

Outreach at Connexions (town centre)

As above, this service provides informal support and a bridge to counselling for young people (self-referred or referred by Connexions);

It is offered fortnightly;

Wednesday, 2.00pm - 3.30pm.

Referral to emergency accommodation Night Stop

Access to emergency accommodation is facilitated by an Informal Support Worker via the Drop-In;

Off the Record can refer to Night Stop which offers emergency accommodation for up to three nights to young people aged 11-25;

Off the record can fund transport to the host.

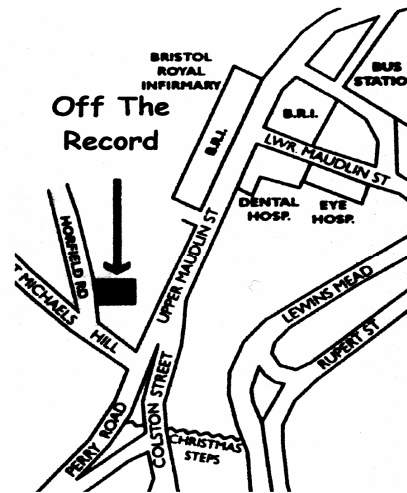
Sexual Health - C-Card Scheme

Free condoms: To be part of the scheme, use the drop-in or make an appointment via the helpline;

The C-card can be used at any venue displaying the c-card sign;

A trained male and female worker are available to answer any queries;

Location Map



2 Horfield Road
St Michaels Hill
Bristol, BS2 8EA

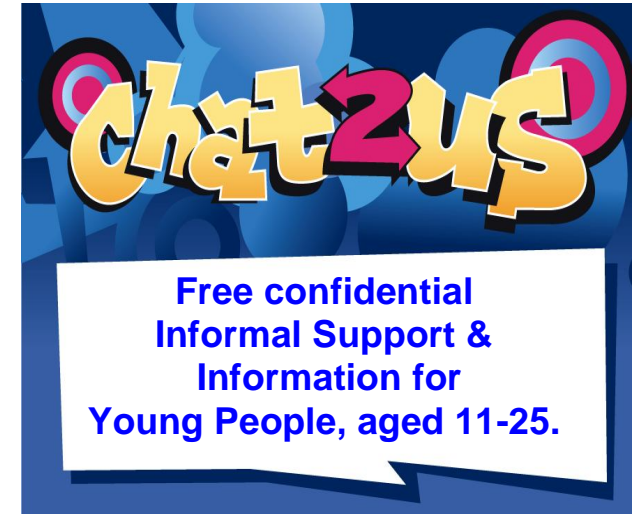
Office tel: 0117 922 6747
WebSite: otrbristol.org.uk
E-mail: confidential@otrbristol.org.uk

How you can help

If you would like to help us by making a donation, please go to the following website:

<http://www.thebiggive.org.uk/charities.php#charities&k=off%20the%20record&ob=relevance&od=DES>

OFF THE RECORD



Off The Record is a voluntary organisation, committed since 1965 to providing free & confidential counselling and informal support for young people in Bristol.

Registered Charity No: 1085351



INFORMATION

What can we help with?

We can provide practical and reliable up-to-date information on a variety of issues specific to young people (housing, debt, benefits, etc.);

We can talk to other organisations on your behalf;

Offer free access to the internet for up to one hour;

Refer you to the NitghtStop Service, which provides temporary accommodation for up to 3 nights.

How to access the service?

Call in during Drop-In times;

Phone the free Helpline;

Make an appointment with an Informal Support worker via the Drop-In or the Helpline.

Our Aims

To offer a warm, non judgemental and confidential space

To give a clear and accurate explanation of the information given and of the client's choice.

Disclaimer

This service makes every reasonable effort to offer accurate and up-to-date information. The information is for general use and not personalised.

INFORMAL SUPPORT

What is it and whom does it help?

Informal Support is a short-term confidential listening service. This means that what is talked about with the Informal support Worker will not be discussed with anyone else.

There are two exceptions to this: the first is if the client is at risk of serious harm. Any action taken will be discussed with the client first. The second is supervision which is where the Informal support worker makes sure that they are doing the best they can for their clients by talking about how they worked with a supervisor.

It is helpful for clients who need more than information and for whom counselling is not yet accessible.

It is particularly relevant to clients experiencing emotional distress or in crisis.

A one-off session of up to 1 hour is offered. If appropriate, two further sessions can be arranged.

Clients are seen in a private and confidential space.

Staff receive ongoing training and supervision and meet the standards required by Advice UK and The Telephone Helpline association.

How to access the service?

The service is accessible via the Helpline or the Drop-In, subject to staff availability. Booking an appointment is recommended.

How to reach us?

The telephone help line opening times are:

Monday	9.30am – 5.00pm
Tuesday	9.30am – 8.00pm
Wednesday	9.30am – 8.00pm

The freephone helpline is:

0808 808 9120

The drop in centre is open:

Monday	11.30am - 5.00pm
Tuesday	11.30am - 5.00pm
Wednesday	11.30am - 5.00pm