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# Survival Guide

অক্সফোর্ডের গৃহহীন ব্যক্তিদের জন্য জীবন তিকিয়ে রাখা সম্বন্ধে নির্দেশনা

牛津無家可歸者生存指南

अक्सिफॉर्ड में बेघर लोगों के लिये आवश्यक सूचना की गाईड

ਆਕਸਫੋਰਡ ਵਿਚ ਬੇਘਰ ਲੋਕਾਂ ਲਈ ਜ਼ਰੂਰੀ ਜਾਣਕਾਰੀ ਦੀ ਗਾਈਡ

پنجے سے متعلق حمایت نامہ آکسفورڈ میں بے گھر افراد کے لئے اپنی صورتحال سے



**For homeless people  
in Oxford.**

## Contents

### Oxford City Council

St Aldate's Chambers,  
109–113 St Aldate's,  
Oxford, OX1 1DS

Oxford City Council would like to thank everyone who contributed to this guide.

Information here is as accurate as we can make it at time of going to print. The council does not accept any liability for omission or inaccuracy in this publication or any inconvenience it may cause. The council provides this information as a public service and does not endorse any particular agency.

If you have any comments to make, or notice any information is incorrect, please email:

[survivalguide@oxford.gov.uk](mailto:survivalguide@oxford.gov.uk).

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## Introduction

This survival guide has been produced by Oxford City Council as a pocket-sized reference guide for anyone in Oxford who is homeless or at risk of homelessness.

As the name says, this booklet is a 'survival guide', which means it contains basic information for people dealing with homelessness.

This guide can also be found online at [www.oxford.gov.uk/survival guide](http://www.oxford.gov.uk/survival-guide). The information on the website is more comprehensive and will be updated more often.

You will see **REFERRAL** being mentioned in this book quite frequently. This means the way you are able to use a service. For example, some services are drop-in or open access, in which case there is no referral route and you can turn up during the opening times. However some services require you to be referred there by another agency you are engaged with, and you may have to go through an application process.

Anyone who is new to Oxfordshire **MUST** read about the Reconnection policy on the following page.



Anywhere you see this symbol in the guide, the service listed is available to young people.

## Oxford's Reconnection Policy

### Are you new to Oxford and homeless?

If you are sleeping rough and you are 26 or over, see the Street Services Reconnection worker at O'Hanlon House.

If you are sleeping rough and you're 25 or younger, go to The Gap Project until 31st March 2010. From 1st April 2010 all reconnection assessments will be carried out by the Street Services Team (page 7).

These services can help you figure out if you have what is called a 'local connection' to Oxford. In deciding whether or not you have a local connection, they will look at whether you:

- have lived in the area and for how long
- have family connections in the area
- work in the area
- have a connection with the area for another special reason

If you don't want to leave the area, you should explain the reasons why when you speak to the advisor at either of the centres.

If you **DO** have a local connection to Oxford, the Street Services Team and The Gap can assist you in accessing housing and other support in Oxford.

If you **DO NOT** have a local connection to Oxford, they will help you look at your other options which will include helping you to find accommodation and support back in your local area if it is safe and legal for you to return. During this process you will be able to access homeless services in Oxford for a limited time.

If it is found that you do not have a local connection to Oxford you must engage with the Reconnection Worker to arrange suitable accommodation in another area; if you do not engage, or if you refuse an offer of reasonable accommodation, access to some services could be withdrawn.

## Oxford's Reconnection Policy

For more information, please see the survival guide website, [www.oxford.gov.uk/survival\\_guide](http://www.oxford.gov.uk/survival_guide)

### Street Services Team (SST)

First point of contact for people sleeping rough to engage with and carry out assessments to improve their current situation and provide information, advice and signposting to other services.

**CONTACT:** By telephone only (or via O'Hanlon House, The Gap, Steppin Stones).

**T** 01865 252342

**F** 01865 252217

**E** [oxfordsst@cri.org.uk](mailto:oxfordsst@cri.org.uk)

**W** [www.cri.org.uk](http://www.cri.org.uk)

**OPEN:** Available from 7am–6pm, Mon–Thur and 10am–5pm, Fri.

**AGE ACCEPTED:** 16+

**REFERRAL:** Self referral or via other agencies. People being referred should be sleeping rough or at imminent risk of sleeping rough.

## Asylum Seekers and Refugees

### Asylum Welcome

**DESCRIPTION:** Works with asylum seekers, refugees and detainees to give them advice, support and legal rights information.

**A** 276a Cowley Road Oxford OX4 1UR

**T** 01865 722 082

**F** 01865 792532

**E** office@asylum-welcome.supanet.com

**W** www.asylum-welcome.org

**OPEN:** Mon, Tue, Wed, Fri, 10am - 3pm

**AGE ACCEPTED:** any

**REFERRAL:** Walk in or appointment

### Refugee Resource

**DESCRIPTION:** Aims to relieve distress, improve well being and facilitate the integration of refugees and asylum seekers, mainly in Oxfordshire, by providing practical, social and psychological support.

**A** The Old Music Hall, 106 - 108 Cowley Road, Oxford OX4 1JE

**T** 0845 458 0055

**F** 01865 403 281

**E** admin@refugeeresource.org

**W** www.refugeeresource.org

**OPEN:** Mon to Fri, 9am–5pm

**AGE ACCEPTED:** 12+ for counselling services, 18+ for mentoring and working age for employment help

**PETS:** No

**REFERRAL:** Referrals through other agencies or self referral

## Asylum Seekers and Refugees

### Children and Families Assessment Team

For Asylum Seeking Young People 18 and under

**A** Oxfordshire County Council, 21 Between Towns Road, Oxford, OX4 3LX

**T** 01865 323048

**F** 01865 783307

**W** www.oxfordshire.gov.uk

Provide accommodation and direct support to unaccompanied asylum seeking children (UASC) who claim asylum in Oxfordshire. These children enter the UK without parents or guardians.

On arrival in Oxfordshire, they are assessed under The Children Act 1989 and are placed in public care. They are provided with services according to age and need. Services include: family placement, supported housing, independent living and leaving care services.

**OPEN:** Mon - Thur 8.30am - 5pm, Fri, 8.30am - 4pm.

**AGE ACCEPTED:** Under 18's

### Other help

#### Asylum Aid

**DESCRIPTION:** Offers free one-off advice to individual asylum seekers and organisations working with them.

Advice Line:

**T** 0207 354 9264

**W** www.asylumaid.org.uk

**OPEN:** Mon, 2pm-4.30pm and Thurs, 10am-012:30pm.



### Racial Equality Council

Advice on racial issues

**T** 01865 791891

### Refugee Council

East of England advice line:

**T** 01473 297 900

**W** www.refugeecouncil.org.uk

**OPEN:** Mon, Tue, Thurs, Fri: 10am-1pm and 2-4pm  
(closed Wednesdays)

Notes:

This Survival Guide is available on the internet at:

**[www.oxford.gov.uk/survival\\_guide](http://www.oxford.gov.uk/survival_guide)**

The website has more information than this booklet, and it is updated more frequently.

There are a few places in Oxford where you can use the internet either for free or a small charge:

- **The Gatehouse** (see p18) 18 St Michael's Street
- **O'Hanlon House** (see p12) Luther Street
- **The Gap** (see p17) Park End Street
- **Botley Library** (see p50) Elms Parade
- **Cowley Library** (see p51) Temple Road  
You can use a computer for up to one hour per day. It is recommended you book in advance (up to one week ahead).
- **Central Oxford Library** (see p51) Westgate
- **The Steppin' Stone Centre** (see p17) St Mary's Road
- **Café On-Line** London Road, Open 9am–7pm daily



## Emergency Accommodation

### O'Hanlon House

**DESCRIPTION:** There is a fee of around £3.50 per person per night, which includes accommodation, a hot meal and shower facilities. Residents must book on a daily basis. Bookings are taken between 2pm and 3.30pm. New arrivals can put their name down during this period and any spare beds will be allocated at 4pm. Alcohol can be consumed in the wet room and courtyard, which is open between 9am and 10pm.

**A** O'Hanlon House, Luther Street, Oxford OX1 1UL

**T** 01865 304600 f: 01865 304627

**E** info@oxhop.org.uk

**W** www.oxhop.org.uk

**OPEN:** 24 hours

**AGE ACCEPTED:** 25+ **PETS:** Yes

**REFERRAL:** None. Beds are allocated on a daily basis

### One Foot Forward

**DESCRIPTION:** One Foot Forward provides a safe supportive environment for young, single, homeless people aged between 16 and 24. The hostel is fully supported on a 24-hour basis and offers the help that young people require to move on to more independent accommodation including a variety of daytime activities. The project is divided into two services; Initial Direct Access Assessment Units: up to 28 days, Short Stay: up to six months.

**A** 3–5 Iffley Road, Oxford, OX4 1EA

**T** 01865 203663

**E** onefootforward@hyped.org.uk

**OPEN:** 24 hours

**AGE ACCEPTED:** 16–24

**REFERRAL:** Self referral and external agencies.

## Longer Term Accommodation



### Lucy Faithfull House

**DESCRIPTION:** Hostel accommodation for homeless men and women.

**A** Lucy Faithfull House, Speedwell Street, Oxford OX1 1PX

**T** 01865 243071

**AGE ACCEPTED:** 25+ (A few beds available for younger 18+ clients)

**PETS:** Dogs will be considered as part of the referral process

**REFERRAL:** Priority waiting list held by Street Services Team.

### Simon House

**DESCRIPTION:** 'Clean and dry' 52-bed hostel for homeless people who are abstaining from drugs and alcohol. Provides a wide range of meaningful activities and links to other agencies.

**A** 1–5 Paradise Street, Oxford OX1 1LD

**T** 01865 260501 f: 01865 260598

**W** www.a2dominion.co.uk

**AGE ACCEPTED:** 25+ (but a few beds available for younger clients)

**PETS:** No

**REFERRAL:** Referrals mainly from street services or O'Hanlon House.

### Julian Housing

**DESCRIPTION:** Second stage, supported housing project.

**A** PO Box 177, Luther Street, Oxford OX1 1SF

**T** 01865 201992

**E** info@julianhousing.org.uk

**W** www.oxhop.org.uk

**AGE ACCEPTED:** 25+

**REFERRAL:** No self referrals, must be through a referral agent.



## Longer Term Accommodation

### Oxfordshire Mind Housing

**DESCRIPTION:** Supported Housing for people with enduring mental health needs. There are several five and six bedroom houses with staff on-site including a woman only project, and some small houses and flats with visiting support. The Temple Cowley project is for people on CPA who have complex needs.

**T** 01865 263759

**A** 2 Kings Meadow, Osney Mead, Oxford, OX2 0DP

**W** [www.oxfordshire-mind.org.uk](http://www.oxfordshire-mind.org.uk)

**E** [housing@oxfordshire-mind.org.uk](mailto:housing@oxfordshire-mind.org.uk)

**AGE ACCEPTED:** 18+

**PETS:** No

**REFERRAL:** Service users, GPs, Health Visitors, Mental Health Teams including Assertive Outreach, Complex Needs, Forensic Services, Homeless Support Services, Oxford City Council & Supported Housing Services, Service Users can refer themselves.

### Oxfordshire Supported Lodgings (Housing project)

**DESCRIPTION:** Provides housing for homeless Young People aged 16–25 within the homes of approved Hosts.

**A** Knights Court, 21 Between Towns Road, Oxford OX4 3LX

**T** 01865 323104/01865 323107

**F** 01865 783313

**E** [supportedlodgings@byhp.org.uk](mailto:supportedlodgings@byhp.org.uk)

**W** [www.byhp.org.uk](http://www.byhp.org.uk) (look for the supported lodgings page)

**AGE ACCEPTED:** 16–25

**PETS:** Dependant on the hosts requests

**REFERRAL:** Oxford City Council or the Leaving Care team if relevant.

## Longer Term Accommodation



### Windmill House (Supported Housing)

**DESCRIPTION:** High Needs Supported Accommodation for Young People aged 16-25 based in Oxford offering support for a variety of needs using a key worker system.

Temporary details until July 2010:

**A** Woodside, Badger Lane, Hinksey Hill, Oxford, OX1 5BL

**T** 0845 155 1483

**F** 01865 321466

Details after July 2010:

**A** Windmill Road, Oxford, OX3 7DW

**T** 01865 741 132

**F** 01865 764 839

**OPEN:** Staffed 24 hours a day, office open from 7am–12pm

**AGE ACCEPTED:** 16-25

**PETS:** No

**REFERRAL:** Via external agencies

### St Mungo's 195 Project

Supported Housing for people with problematic drug using histories, either abstinent at point of referral or stabilised on substitute medication. Mixture of 1 to 1 support, group and community activity to support people at early stages in recovery. Residents are asked to participate in aftercare package with local aftercare services and random drug testing is used on site to support the programme. Single rooms with shared kitchen and bathroom facilities. Residents are expected to participate in work to move on from the project within 18 months.

**A** 195 Iffley Road, Oxford, OX4 1EN

**T** 01865 243769 F: 01865 725351



## Longer Term Accommodation

**W** [www.mungos.org](http://www.mungos.org)

**OPENING HOURS:** Full time staff are on site 6 days per week at differing times including some evening and weekend hours.

**AGE ACCEPTED:** 18+

**PETS:** Considered with some restrictions please call to discuss

**REFERRAL:** Oxfordshire drug services, probation and prison services, social service referral, GP's. Referrals cannot be accepted from people without connection to Oxfordshire or from self referrals.

### St Mungo's Osney Court

Supported housing for people abstinent at point of referral. Mixture of 1 to 1 support, group and community activity to support people at mid to later stages in recovery from problematic drug using histories. Residents are asked to participate in aftercare package with local aftercare services and random drug testing is used on site to support the programme.

Residents are expected to participate in work to move on from the project to appropriate move on accommodation within 18 months.

**A** Flat 1 Osney Court, Botley Road, Oxford, OX2 0HL

**T** 01865 721329

**W** [www.mungos.org](http://www.mungos.org)

**OPEN:** Full time staff are on site 6 days per week at differing times including some evening and weekend hours.

**AGE ACCEPTED:** 18+

**PETS:** Considered with some restrictions please call to discuss

**REFERRAL:** Oxfordshire drug services, probation and prison services, social service referral, GP's. Referrals cannot be accepted from people without connection to Oxfordshire or from self referrals.

## Longer Term Accommodation



### Stonham Rectory Road Project

(Supported Housing: Adults with Mental health problems)

**DESCRIPTION:** Providing supported housing to adults aged between 18–65 with severe and enduring mental health issues. Supports people to gain independence and work towards their desired move on accommodation.

**A** Rectory Road, Oxford, OX4 1BU

**T** 01865 790230

**F** 01865 790232

**OPEN:** Project is staffed Mon to Fri, 9am–8pm and Sat and bank holidays, 11am–5pm. There is an emergency manager on call all other times.

**AGE ACCEPTED:** over 18 and below 65

**PETS:** No

**REFERRAL:** Community Mental Health Team (CMHT), GP, an agency working with you.

### Emmaus Oxford

**DESCRIPTION:** Provide accommodation for homeless people and a full time occupation working at a furniture recycling store. Cannot provide immediate accommodation as there is an assessment process.

**A** 171 Oxford Road, Oxford OX4 2ES

**T** 01865 402073

**E** [admin@emmausoxford.org](mailto:admin@emmausoxford.org)

**W** [www.emmausoxford.org](http://www.emmausoxford.org)

**AGE ACCEPTED:** 18+

**PETS:** A maximum of two in the scheme

**REFERRAL:** Direct or via another agency.



## Longer Term Accommodation

### Lord Mayors Deposit Guarantee Scheme

**DESCRIPTION:** This Scheme aims to help couples and single people who are in need of housing (and are on a low income or receiving benefits) afford to move into private rented accommodation. All applicants must have a local connection to Oxford, and have been living in Oxford for at least the last 12 months.

**A** Housing Needs, St Aldate's Chambers, 109–113 St Aldate's, Oxford, OX1 1DS

**T** 01865 252858

**E** lmdgs@oxford.gov.uk

**W** www.oxford.gov.uk

**AGE ACCEPTED:** 18+

### Gateway Housing Projects

**DESCRIPTION:** A selection of various units of accommodation for young people. Some are shared and some are self-contained. Floating support is attached to these properties to ensure that residents are able to manage the tenancy.

**A** A2Dominion Group, Godstow Ct, 5 West Way, Botley, Oxford, OX2 0GE

**T** 0800 432 0077

**F** 01865 260599

**W** www.a2dominion.co.uk

**AGE ACCEPTED:** 16–25

**REFERRAL:** Social service, local authority, probation or voluntary organisations.

## Longer Term Accommodation



### Key2

**DESCRIPTION:** Provides supported housing to 16-18 year old asylum seekers and vulnerable young people and care leavers.

**A** Key2, 47a James Street, Oxford, OX4 1EU

**T** 018656 204407

**E** managers@key2.org.uk

**W** www.key2.org.uk

**AGE ACCEPTED:** 16–18

**REFERRAL:** Via children, young people and families.

Notes



## Young Parents Accommodation

### Life Housing Project

**DESCRIPTION:** A supported housing project for young pregnant women and those with young babies. Life skills programme, which includes parenting skills, money management and cooking skills, are an integral part of the support that is offered.

**T** 0800 915 4600 **E** info@lifecharity.org.uk

**REFERRAL:** Self-referrals and referrals via government bodies. Referrals are linked in with interviews at the project to assess suitability.

### Oxford Young Parents Project

**DESCRIPTION:** A supported housing project for young women 16–25 years old who are either pregnant or who have already had their baby. The project aims to support young women towards independent living, offering a person-centred approach to meet individual needs.

**T** 01865 794899 **F:** 01865 794899 (you may need to call first)

**E** oxford.project@a2dominion.co.uk

**REFERRAL:** Self referral or through any statutory or voluntary agency. All referrals meeting the criteria will be asked to come for an interview. Accommodation is allocated according to need.

### The Steppin' Stone Centre

**DESCRIPTION:** Day centre and café for homeless and insecurely housed adults.

**A** 139 Magdalen Road, East Oxford

**T** 01865 728545

**W** www.theporch.org.uk

**OPEN:** General opening Mon, Tue, Thur, Fri, Sat, is 12pm–2pm and 4.30pm–7.30pm with activities from 1.30pm–3.30 pm. General opening Sun is 12.30pm–2.30pm with activities 2.30pm–4.30pm and closes at 5.30pm. Closed on Wednesdays.

## Food and Day Centres



**AGE ACCEPTED:** 18+

**PETS:** No

**REFERRAL:** Not necessary. Note strictly no alcohol or drugs policy. If you have taken any, you will not be admitted.

**NOTE:** Activities include computers, life skills training, counselling, art and open college network courses.

### The Gap

**DESCRIPTION:** Community resource for socially excluded people.

**A** 23 Park End Street, Oxford OX1 1HU

**T** 01865 201818

**E** info@thegapoxford.org

**W** www.thegapoxford.org

**OPEN:** Mon to Thurs, 9am–4pm; Fri, 9am–3pm

**AGE ACCEPTED:** 16+ **PETS:** Yes

**REFERRAL:** Open door policy, self referrals welcome

**NOTE:** Services include: Literacy and numeracy; Spanish; fitness; music; art; discussion groups.

- Employment and training advice and referrals; IT training sessions (exclusive referrals from local Job Centre); job Club; CV schemes
- Prevention and Resettlement Specialist Workers; Alcohol Specialist Worker; housing advice and referrals; sexual health advice and treatment; brief interventions incorporating a listening service; nurse (Luther Street Medical Practice)
- Hot breakfast and lunch at nominal charge; coffee tea, and refreshments; showers; laundry facilities; clothes bank; needle SWOP exchange programme; condom card scheme; phone.



## Food and Day Centres

## Food and Day Centres



### O'Hanlon House Day Service

**A** O'Hanlon House, Luther Street, Oxford OX1 1UL

**T** 01865 304600

**F** 01865 304627

**E** info@oxhop.org.uk

**W** www.oxhop.org.uk

**OPEN:** 9am–3.30pm

**AGE ACCEPTED:** 25+

**PETS:** Yes

**REFERRAL:** Referrals can be made by a street services team or, if the person is already housed, by the housing provider or floating support team.

### The Gatehouse

**DESCRIPTION:** An early-evening drop in cafe, free of charge, providing food, drinks, clothes and other facilities.

**A** Northgate Hall, 18 St Michael's Street, Oxford, OX1 2DU

**T** 0777 333 3728 or 01865 792999 (Answerphone)

**E** admin@oxfordgatehouse.org

**W** www.oxfordgatehouse.org

**OPEN:** Tue to Sat, 5–7pm; Sun, 3–5pm

**AGE ACCEPTED:** 25+

**PETS:** No


**REFERRAL:** Not necessary; open door policy

**NOTE:** no drugs or alcohol allowed but alcohol can be looked after by staff and collected when you leave. Activities include art group (Wednesdays), reading group, aromatherapy, foot care etc. (ask staff for details).

Notes



## Young People

Some of the services detailed in this booklet are available to young people (see the age symbol: ) which is included with every service), but the services listed here are specifically for young people only.

### Connexions

**DESCRIPTION:** Advice and guidance for 13–19 year olds on choices, health, law rights and citizenship, money, relationships, education, work and training and free time.

**A** 104 Gloucester Green Oxford OX1 2RH

**T** 0845 6029315 / 01865 328490

**F** 01865 783339

**E** oxford@cbft-hq.org.uk

**W** www.spired.com

**OPEN:** Mon to Fri, 9am–5pm. An advisor is always on duty to give advice within this time.

**AGE ACCEPTED:** 13–19

### Oxford City Detached Youth Work Project

**DESCRIPTION:** A team of professionally qualified youth workers who work with young people. Offering information, advice and guidance on numerous issues such as substance misuse, education, training, and sexual health matters (free condoms available). Supporting and encouraging young people to achieve whatever their goals are in life. Non-judgmental and belief in empowering young people to take action on improving their lives.

**A** County Hall New Road, Oxford, OX1 1ND

**T** 01865 815054

**W** www.spired.com(for the link to detached youth work project)

**OPEN:** Office is open 2pm–3pm for drop in sessions, otherwise the project team are out on the streets.

## Young People



**AGE ACCEPTED:** Our target group is 13–19, although we will support young adults up to the age of 25. pets: Yes

**REFERRAL:** Agencies can call to check if we can offer support to the young person they are working with. For substance misuse issues please call the office.

### Face-2-face Youth Counselling

**DESCRIPTION:** Free confidential Counselling service for people aged 13–19 in Oxfordshire run by Oxfordshire County Council.

**A** 42A Church Green, Witney, OX28 4AW

**T** 01993 892424 for new referrals, 01993 892420 for general enquiries

**E** face2face@oxfordshire.gov.uk

**W** www.spired.com

**REFERRAL:** Self, parent, friend, professional

### Leaving Care Team

**DESCRIPTION:** Provide support and advice for young people who have been in care (up to the age of 21)

**T** 01865 323222

**OPEN:** Mon–Thur, 8.30am–5pm; Fri, 8.30am–4pm

### Children and Family Assessment Team

**DESCRIPTION:** Undertake assessments for homeless 16 and 17 year olds.

**T** 01865 323048



## Young People

## Drug and Alcohol Services



### Evolve

**DESCRIPTION:** Substance misuse treatment service for young people.

**A** Unit 18, Kings Meadow Industrial Estate, South Hinksey Road, Oxford, OX2 0DP

**T** 01865 723909 **F** 01865 249023

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

**AGE ACCEPTED:** 10-18

**REFERRAL:** Self referrals or other agencies, parents

### T2 Young People's Drug Service

Description: Professionally trained youth worker offering support to young people who use drugs. The service offers a safe place for 1 to 1 sessions, full assessment of needs, information, advice and guidance.

**A** Oxford City Detached Youth Work Project, County Hall, New Road, Oxford OX1 1ND

**T** 01865 815054

**W** [www.spired.com](http://www.spired.com)

**AGE:** 13-19

**REFERRALS:** please call

### Other help:

**W** [www.spired.com](http://www.spired.com)

See also: YOS page 41, One Foot Forward page 12

If you need help with drugs or alcohol, the following services may be useful to you. For more detailed information, including times and locations of AA and NA meetings, please see the survival guide website.

### Oxford User Team (OUT)

**DESCRIPTION:** OUT is a local charity run by ex drug users delivering services to drug users offering advocacy, overdose prevention, Hepatitis C awareness and user involvement. OUT also delivers a range of services to professionals across the County such as Police and schools on Drug Awareness, Blood Borne Virus's, Reality of being a Class A drug user other related subjects.

**A** James House, 45A James Street, Oxford, OX4 1EU

**T** 01865 209111

**W** [www.oxfordshireuserteam.org.uk](http://www.oxfordshireuserteam.org.uk)

### Oxfordshire DAAT (Drug & Alcohol Action Team)

**DESCRIPTION:** Oxfordshire DAAT commission drug and alcohol services throughout the county. The team work in partnership with other agencies to develop, commission and monitor these services.

**A** Suite 0, The Kidlington Centre, High Street, Kidlington, Oxford, OX5 2DL

**T** 01865 290800

**F** 01865 848934

**E** [enquiries@oxfordshiredaat.org](mailto:enquiries@oxfordshiredaat.org)

**W** [www.oxfordshiredaat.org](http://www.oxfordshiredaat.org)



## Drug and Alcohol Services

### SMART

**DESCRIPTION:** Service aimed at anyone in Oxford who has concerns about their drug or alcohol use. Services include Open Access Drop-in service, Group Sessions, Alcohol Services, One-to-one Support Sessions, Harm Reduction, and Family and Carer Support

**A** The Old Music Hall, 106–108 Cowley Road, Oxford OX4 1JE

**T** 01865 403 151 (Drugs or alcohol)

**E** enquiries@smartcjs.org.uk

**W** www.smartcjs.org.uk

**OPEN:** Open Access Drop-in service available on Mondays (14.00 – 16.00) and Fridays (10.00-16.00), no appointment necessary.

**REFERRAL:** Service users can be referred by their GP, probation service or via a range of other agencies. Self referrals are also accepted by phone or at a Drop-in.

### SMART DIP (Drug Intervention Programme)

DIP is a service aimed at drug using offenders providing one to one structured treatment and access to groups. It aims to assist them out of crime and into treatment.

**A** The Old Music Hall, 106-108 Cowley Road, Oxford OX4 1JE

**T** 01865 403240

**E** enquiries@smartcjs.org.uk

**REFERRAL:** Service users are visited in custody suites in police stations and courts. Self referrals are also accepted.

## Drug and Alcohol Services



### Women's Initiative on Street Health

**DESCRIPTION:** Outreach based Drug support service for women involved in sex work, particularly street based.

**T** 07854 786892

**REFERRAL:** Outreach workers are present in East Oxford every Thursday evening 8pm–12midnight.

### The Women's Service

**DESCRIPTION:** Offers support to women who are experiencing problems with their drug and alcohol use and find it difficult to engage in generic drug treatment. Open access every Friday 10am to 4pm and structured individual CBT based sessions throughout the week. Also offers women only groups and a range of complementary therapies.

**A** First Floor Hooper House, 3 Collins Street, Oxford OX4 1XS

**T** 01865 793880

**F** 01865 244027

**W** www.cranstoun.org

**OPEN:** Mon to Fri, 9.30am–5pm. Fri: Open access, no appointment needed. At all other times appointment or group work only.

**AGE ACCEPTED:** 18+

**PETS:** No

**REFERRAL:** Self or other agency

### Probation Service Substance Misuse Team

**DESCRIPTION:** Service aimed at drug using offenders.

**A** Albion House, Littlegate Street OX1 1JN

**T** 01865 240750

**REFERRAL:** Through the criminal justice system.



## Drug and Alcohol Services

### SWOP Scheme

**DESCRIPTION:** Free needle packs and safe disposal of used equipment. Also written harm reduction advice and information, condoms, advice on immunisation, testing for blood borne viruses and general healthcare screening.

**SWOP PHARMACIES:**

**Barton Pharmacy** 6 Underhill Circus, OX3 9AJ

**T** 01865 763106

**Boots the Chemist Ltd** Oxford Retail Park, Cowley, OX4 6XJ

**T** 01865 717699

**Boots the Chemist Ltd** Ambassador Way, Cowley Retail Park, OX4 6XJ

**T** 01865 717699

**Donnington Pharmacy** 1 Henley Avenue, Cowley OX4 4DH

**T** 01865 711722

**Jenners Pharmacy Ltd** 236–238 Cowley Road, OX4 1UH

**T** 01865 248963

**Lloyds Pharmacy** 1 Woodstock Road, OX2 6HA

**T** 01865 557301

**Northway Pharmacy** 53 Westlands Drive, Northway Estate, OX3 9QT

**T** 01865 763706

**Roundway Pharmacy** 3 The Roundway, Green Road, OX3 8DH

**T** 01865 766994

**The Leys Pharmacy** Spar Supermarket, Dunnock Way, Greater Leys, OX4 6XJ

**T** 01865 401430

## Drug and Alcohol Services



### SWOP Services

**WALK INTO:**

**Oxford City Harm Reduction Service at O'Hanlon House**

**The Gap**, 23 Park End Street, Oxford OX1 1HU

**Participating Pharmacies**

Also see **Evolve** and **T2 Young People's Drug Service** on page 26

**Other help:**

### Alcoholics Anonymous (AA)

**T** 0845 769 7555

**E** [help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk)

**W** [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

### Narcotics Anonymous (NA)

**T** 0845 373 3366

**W** [www.ukna.org](http://www.ukna.org)

### FRANK

**DESCRIPTION:** Information and advice about drugs.

**T** 0800 776600

**W** [www.talktofrank.com](http://www.talktofrank.com)

### Drugscope

**DESCRIPTION:** Charity providing an online encyclopedia of drugs and directory of help sources

**T** 020 7520 7550

**W** [www.drugscope.org.uk](http://www.drugscope.org.uk)



## Health: Sexual Health



## Health: Sexual Health

### Contraception and Sexual Health Service

(previously called Family Planning Clinic)

**DESCRIPTION:** Offers contraception, emergency contraception, pregnancy and smear tests, counselling and advice for unwanted pregnancies and can organise abortions. The service is anonymous, though they may ask to contact your GP if they need to examine your medical records.

**A** Alec Turnbull Centre, Raglan House, 23 Between Towns Road, Cowley, OX4 3JH

**T** 01865 456666

**OPEN:** Mon to Thur, 9.30am–7pm; Thur to Fri, 9.30am–4pm, Sat, 10.30am–1.30pm

**REFERRAL:** Drop-in service.

### Wellsafe

**DESCRIPTION:** Information and advice on everything to do with sexual health, contraception, STI and HIV tests and treatment.

**A** Harrison Dept, Churchill Hospital, Old Road, Oxford

**T** 01865 231231

**W** [www.wellsafe.org](http://www.wellsafe.org)

**OPEN:** Walk-in Clinic Wed, 3.30pm–5.30pm, call to make appointment for other times

**AGE ACCEPTED:** Under 18s

### Harrison Department

**DESCRIPTION:** Free, confidential tests for Chlamydia, HIV, Hep B & C or syphilis.

**A** Churchill Hospital, Old Road, Oxford, OX3 7LJ

**T** 01865 231231 to make appointments

**OPEN:** Mon to Fri, 1.15pm–3.15pm (mini check walk-in clinic)

### Terrence HigginsTrust

**DESCRIPTION:** HIV and sexual health charity.

**A** 43 Pembroke Street, Oxford, OX1 1BP

**T** 01865 243 389


**F** 01865 792 210

**E** [info.oxford@ttht.org.uk](mailto:info.oxford@ttht.org.uk)

**OPEN:** Mon to Fri, 9.30am to 5.30pm

**AGE ACCEPTED:** 13+

### Other help:

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

Notes



## Health: General

## Health: Disabilities



### Luther Street Medical Centre

**DESCRIPTION:** NHS GP practice for the homeless. 24 hour emergency GP medical cover is available to homeless people by calling 01865 726008. The service also offers NHS dentistry, acupuncture and support for drug and alcohol problems.

**A** PO Box 7, St Aldate's, Oxford OX1 1TD

**T** 01865 726008

**F** 01865 204133

**OPEN:** Drop in surgeries are held each weekday from 9am - 12.30pm and booked appointments in the afternoons.

### Oxfordshire Primary Care Trust (NHS)

**DESCRIPTION:** Oxford Primary Care Trust is responsible for planning and securing of health services and improving the health of the local population. The PCT works with GP practices, dentists, pharmacists and opticians in Oxfordshire and provides services such as district nurses, health visitors, school nurses and a range of specialist and therapy services.

**A** Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxford OX4 2LH

**T** 01865 336800

**F** 01865 337094

**W** [www.oxfordshirepct.nhs.uk](http://www.oxfordshirepct.nhs.uk)

- To find a GP practice close to where you are, contact the patient advice and liaison service on freephone 0800 052 6088

### Other help:

#### NHS Direct

**DESCRIPTION:** 24 hour advice line for general health queries

**T** 0845 4647

#### Age Concern Oxfordshire

**DESCRIPTION:** A local charity dedicated to promoting the well-being of older people.

**T** 01235 849000

**W** [www.ageconcern.org.uk](http://www.ageconcern.org.uk)

#### Deaf and Hard of Hearing Centre/Deaf Direct

**DESCRIPTION:** Offer a range of services to deaf and hard of hearing people of all ages.

**A** St. Ebbe's, Oxford, OX1 1RL

**T/TEXT:** 01865 243447

**SMS:** 01865 722209

**W** [www.deafdirect.org.uk](http://www.deafdirect.org.uk)

#### Mencap Oxford

**DESCRIPTION:** Provide support and recreational activities for children and adults with learning difficulties in the Oxford area.

**T** 01865 557489

**W** [www.oxfordmencap.org.uk](http://www.oxfordmencap.org.uk)



## Health: Disabilities

### Oxford Association for the Blind & Sight Advisory Centre

**DESCRIPTION:** Provides support for people who are visually impaired, partially sighted or blind.

**T** 01865 725595

**W** [www.oxeyes.org.uk](http://www.oxeyes.org.uk)

### Oxford Council of Disabled People

**DESCRIPTION:** Promotes the interests of disabled people.

**A** 35 Leopold Street, Oxford, OX4 1TW

**T** 01865 792226

### Oxfordshire Dyslexia Association

**DESCRIPTION:** Offers advice, guidance and support to people with dyslexia.

**T** 01865 428263

**HELPLINE:** 01865 762773

**W** [www.oxdys.org.uk](http://www.oxdys.org.uk)

### Mental Health Resource Centre

**DESCRIPTION:** Drop-in centre for information and advice.

**A** 19 Paradise St, Oxford

**T** 01865 728981

## Health: Mental Health



### Oxfordshire Mental Health Matters

**DESCRIPTION:** Free and confidential information and advice on a wide range of mental health issues and services, provided in person or by telephone or email.

**A** Manzil Way, PO Box 1478, Oxford, OX4 9DG

**T** 01865 247788/728981

**F** 01865 203605

**E** [omhm@oxford-mentalhealth.org](mailto:omhm@oxford-mentalhealth.org)

**W** [www.oxfordshire-mentalhealth.org](http://www.oxfordshire-mentalhealth.org)

**OPEN:** Information helpline Mon to Fri, 9.30am–4.30pm with an answer machine out of office hours. Drop-in service Mon to Fri, 1.30pm–4.30pm.

### Oxfordshire MIND

**DESCRIPTION:** Provide a wide range of information and support to people with mental health difficulties.

**A** 2 Kings Meadow, Osney Mead, Oxford, OX2 0DP

**T** 01865 263730

**INFORMATION LINE:** 01865 247788

**E** [info@oxfordshire-mind.org.uk](mailto:info@oxfordshire-mind.org.uk)

**W** [www.oxfordshire-mind.org.uk](http://www.oxfordshire-mind.org.uk)

### The Mill

**A** 46 Cowley Road, Oxford, OX4 1HZ

**T** 01865 263758

**E** [the.mill@oxfordshire-mind.org.uk](mailto:the.mill@oxfordshire-mind.org.uk)

**OPEN:** Mon to Thurs, 10a–3pm and Sun, 11.15am–3pm

**REFERRAL:** The Mill is for people with severe and enduring mental health problems and there is an application system. Call for details.



## Health: Mental Health

## Health: Mental Health



### Oasis

**DESCRIPTION:** Women-only mental health service.

**A** Micklewood House, 331 Cowley Road, Oxford OX4 2AQ

**T** 01865 721472

**E** [mind oasis@oxfordshire-mind.org.uk](mailto:mindoasis@oxfordshire-mind.org.uk)

**OPEN:** Mon, 5pm–9pm; Fri, 11am–1pm structured activities; 1pm–1.30pm break for lunch (bring your own); 1.30pm–3pm open access

### Restore: Learning, Employment and Potential

**DESCRIPTION:** Provides support to get paid employment, start volunteering, or start training.

**A** Manzil Way, Cowley Road, Oxford, OX4 1YH

**T** 01865 455825

**E** [leap@restore.org.uk](mailto:leap@restore.org.uk)

**W** [www.restore.org.uk](http://www.restore.org.uk)

### Restore: The Beehive

**DESCRIPTION:** Provides the opportunity to learn new skills in a supportive environment. Opportunities include catering, retail, horticulture, and woodwork.

**A** Manzil Way, Cowley Road, Oxford, OX4 1YH

**T** 01865 455821

**E** [beehive@restore.org.uk](mailto:beehive@restore.org.uk)

**W** [www.restore.org.uk](http://www.restore.org.uk)

### Restore: Elder Stubbs

**DESCRIPTION:** Provides the opportunity to learn new skills in a supportive environment. Opportunities include catering, horticulture, and woodwork.

**A** Elder Stubbs Allotments, Rymers Way, Oxford, OX4 3LB

**T** 01865 747176

**E** [elder.stubbs@restore.org.uk](mailto:elder.stubbs@restore.org.uk)

**W** [www.restore.org.uk](http://www.restore.org.uk)

### Oxfordshire Adult Assertive Outreach & Rehabilitation

**DESCRIPTION:** Provides modern mental health care in the community and in hospital on a county-wide basis for people with severe and enduring mental illness.

**A** Rectory Centre, Rectory Road, Oxford, OX4 1DU

**IN AN EMERGENCY:** 01865 778911

**T** 01865 455947

(Out of hours answerphone available for non-urgent messages)

**F** 01865 455606

**AGE ACCEPTED:** 18-65

**REFERRAL:** from community mental health teams



## Health: Mental Health

### Response

**DESCRIPTION:** A mixture of over 40 self-contained flats and shared homes in Oxfordshire, providing a range of support from 24-hour staffing to low to medium support with visiting staff.

**A** AG Palmer House, Morrell Crescent, Oxford, OX4 4SU

**T** 01865 397940/397943

**F** 01865 397941

**OPEN:** Mon to Thur, 9am–5pm; Fri, 9am–5pm

**REFERRAL:** Through mental health services, other housing providers and self-referral.

### Community Development Workers

Community Development Workers work with black and minority ethnic communities on mental health issues to promote increased awareness, and gain better use of primary care services.

**A** Oxfordshire PCT, East Oxford Health Centre, Level 4, Manzil Way, Cowley, OX4 1XD

**OPENING:** 9am – 5.00pm

**PETS:** No

**REFERRAL:** Self-refer or statutory/voluntary sector referral.

### Other Help

#### Samaritans

**T** 01865 722122

## Criminal Justice System



### Youth Offending Service (YOS)

**A** 43 Westgate, Oxford, OX1 1PF

**T** 01865 202218

**F** 01865 203450

**REFERRAL:** Referral only, through the criminal justice system

### Thames Valley Probation Service

**DESCRIPTION:** Oxford City Office Albion House, Littlegate Street, Oxford, OX1 1JN

**T** 01865 240750

**F** 01865 240780

### Police Station

**A** St Aldate's Oxford OX1 1SZ

**T** 08458 505 505

**T** 999 for emergencies

Notes



## Support and Advice Services: General

### HMP Springhill St Giles Trust (Housing Advice)

**DESCRIPTION:** Find, maintain and sustain housing for prisoners with sentences from 2 weeks to 25 years and those who are now in open prison conditions.

**A** HMP Springhill, Grendon Underwood, Aylesbury, Bucks HP18 0TL

**T** 01296 443331

**F** 01296 443002

**AGE ACCEPTED:** 21+

**REFERRAL:** Prison General application

### HMP Bullingdon St Giles Trust (Housing Advice)

**DESCRIPTION:** Find, maintain and sustain housing for those sentenced to less than 12 months, priority and prolific offenders, and licence recalls serving all their sentence.

**A** HMP Bullingdon, PO Box 50, Bicester OX25 1WD

**T** 01869 353331

**AGE ACCEPTED:** 21+

**REFERRAL:** Prison General application

### Citizens Advice Bureau

**DESCRIPTION:** Helps people resolve their legal, money and other problems by providing free information and advice.

**A** 95 St Aldate's, Oxford, OX1 1DA

**T** 0870 2200608

**F** 01865 202715

## Support and Advice Services: General



### Barton Advice Centre

**DESCRIPTION:** Front Line Advice, specialising in Debt and Welfare Benefits.

**A** Barton Neighbourhood Centre, Underhill Circus, Headington, Oxford OX3 9LS

**T** 01865 744152

**E** mgriffiths@ocwa.demon.co.uk

**W** bartonadvicecentre.org.uk

**OPEN:** Drop-In Wed, 10am–1pm; Thur, 10am–1pm.

For appointments out side these hours phone 01865 744152

**AGE ACCEPTED:** All

**PETS:** No

**REFERRAL:** Open Access

### Donnington & Rose Hill Advice Centre

**A** 60 Ashurst Way, Rose Hill, Oxford, OX4 4RF

**T** 01865 438634

**F** 01865 438643

### Agnes Smith Advice Centre

**A** 96 Blackbird Leys Road, Blackbird Leys, OX4 6HS

**T** 01865 770206

**F** 01865 771585

### Isis Counselling Centre

**DESCRIPTION:** Information, consultation and professional (NHS) counselling for anyone who is distressed by personal or emotional problems.

**T** 01865 556648

**OPEN:** Mon–Fri, 9am–5.30pm



## Support and Advice Services: General

## Advice and Support Floating Support Services



### Break-Through

**DESCRIPTION:** Providers of small household items to vulnerably housed persons and anyone living in poverty in the Oxford area.

**T** 07876 234182

**E** [m.j@break-through.org.uk](mailto:m.j@break-through.org.uk)

### Oxford Shelter Housing Advice Line

**OPEN:** 9.30 - 13.00 Mon - Fri

**T** 0344 5151873

Housing advice service for personal interviews on Tuesdays at Templars Square, Cowley and Thursdays in St Aldate's Chambers

### Shelter

**HELPLINE:** 0808 800 4444

**W** [www.England.shelter.org.uk](http://www.England.shelter.org.uk)

Notes

### Elmore Team

**DESCRIPTION:** Provides practical help, emotional support, advocacy and outreach for people who have complex needs.

**A** Bullingdon House, 174b Cowley Road, Oxford, OX4 1UE

**T** 01865 200130

**F** 01865 246039

**E** [info@elmoreteam.org.uk](mailto:info@elmoreteam.org.uk)

**W** [www.elmoreteam.org.uk](http://www.elmoreteam.org.uk)

### Elmore Prison in Reach

**DESCRIPTION:** Provides in reach work and intense support on release.

**A** Bullingdon House, 174b Cowley Road, Oxford, OX4 1UE

**T** 01865 200130

**F** 01865 246039

**E** [info@elmoreteam.org.uk](mailto:info@elmoreteam.org.uk)

**W** [www.elmoreteam.org.uk](http://www.elmoreteam.org.uk)

### Elmore Anti-Social Behaviour Service

**DESCRIPTION:** Provides intensive support to people under the Anti-Social Behaviour legislation who have mental health issues or are otherwise vulnerable, and are living in the City of Oxford.

**A** Bullingdon House, 174b Cowley Road, Oxford, OX4 1UE

**T** 01865 200130

**F** 01865 246039

**E** [info@elmoreteam.org.uk](mailto:info@elmoreteam.org.uk)

**W** [www.elmoreteam.org.uk](http://www.elmoreteam.org.uk)



## Advice and Support Floating Support Services

### Connection Floating Support

**DESCRIPTION:** Provide housing related and practical support to help people maintain their tenancies and avoid homelessness and enable them to achieve independent living in the community. Also provide information and advice and signpost to other agencies.

**A** The Pathway Building, Dunnock Way, Blackbird Leys, Oxford, OX4 7EX

**T** 01865 711267

**F** 01865 395444

**E** enquiries@connectionfs.org

**W** www.connectionfs.org

**OPEN:** Mon to Fri, 9am–5pm

**AGE ACCEPTED:** 16+

**REFERRAL:** Self referrals or agencies

### Stonham Floating Support

**DESCRIPTION:** Housing related support service to help vulnerable adults develop and achieve independent living, by providing flexible support to both people establishing a new home and those already housed.

**A** 213 Barns Road, Oxford OX4 3UT

**T** 01865 335334

**F** 01865 335321

**W** www.homegroup.org.uk

**OPEN:** Mon to Fri, 9am–4.30pm

**AGE ACCEPTED:** 16+

**REFERRAL:** Self referrals and other agencies including health centres.

## Advice and Support Floating Support Services



### Oxfordshire Mind Floating Support

**DESCRIPTION:** Offer housing related support for people with mental health problems who need short to medium term support.

**A** 2 Kings Meadow, Osney Mead, Oxford, OX2 0DP

**T** 01865 263730

**F** 01865 263732

**W** www.oxfordshire-mind.org.uk/housingfloating.htm

**AGE ACCEPTED:** 16+

**REFERRAL:** Specialist mental health housing support services (including supported housing), Community mental health teams, Homelessness support services, Oxford City Council.

Notes



## Advice and Support Sexuality

### Oxford Friend

**DESCRIPTION:** Information, support and counselling service for lesbians, gay men and bi-sexuals.

**T** 01865 726893

**E** confidential@oxfordfriend.co.uk

**W** www.oxfordfriend.co.uk

**OPEN:** Tue, Wed, and Fri, 7pm–9pm

### Lesbian and Gay Foundation

**HELPLINE:** 0845 3 30 30 30 (local call rate), staffed: 6pm–10pm automated system: 10pm–6pm

**W** helpline@lgf.org.uk

Notes

## Advice and Support Domestic Violence



**If you are in immediate fear for yourself or for your children's welfare Dial 999**

### Oxfordshire Domestic Abuse Helpline

**FREEPHONE:** 0800 731 0055

**OPEN:** Mon to Fri, 8pm–6pm; Sat, 10am–4pm

### National Domestic Violence Helpline

**T** 0808 2000 247

### Domestic Abuse Outreach: A2Dominion

**DESCRIPTION:** West Oxford

**T** 07595 055725

### Sanctuary Scheme Workers

**DESCRIPTION:** Cherwell A2Dominion

**T** 07595 055726

**DESCRIPTION:** Cherwell PACT

**T** 07717 470157

**DESCRIPTION:** Oxford City A2Dominion

**T** 07595 055726

### Independent Domestic Violence Advisor (IDVA)

**IDVAMAIN LINE:** 01865 403120

**CITY IDVA:** 01865 403122

**NORTH IDVA:** 01295 255366

### National 24 hour Helpline

**FREEPHONE:** 0800 2000 247 (Does not show on your phone bill)



## Advice and Support Domestic Violence

### Berkshire Women's Aid

**T** 0118 950 4003

**OPEN:** 10am–5pm, 24 hours for emergency accommodation

### Police Domestic Violence Units

**T** 0845 8 505505

### Victim Support

**DESCRIPTION:** Free confidential service providing practical and emotional support

**T** 0845 450 3883

### Crown Court

**T** 01865 240957

### Magistrate's Court

**T** 01865 7081147

### Witness Care Service

**T** 01993 773794

Social and Health Care

**FREEPHONE:** 0800 833408

### Relate

**DESCRIPTION:** Offer counselling to individuals who are in or have left a violent relationship, including male victims.

**T** 01865 242960

## Advice and Support Domestic Violence



### Oxford Sexual Abuse and Rape Crisis Centre

**DESCRIPTION:** Counselling, support and information for women who have suffered sexual abuse, whether it is recent or in the past.

**T** 01865 726295

### Rights for Women

**DESCRIPTION:** Free legal advice line for women by women

**T** 020 7251 6577

### Mankind

**DESCRIPTION:** Advice for male victims

**T** 0870 794 4124

### MALE

**DESCRIPTION:** Advice for male victims

**T** 0845 064 6800

### Other help: Children

It is emotionally damaging for children to live in a home where there is domestic abuse. Your children will not be taken from you if you tell someone about the abuse you are experiencing unless there is imminent danger. There is help for you and your children to be safe and reduce the risk.

[www.reducingtherisk.org.uk](http://www.reducingtherisk.org.uk)



## Payplan

**DESCRIPTION:** Payplan offer free, confidential debt advice

**T** 0800 917 7823

**W** [www.payplan.com](http://www.payplan.com)

## National Debtline

**DESCRIPTION:** National Debtline offer free, confidential advice by phone or email, and general advice on their website.

**T** 0808 8084000

**E** [advice@nationaldebtline.co.uk](mailto:advice@nationaldebtline.co.uk)

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

## Consumer Credit Counselling Service

**DESCRIPTION:** The Consumer Credit Counselling Service offer free, confidential advice.

**T** 0800 138 1111

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

Notes

## If You Are Homeless or at Risk of Becoming Homeless

The first thing is to get advice. An advisor in the Housing Options team will be able to advise you on your options. Please visit us at St Aldate's Chambers (drop-in service, no appointment necessary) or contact us using the contact details below. You can also get advice on benefits you may be entitled to, or be referred to other agencies for assistance.

We provide housing advice and help to people who are homeless. This does not always mean accommodation will be provided. We will carry out careful enquiries into the circumstances of people who ask for help.

**A** Housing Needs Team, St Aldate's Chambers, St Aldate's, Oxford, OX1 1DS

**T** 01865 252858

## Customer Services Centres

At our Customer Service Centres, our aim is to provide a one point enquiry service for all enquiries related to Council services. We also deal with telephone enquiries at our contact centre.

If our Customer Service officers are unable to answer your specific query, we will put you in touch with people who will be able to give you expert advice.

To book an appointment,

**T** 01865 252849

### Templars Square Customer Service Centre

**A** 2-3 Bank Court, Templars, Square Shopping Centre, Cowley, Oxford OX4 3UZ



## Employment, Education and Training

### Aspire Oxfordshire

**DESCRIPTION:** Aspire Oxfordshire is a social enterprise which provides paid employment and work placement opportunities for homeless and ex-homeless people.

**A** 23 Park End Street, Oxford, OX1 1HU

**T** 01865 204450

**OPEN:** 9.30am–5.30pm

**PETS:** No

**REFERRAL:** Through Support or Key Workers

### East Oxford Lifelong Learning Centre

**A** Collins Street OX4 1EE

**T** 01865 727148

**E** [esol@oxfordshire.gov.uk](mailto:esol@oxfordshire.gov.uk)

### Botley Library

**A** Elms Parade, Botley

**T** 01865 248142

**OPEN:** Mon, Tue, Thur, 9.30am–5.30pm; Fri, 9.30am–7pm; Sat, 9.30am–1pm; Closed Wednesdays

### Emmaus

**DESCRIPTION:** Provides full time work recycling furniture and other household goods. See main entry on page 17.

## Employment, Education and Training



### Cowley Library

**A** Temple Road, Cowley

**OPEN:** Mon, 9.15am–5.30pm; Tue, 9.15am–7pm; Wed, 9.15am–7pm; Thur, Closed Fri, 9.15am–5.30pm; Sat, 9.15am–4.30pm; Sun, Closed

**T** 01865 777494

### Central Oxford Library

**A** 2 Westgate, Oxford, OX1 1DJ

**T** 01865 241718

**OPEN:** Mon to Thur, 9am–7pm; Fri to Sat, 9am–7pm

### Blackbird Leys Library Learning Centre

**A** Cuddeston Way

**OPEN:** 9am–5pm

### Ruskin College

**DESCRIPTION:** Ruskin College is an independent college that specialises in providing educational opportunities for adults with few or no qualifications.

**A** Walton Street, Oxford OX1 2HE

**T** 01865 554331

**E** [enquiries@ruskin.ac.uk](mailto:enquiries@ruskin.ac.uk)

**W** [www.ruskin.ac.uk](http://www.ruskin.ac.uk)



## Employment, Education and Training



## Employment, Education and Training

### Jobcentre Plus

**A** 7 Worcester Street, Oxford, OX1 2BX

**T** 01865 445000

**OPEN:** Mon and Tue, 9am–5pm; Wed: 10am–5pm; Thur and Fri: 9am–5pm

### Useful Jobcentre Plus phone numbers

● If you are looking for work:

**T** 0845 6060 234

**OPEN:** Mon to Fri, 8am–6pm; Sat, 9am–1pm

**TEXTPHONE:** 0845 6055 255\*

● If you need to claim a benefit:

**T** 0800 0 55 66 88

**OPEN:** Mon to Fri, 8am–6pm

**TEXTPHONE:** 0800 0 23 48 88\*

● If you have a question about your benefit claim:

**T** 0845 608 8573

**OPEN:** Mon, Tues, Thur, Fri, 9am–5pm; Wed 10am–5pm

● If you have a question about the social fund:

**T** 0845 608 8580

**OPEN:** Mon, Tue, Thur, Fri, 9am–4.30pm; Wed 10am–4.30pm

● If you want to apply for a crisis loan for household items or living expenses:

**T** 0800 731 9091

**OPEN:** Mon, Tues, Thurs, Fri, 8.30am–4.30pm; Wed 10am–4.30pm

● To get a National Insurance number:

**T** 0845 600 0643

**OPEN:** Mon to Fri, 8am–6pm

**TEXTPHONE:** 0845 600 0644\*

\* Textphones are a service for hearing impaired customers, and don't accept messages from mobile phones.

Notes



## Travel Information

### Oxford Train Station

Park End Street, Oxford, OX1

**T** 0845 700 0125

For train times and timetables for the next three months:

**T** 0871 200 49 50

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

### Oxford Bus Company

**T** 01865 785 400

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

### Megabus

**T** 0900 160 0900

**W** [www.megabus.com](http://www.megabus.com)

### Stagecoach

**T** 01865 772250

**W** [www.stagecoachbus.com/oxfordshire](http://www.stagecoachbus.com/oxfordshire)

Notes

## Religion and Culture



### Anglican

**A** University Church of St Mary the Virgin, High Street

**FACILITIES:** Level access then Lift

**T** 01865 279111

**A** St Aldate's Church, St Aldate's

**FACILITIES:** Level access, accessible WC, induction loop, large screen; Note Parish Centre has a ramp

**T** 01865 254800

**A** St Ebbe's, Pennyfarthing Place

**FACILITIES:** Level via North Door, accessible WC, induction loop, service sheets and readings in large print

**T** 01865 240428

**A** St Giles, Woodstock Road

**FACILITIES:** Level access, accessible WC, induction loop, service books in large print

**T** 01865 311198

### Baptist

**A** New Road, Bonn Square

**FACILITIES:** Level access then lift, accessible WC, induction loop, Hymn book and service sheet in large print

**T** 01865 247583

### Buddhist

**A** Thrangu House, 42 Magdalen Road, OX4 1RB

**T** 01865 241555



### Christian Scientists

**A** 36a St Giles

**FACILITIES:** Level access, accessible WC, induction loop, magazine in large print on request.

### Jewish

**A** Jewish Synagogue, 21 Richmond Road, Jericho

**FACILITIES:** Ramp to automatic doors, accessible WC

**T** 01865 553042

### Methodist

**A** Wesley Memorial Church, New Inn Hall Street

**FACILITIES:** Ramp to automatic doors, accessible WC, induction loop, prayer and hymn book in large print.

**T** 01865 243216

### Muslim

**A** Bangladeshi Mosque, 57 Cowley Road

**FACILITIES:** Level access

**T** 01865 793118

### Roman Catholic

**A** St Aloysius Gonzaga (The Oratory), Woodstock Road

**FACILITIES:** Ramp, accessible WC, induction loop

**T** 01865 315800

### Quakers

**A** Society of Friends, Friends Meeting House, 43 St Giles

**FACILITIES:** Ramp, accessible WC, induction loop

**T** 01865 557373

Notes



## What's Open When

This section is an overview of what is open when in Oxford.  
Exact times are detailed on the relevant pages.

### Monday

**DAYTIME:** Asylum Welcome (p8) Refugee Resource (p8), Steppin Stone (p19) Connexions (p22) Cranstoun Community Drug Agency (p26) Contraception and Sexual Health Service (p30) Harrison Department (p31) Terrence Higgins (p31) Luther Street Medical Centre (p32) The Mill (p35) Oasis (p36)

**EVENING:** Steppin Stone (p19)

### Tuesday

**DAYTIME:** Asylum Welcome (p8) Refugee Resource (p8) Steppin Stone (p19) Connexions (p22) Cranstoun Community Drug Agency (p26) Contraception and Sexual Health Service (p30) Harrison Department (p29) Terrence Higgins (p29) Luther Street Medical Centre (p30) The Mill (p33)

**EVENING:** Gatehouse (p18) Steppin Stone (p17)

### Wednesday

**DAYTIME:** Asylum Welcome (p8) Refugee Resource (p8) Connexions (p22) Cranstoun Community Drug Agency (p26) Contraception and Sexual Health Service (p30) Wellsafe (p30) Harrison Department (p30) Terrence Higgins (p31) Luther Street Medical Centre (p32) The Mill (p35)

**EVENING:** Gatehouse (p20)

## What's Open When



### Thursday

**DAYTIME:** Asylum Welcome (p8) Refugee Resource (p8) Connexions (p22) Cranstoun Community Drug Agency (p26) Contraception and Sexual Health Service (p30) Wellsafe (p30) Harrison Department (p31) Terrence Higgins (p31) Luther Street Medical Centre (p32) The Mill (p35)

**EVENING:** Gatehouse (p20) Women's Initiative on Street Health (p27) Steppin Stone (p17)

### Friday

**DAYTIME:** Asylum Welcome (p8) Refugee Resource (p8) Steppin Stone (p19) connexions (p24) Cranstoun Community Drug Agency (p26) Contraception and Sexual Health Service (p30) Harrison Department (p31) Terrence Higgins (p31) Luther Street Medical Centre (p32) Oasis (p36)

**EVENING:** Gatehouse (p20) Steppin Stone (p19)

### Saturday

**DAYTIME:** Steppin Stone (p19) Contraception and Sexual Health Service (p30)

**EVENING:** Gatehouse (p20) Steppin Stone (p19)

### Sunday

**DAYTIME:** Gatehouse (p20) Steppin Stone (p19) The Mill (p35)

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Notes

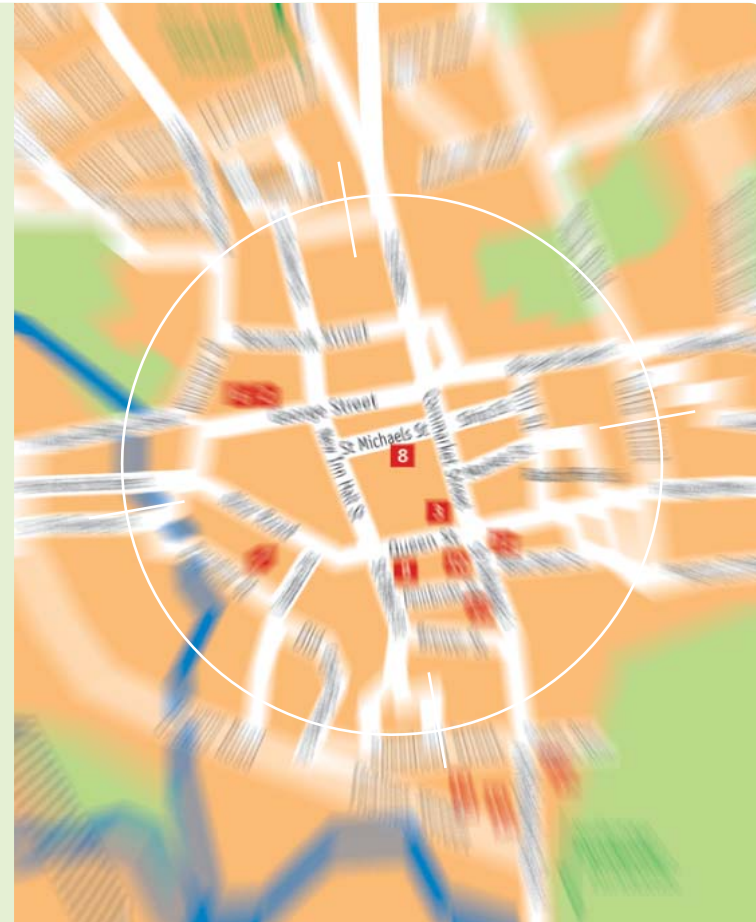
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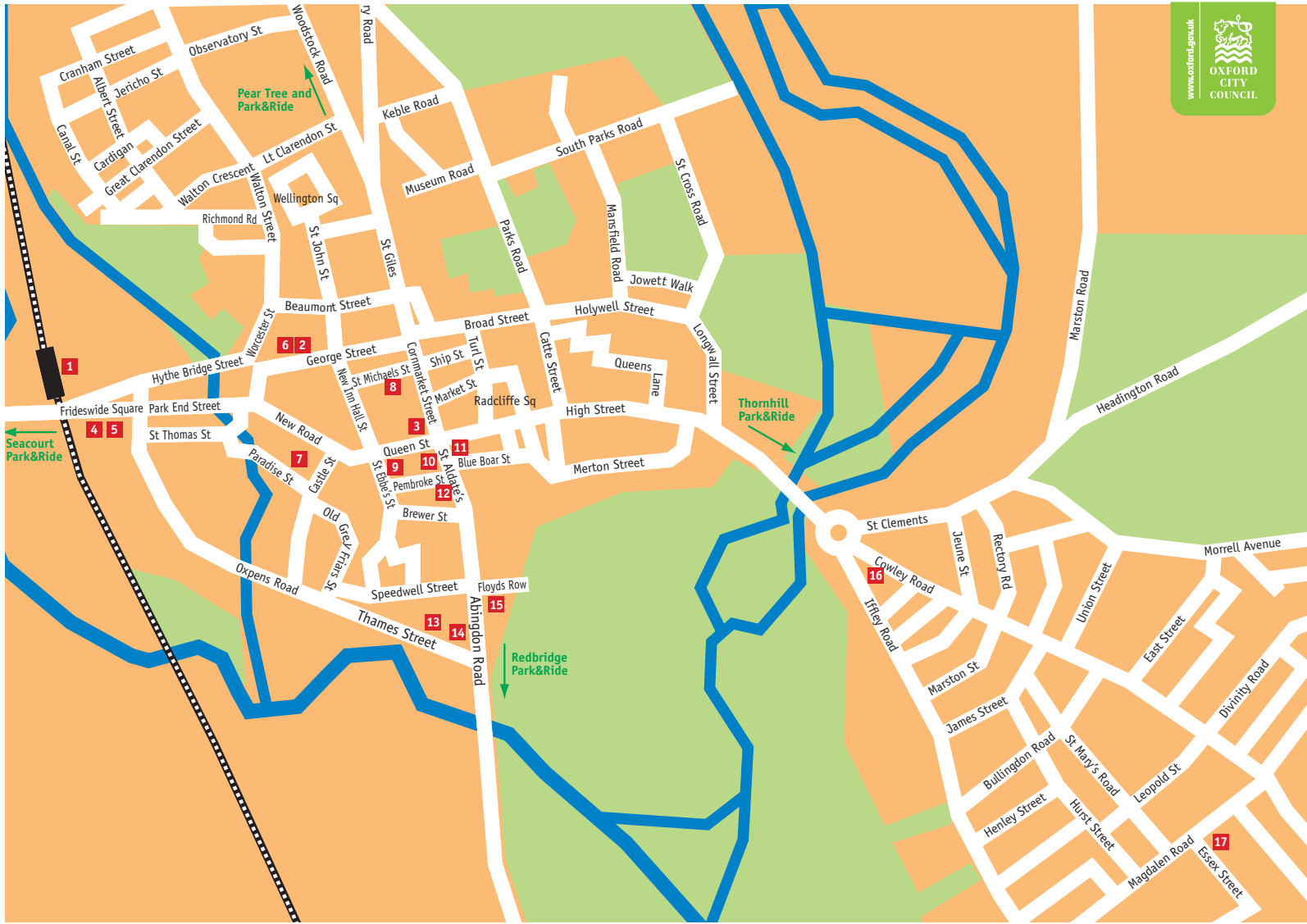
## Useful Locations

## Map of Useful Locations

Fold out to view 

- 1 Train station
- 2 Gloucester Green bus station
- 3 Carfax tower
- 4 Elmore
- 5 The Gap
- 6 Jobcentre
- 7 Simon House
- 8 Gatehouse
- 9 Oxford City Council, Ramsay House
- 10 Oxford City Council, St Aldate's Chambers
- 11 Oxford City Council, Oxford Town Hall
- 12 CAB
- 13 Luther Street medical centre
- 14 O'Hanlon House
- 15 Police station
- 16 One Foot Forward
- 17 Stepping Stone







[www.oxford.gov.uk](http://www.oxford.gov.uk)



# Survival Guide



**For homeless people  
in Oxford.**

October 2009