: 01594 810 000

Stroud Valley

Website: 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.

The hospital staff may ask questions to make sure you have access to the appropriate agencies to help support your needs.

- 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. You can attend Morroway House, Station Road, Gloucester, GL1 1DW to see the P3 In-reach navigator.
- 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.

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.

Gloucester City Mission – Available at 72 Eastgate Street, Gloucester, GL1 1QN, Available for showers,

laundry and sleep during day between 9.00am to 15.00pm

7th 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

Sunday

08:30am to 13:00pm Open Door for food, clothing, support and activities.

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)

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 7th 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

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

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

National Homelessness Advice Service (NHAS)

Provide useful factsheets and support.

Website: 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, 10:00pm to 1:00pm

Or

P3 Housing support drop in

Morroway House

Station Road

Gloucester

GL1 1DW

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

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: December 2025

Shared Decision Making

If you are asked to make a choice, you may have lots of questions that you want to ask. You may also want to talk over your options with your family or friends. It can help to write a list of the questions you want answered and take it to your appointment.

Ask 3 Questions

To begin with, try to make sure you get the answers to three key questions if you asked to make a choice about your healthcare.

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



These resources have been adapted with kind permission from the MAGIC Programme, supported by the Health Foundation.

***Ask 3 Questions** is based on Shepherd HL, et al. Three questions that patients can ask to improve the quality of information physicians give about treatment options: A cross-over trial.

Patient Education and Counselling, 2011;84: 379-85



<https://aqua.nhs.uk/resources/shared-decision-making-case-studies/>



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If you would like to find out more, please contact:
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GHPI1532_12_25
Department: Emergency
Review due: December 2028
www.gloshospitals.nhs.uk