



Bristol Directory of Domestic Violence and Abuse Services

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www.bdaf.org.uk



INTRODUCTION

Domestic violence and abuse hurts, it's wrong, and it is almost always a crime. It accounts for a quarter of all reported violent crime, with an average of two and a half women being killed every week in the UK by a partner or ex-partner (130 per year)¹.

This directory is designed to be a first point of support and information for anyone working with a victim or survivor of domestic violence and abuse (DVA), or for a person experiencing DVA and looking for help and support.

Remember: you are not alone, and there is lots of support to help you.

What is domestic violence and abuse?

This is the definition of domestic violence and abuse used in Bristol:

- The misuse of physical, emotional, sexual, psychological and/or financial control by one person over another who is or has been in a relationship. This includes family members.
- Domestic violence and abuse (DVA) covers a wide range of behaviours and may be actual or threatened.
- DVA includes forced marriage, so-called "honour"-based violence, and female genital mutilation.
- DVA also includes the use of children to control an adult victim. Because of this, child abuse and domestic violence and abuse can overlap.
- DVA is usually perpetrated by men against women, but not exclusively.
- DVA is a continuing pattern of events, behaviour and coercive control.

DVA occurs in all groups and sections of society and may be experienced differently, due to, and compounded by race, sexuality, disability, age, religion, culture, class or mental health.

If you're not sure if what you're dealing with is domestic violence and abuse, call one of the numbers in the "Support Services" section and talk to someone.

Who is affected by domestic violence and abuse?

Domestic violence and abuse affects women, men and children in all groups and sections of society, regardless of race, sexuality, disability, age, religion, culture, class, or mental health. However, most domestic violence and abuse is committed by men against women, and people belonging to different groups may experience abuse in different ways. All services in this directory are open to men and women, unless indicated otherwise.



Wanting to stay or planning to leave?

The most dangerous time for a person in a violent relationship is when they are thinking about leaving, or have just left. Anyone thinking about this is advised to call one of the support services in the next section and talk to someone who can offer help with:

- Talking things through
- Forming a safety plan
- Going to court for legal protection
- Working with the police to keep safe
- Making the house secure
- Supporting any children

Here are some ideas of things to think about when creating a safety plan:

- Try to agree a safe place that you can leave to (e.g. a friend's house, or a refuge)
- Arrange an emergency signal with a friend to help you escape
- Always keep some money on you for a taxi or bus fare
- Gather together important documents or photocopies (e.g. child and other benefit records, passports, birth certificates, rent books/mortgage details) and keep them in a safe place, maybe not in your house.
- Keep a set of keys with you
- Keep a list of emergency contacts (e.g. school, GP, support services) somewhere safe
- Hide a small bag of essential items in a safe place (e.g. toiletries, baby things, child's favourite toy, personal items). Make sure the person looking after these won't tell your partner it's there

How to help someone experiencing domestic violence and abuse

Whether you are a friend, family member or professional, if someone comes to you for help, listen and don't try to take control. The following points may help:

- Take the person seriously and believe what they say (tell them: I believe you)
- Be calm and positive, but realistic
- Respect their wishes at all times. Ask what they want
- Give them time to discuss feelings and needs at their own pace. Don't ask intrusive questions, or push them to talk about something they don't want to
- Stress that they are not responsible for the abuse and that they are not alone (don't ask: what did you do to provoke him?)
- Find out if they need medical help or the police
- Use this directory to help them find an organisation which can help them, and assist them to make contact if they want to
- Don't push them to do anything they're not ready to do; they are used to planning to keep themselves safe and may be a better judge of this than you
- Particularly don't push them to leave; this is often the most dangerous time for victims, and needs to be planned for



- Help them to keep safe by making a safety plan
- Assure them of your confidentiality, or if you can't keep it (eg if a child is at serious risk so you have to report it), explain why.
- Check whether it is safe to contact them, and what the safest way is to do this

Some people take action over a violent and abusive relationship after only one incident. Others may take a long time to make this change. Still others may leave and go back several times before they are able to leave for good. None of this means that the abuse is less serious. It is important that if someone feels unable to take action, they continue to receive help and support, and an understanding response, and do not feel that you have given up on them because of their actions. There are organisations that can help people, whatever stage they are at, even if they aren't yet ready to leave.

SUPPORT SERVICES

Telephone Helplines

All helplines are completely confidential. Because of this, they can be a good source of support for women who aren't yet ready to report their abuse, or wish to be anonymous. They can also provide help and advice to friends, family, and workers.

Bristol Domestic Abuse helpline (free*, 24 hours)	0800 6949 999
National helpline (run by Women's Aid, free*, 24 hours)	0808 2000 247
Bristol legal advice line (24 hours)	0117 904 5999
Childline (free*, 24 hours)	0800 1111
Womankind Bristol (not 24 hours)	0845 064 6800
Men's Advice Line (for male victims, free*, not 24 hours)	0808 801 0327
Crimestoppers (to give anonymous information on crimes)	0800 555 111
Broken Rainbow (for LGBT victims, not 24 hours)	0300 999 5428
Respect (for perpetrators of abuse)	0845 122 8609

*may be a charge from mobiles



Bristol-based support for all victims and survivors

Next Link Domestic Violence and Abuse Service

5 Queen Square, Bristol, BS1 4JQ

Tel: 0117 925 0680

Email: enquiries@nextlinkhousing.co.uk

Website: www.nextlinkhousing.co.uk

Next Link offers domestic and sexual violence and abuse services which include a crisis response service, a safe house service, a resettlement/outreach service, a GP referral service and specialist BME and South Asian services including a forced marriage service for women and their children who are experiencing domestic violence and abuse. A needs and risk assessment is carried out and a tailored package of practical and emotional support is agreed with each woman, and the support/safety plan drawn up is reviewed regularly. One of the five safe houses is dedicated to black and minority ethnic women, and there are dedicated BME support workers in all services (see section on Services for BME People). There is also a dedicated children and young people's service for children in safe houses or in the community (see section of Services for Children and Young People).

Service open to: Women and children, including women in same sex relationships

Opening times: Monday – Friday 9am-5pm. Emergency on call phone service out of hours.

Languages spoken: Staff speak various community languages; interpreters always arranged when needed

Disabled access: Yes to office. No disabled toilet. Parking opposite. 3 safe houses have fully wheelchair accessible units.

Referrals: Self or by worker/agency

Victim Support Bristol

Tel: 0845 456 6099

Website: <http://www.victimsupport.org.uk/Help%20for%20victims>

Victim Support offer practical and emotional support to men and women experiencing domestic abuse whether or not they are in the abusive relationship.

Trained volunteers meet with clients away from the home at an agreed venue.

People do not have to report to the police to receive support from Victim Support.

Anyone can refer providing they have the person's permission. The Witness Service offer emotional support to victims and witnesses in court.

Service open to: Women and men, including in same sex relationships

Opening times: Monday – Friday 8am-8pm

Languages spoken: Interpreters always arranged when needed

Disabled access: Most visits take place in victim's home (when safe) or neutral location, so access can be negotiated. Office is accessible

Referrals: Self, via police, by worker/agency



Wish

The Gatehouse Centre, Hareclive Road, Withywood, Bristol, BS13 9JN

Tel: 0117 903 8632

Email: info@wishforabrighterfuture.org.uk

Website: www.wishforabrighterfuture.org.uk

Wish is a community based service offering practical and emotional support to victims and survivors of domestic violence and abuse, including men and children, based in Hartcliffe, Withywood or Knowle West. Support is tailored to individuals' needs, but focuses on service-users' immediate and longer-term safety, as well as assistance with issues related to housing, finance, and social isolation. There is also a dedicated worker for children of people receiving a service.

Service open to: Women, men and children, including in same sex relationships

Opening times: Monday – Friday 8.30am-4.30pm. Out of hours service available.

Languages spoken: Interpreters always arranged when needed

Disabled access: Yes

Referrals: Self or by worker/agency

Multi-Agency Risk Assessment Conference (MARAC)

This is a meeting which aims to make safety plans for high risk victims and survivors of domestic violence and abuse, and reduce their risk. Anyone who has been assessed as being at high risk can have their case referred to MARAC (the victim/survivor does not attend MARAC).

Any victim referred to MARAC will be assigned an Independent Domestic Violence Advisor (IDVA) who will represent the victim's views to the MARAC, and feed back the outcomes to the victim.

Even if a case is not high risk enough for MARAC, any victim or survivor can still access support from the agencies listed above.

For more information about MARACs:

<http://www.bdaf.org.uk/professionals/making-referral>



Survivor Groupwork Programme

Bristol runs survivor groups across the city for female survivors of domestic violence and abuse, including women still living in an abusive relationship, and women who left the relationship a long time ago.

The groups aim to educate women about the beliefs held by an abuser, the effects on children of living with abuse, and the early warning signs for the future. All groups are run by trained female facilitators.

For more information about groups in Bristol, including the nearest group's venue, day and time, please contact: Emily.Moreton@novasscarman.org or 07990 558593 or go to: <http://www.bdaf.org.uk/help-and-support/womens-groupwork-programme>.

Survivors' Forum (Wings)

Bristol has a forum for all female survivors of domestic violence and abuse, called Wings. Wings aims to give survivors a strong voice in decisions being made about domestic violence and abuse services across Bristol, and to support each other in moving on from abuse. Wings does this in a variety of ways, including coffee mornings on the last Friday of every month at a café bar in central Bristol.

For more information about the next meeting, or to get involved, please contact: Emily.Moreton@bristol.gov.uk or 0117 914 2225 or go to: <http://www.bdaf.org.uk/help-and-support/survivors-forum-wings>.

Services for Black and Minority Ethnic (BME) People

The following agencies offer dedicated services to BME people. They are not all specialist domestic violence and abuse agencies, but have knowledge of working with people experiencing domestic violence and abuse and are able to signpost them to additional help and support.

Next Link Domestic Violence and Abuse Service

5 Queen Square, Bristol, BS1 4JQ

Tel: 0117 925 0680

Email: enquiries@nextlinkhousing.co.uk

Website: www.nextlinkhousing.co.uk

Next Link offers several services specifically for BME women who have experienced domestic violence and abuse. **The BME Training, Rights, Education and Employment Service** offers culturally sensitive support to BME women to help them keep safe, access services, and develop skills to engage in the employment market. **South Asian Crisis Response Service** works with victims in crisis and needing help to access safe temporary accommodation or remain safe in their homes. This is a culturally sensitive service staffed by South Asian workers speaking a range of language including Urdu, Punjabi and Bengali. **South Asian Resettlement/Outreach Service**



provides a South Asian worker to support South Asian families in need of resettlement. In addition, each service has a dedicated BME post.

Awaz Utaoh Ltd

St Werburghs Centre, Horley Road, St Werburghs, Bristol, BS2 9TJ

Tel: 07968 621079 Email: awazutaoh2@aol.com

Website: <http://www.awazutaoh.org.uk/>

Refer, advise, advocate information to, befriend and signpost to appropriate agencies those experiencing domestic violence and abuse. Awaz Utaoh involves the whole family in their work against DVA and can offer home visits.

Specialist area: South Asian community

Referral: Self or via agency

Opening: Mon – Fri drop in 10.00am-1.00pm; thereafter appointments only

Languages spoken: Urdu, Hindi, Punjabi, English

Disabled access: Yes

Bristol and Avon Chinese Women's Group

St Agnes Church, Thomas Street, St Pauls, Bristol, BS2 9LL

Tel: 017 935 1462 Email: admin.bacwg@btconnect.com

Website: www.bacwg.org.uk

Aims to relieve sickness, hardship and distress by providing assistance, advice, representation and services amongst Chinese women in the area. Aims to advance education between the Chinese community and the local community through educational, cultural and social activities.

Opening: Mon-Fri 9.00am-5.00pm

Languages: Cantonese, Mandarin, English

Disabled access: Yes

Bristol Muslim Cultural Society (BMCS)

404 Stapleton Road, Easton, Bristol, BS5 6NQ

Tel: 0117 952 1802 Email: bmcs@bmcs.org.uk

Website: www.bmcs.org.uk

Aims to empower the Muslim community in Bristol and the surrounding area by offering advice, advocacy and information to further the educational, recreational, cultural and social needs of the Muslim community, while encouraging their active participation in mainstream society. Services include a Muslim women's support service.

Referral: self or via agency

Opening: Mon-Fri 9.30am-5.30pm; out of hours cover for emergencies

Languages: Urdu, Punjabi, English. Interpreters for other languages as required



Bristol Pakistani Community Welfare Organisation

454 Stapleton Road, Easton, Bristol, BS5 6PA

Tel: 0117 952 3031

First point of contact for Pakistani/Asian women to speak about their experience and get help and support.

Opening: Mon-Fri 9.00am-3.30pm

Languages: Urdu, Punjabi, English

Disabled access: Yes

Refugee Action

9 Hide Market, West St Philips, Bristol, BS2 0BH

Tel: 0117 941 5960 (office)

Website: www.refugee-action.org

Refugee Actions' Asylum Advice Service provides information, advice and advocacy on support and welfare entitlements to asylum seekers and to people who have newly been given leave to remain in the UK.

Referral: self or agency

Drop-in: Tuesday 10.00am-12.30pm (first come first served)

Advice line: Mon/Thur/Fri 10.00am-12.30pm & 2.00-4.00pm (free from most mobile and landlines, interpreter can be sourced). Call 0808 800 0052

Languages: Via interpreters; languages include Arabic, Somali, Kurdish Sorani, Kurdish Badini, Farsi, Turkish, Amharic, French

Disabled access: Yes

Somali Development Group

60 Old Market Street, Old Market Street, Bristol, BS2 0ER

Tel: 0117 376 3007 Email: info@sdg.me.uk

Website: www.sdg.me.uk

Text needed

Muslim Women's Helpline

A national, free, confidential helpline for Islamic women and girls in crisis.

Tel: 0208 904 8193 & 0208 908 6715

Opening: Mon-Fri 10.00am-4.00pm



Services for victims of forced marriage and so-called “honour”-based violence

Next Link

5 Queen Square, Bristol, BS1 4JQ

Tel: 0117 925 0680 Email: enquiries@nextlinkhousing.co.uk

Website: www.nextlinkhousing.co.uk

Next Link offers a forced marriage and so-called “honour”-based violence service, with a specialist worker to support victims at risk of a forced marriage, and survivors of a forced marriage. The worker is available to give advice to professionals and provide direct support to victims. Referrals can be made by an agency or self-referral.

Karma Nirvana Helpline

A national, free, confidential helpline for victims and survivors of forced marriage.

Tel: 0800 5999 247

Opening: Mon-Fri 9.30am-5.00pm (answer phone out of hours)

Website: www.karmanirvana.org.uk

Services for disabled people

Most of the services in this directory will have access for disabled service users or be able to arrange to visit a service user if offices are not accessible (information provided on individual agencies’ entries, or contact the agency directly). Signers can be arranged by all organisations.

In Bristol, there is a Disability Information and Advice Service, run by WECIL. This does not provide specific guidance on domestic violence and abuse, but may be able to guide you to help.

Telephone: 0117 983 2828 Textphone: 0117 983 2828

Email: dias@wecil.co.uk

Opening: Tuesday-Thursday 10.00am-1.00pm

Services for speakers of languages other than English

Most of the services in this directory will be able to offer interpreters for users who do not speak English; in some cases, these will be Language Line interpreters over the phone, but mostly they will be a person in the room. You have the right to ask who your interpreter will be, and to ask for a different one if that person is unacceptable to you.

Some organisations also employ staff who speak a range of languages; these are listed under “Services for BME people.”

If you need an interpreter, or someone who speaks another language, please check that this can be made available by the organisation. They might have to book someone in advance, which can take a couple of days.



Services for lesbian gay bisexual and transgender (LGBT) victims and survivors

Both Wish and Victim Support provide support for LGBT victims and survivors, whether male or female. Next Link also provides support for female LBT victims.

Broken Rainbow

A national helpline providing specialist support for LGBT victims and survivors of domestic violence and abuse.

Website: www.broken-rainbow.org.uk

Telephone: 0300 999 5428

Opening: Monday 2.00-8.00pm; Wednesday 10.00am-1.00pm; Thursday 2.00-8.00pm

Note: this number is charged at the same rate as a normal number. It will show up on your landline or mobile phone bill.

Services for male victims

Both Wish and Victim Support provide support for male victims of domestic violence and abuse, whether in a same sex or different sex relationship.

Men's Advice Line

A national helpline providing specialist support for male victims and survivors of domestic violence and abuse.

Website: www.mensadviceline.org.uk

Telephone: 0808 801 0327

Opening: Monday-Friday 10.00am-1.00pm, 2.00pm-5.00pm

Note: this is a free phone number so calls are free from landlines and most mobile phones.

Email: info@mensadviceline.org.uk

Services for children and young people

Next Link and Wish have dedicated children's workers, who will provide support to the children of any victims or survivors receiving a service there. Next Link is also able to accommodate children aged up to 16 of any gender with their parent in refuges, where their needs will be assessed and activities provided, and runs a dedicated children's resettlement/outreach service to the children of anyone receiving a service.

Childline

A national helpline for any child or young people who has a problem and needs to talk to someone

Website: www.childline.org.uk

Telephone: 0800 1111 (this is a freephone number)

Opening: 24 hours



Hideout

Women's Aid's website for children and young people living with domestic violence and abuse.

Website: www.thehideout.org.uk

Bristol BASE

Works with young people who are at risk of sexual exploitation or who are being sexually exploited. Offers practical help to young people to help them deal with immediate difficulties they face, then supports young people to think about their lives and the relationships and situations they face, so that they make better decisions to keep themselves safer and healthier. Also offers advice and help to young people who have run away from home.

Tel: 0117 934 9726

Website: www.barnardos.org.uk/basebristol.htm

Opening: Mon – Thur 8.45am – 5.00pm; Friday 8.45am – 4.30pm

Teen Abuse

A third of teenage girls suffer unwanted sexual acts in a relationship, and a quarter physical violence (NSPCC and University of Bristol research November 2009), and the same number of young people believe that it is acceptable to be abusive to a partner.

The Bristol Domestic Abuse Forum website has information and resources for anyone working with or concerned about a young person:

www.bdaf.org.uk/professionals/summer-teenage-relationship-abuse-campaign

There are also two toolkits available for people working with young people:

Expect Respect Toolkit produced by Women's Aid: www.tinryurl.com/5bmqqp

Spiralling Toolkit produced by BDAF and Safer Bristol:

www.bdaf.org.uk/professionals/spiralling-dvd-and-toolkit



WIDER SUPPORT

This section covers support for issues not specifically about but often experienced with DVA

Legal advice

If you are experiencing domestic violence and abuse, you may be able to get a court order to keep an abusive person away from you and your home. A specialist solicitor could help you with this. Many solicitors offer the first half hour of advice free of charge; check when making the first appointment. This will include advice on whether you can get support without charge, or on the cost if you cannot. If you prefer to get a court order without help from a solicitor, specialist services can help with this (see section on Bristol-specific Support Services).

The Rights of Women website also has information about this:

www.rightsofwomen.org.uk

Legal Advice Line: 24-hour domestic abuse and child abduction legal advice line 0117 904 5999

The solicitors below are accredited specialists with particular experience in working with people experiencing domestic violence and abuse, and in this area of law:

Iona Phillips

Lyons Davidson

Tel: 0117 904 5925

Address: Victoria House, 51 Victoria Street, Bristol BS1 6AD

Website: www.lyonsdavidson.co.uk

Alison Whiles

Henriques Griffiths

Tel: 0117 909 4000

Address: 18 Portlant Square, Bristol BS2 8SJ

Website: www.henriquesgriffiths.com

Louise Boustead

Wards Solicitors

Tel: 01454 316789

Address: 19 West Walk, Yate BS37 4AX

Website: www.wards.uk.com/

Carol Chrisfield

Foster & Partners

Tel: 0117 922 0229

Address: 1st Floor Office Suite, 48 Corn St, Bristol BS1 1HQ

Website: www.fostersbristol.co.uk



Sarah Hickenbotham

SH Family Law

Tel: 0117 960 1437

Address: 51 High Street, Hanham, Bristol BS15 3DQ

Website: www.shfamilylaw.co.uk

Sally Mitchell

Bobbetts Mackan

Tel: 0117 929 9001

Address: 17 Berkeley Square, Clifton, Bristol BS8 1HB

Website: www.bobbetts.co.uk

Janet Norman

Kelcey and Hall

Tel: 0117 9279604

Address: Fosters Chambers, 17 Small Street, Bristol BS1 1DE

Website: www.kelceyandhall.co.uk/

Hanni Pennelegion

Kirby Simcox

Tel: 0845 840 0045

Address: 49/50 Queen Square, Bristol BS1 4LW

Website: www.kirbysimcox.co.uk

Specialist Domestic Violence Courts

Specialist Domestic Violence Courts (SDVCs) are part of Bristol Magistrates' Court and aim to bring domestic violence crimes to court quickly, to ensure that all within the courts have an understanding of domestic violence, and to give victims the best chance of giving their evidence effectively by providing support before and during the hearings. Domestic violence cases are fast-tracked and clustered together on specific days and specially trained staff manage the process, with court rooms set aside for the SDVC. There are specialist domestic violence support workers and police officers on hand at every SDVC, and court staff have often received specialist training around domestic violence and abuse. Particular consideration is given to ensuring the safety of victims and witnesses and using all avenues available to enable them to give their evidence effectively and with the minimum of stress.

SDVCs do not run in Crown Courts (where cases are heard in front of a jury and judges have higher sentencing powers). However, some of the features, such as specialist support workers, are still available.



Eden House

Tel: 0117 958 6617

Email: enquiries@edenhouseproject.org

Website: www.edenhouseproject.org

Provides day and outreach support for women living in or returning to Bristol who are involved with the criminal justice service, and at risk of offending or re-offending. Referrals can be made by any professional working with women who fit this criteria; Eden House does not accept self-referrals.

Available support includes informal day service activities such as arts and crafts or lunch club, as well as accredited training programmes. There is also a Freedom Programme running for women attending Eden House.

Opening times: Weekdays 10.00am-4.00pm except Wednesdays.

Help with safe housing

If you are a Bristol City Council tenant, you can get help and support with housing issues by talking to someone at your local Customer Service Point. If you do not know where to find your nearest office, ring the council on 0117 922 2000 and ask.

If you are a Housing Association tenant, you can speak to your association about what help they can provide.

If you need to access alternative accommodation because of domestic violence and abuse, the following organisations may be able to help you. These are not specialist domestic violence and abuse agencies.

If you are seeking emergency accommodation after leaving an abusive relationship, and have nowhere to go, the city council is obliged to house you at least overnight, whether you are a city council tenant or not. This may mean in emergency accommodation.

Refuges

There are refuges or safe houses for single women and women with children throughout England, Wales, Scotland and Northern Ireland and abroad. There is also specialist provision for adult male victims in the south-west. Most refuges are shared houses, though some have self-contained units for family or individual use.

Refuge is available for emergency use, for periods of usually up to 2 years. All have specialist support staff who support residents with access to income, health care, basic practical needs such as clothing, longer-term recovery through employment and/or counselling. Where necessary, support staff will also help, sometimes in conjunction with other agencies, with support in drug and/or alcohol misuse and mental health support. Most refuges also have children's support workers, who work with children and parents to access education and longer-term recovery from trauma.



Rent for the refuge is either paid by Housing Benefit or by the resident herself. Some people fleeing domestic violence and abuse do not have secure immigration status in the UK and have “no recourse to public funds”. In these cases, the refuge may be able to access other funds to enable the woman and any children to stay safely.

Many individuals and families have to travel long distances to be safe and it is commonplace for refuge residents to come from far away and so it is accepted that local residence is not necessary for someone to be able to stay in a refuge or safe house in any part of the country. Refuge staff support residents to make long-term decisions about their and their children’s safety and support them either to find new permanent safe accommodation or to return to their original homes with measures in place, such as legal injunctions and/or improved locks and alarms, to make their homes safe for them.

Access to refuges/safe houses in England, Wales, Scotland and Northern

Ireland: this can be done through the local service, in Bristol this is Next Link, or through the National Domestic Violence 24-hour Helpline (0808 2000 247) or through the police, social services or local housing office. Where an individual or family need help with travel arrangements, the police or social services office may be able to help. Different refuges offer different services and some can welcome residents with broader needs than others, such as people with drugs/alcohol misuse issues, serious mental ill-health, with specialist use by women/children or particularly ethnic or faith groups etc. Most refuges do not allow pets, though many have access to temporary pet fostering while the owner is in the refuge, through the RSPCA or other local agency.

The different services that different refuges can offer are listed through the National Domestic Violence 24-hour Helpline (see above)

If you are a male victim wanting to access a refuge, you can call the Men’s Advice Line (0808 8010327 Mon – Fri 10am – 1pm, 2pm – 5pm, www.mensadvice.org.uk) who will talk you through your options and help to find a refuge place if this is appropriate for you. You can also contact Wish in south Bristol (0117 9038632, www.wishforabrighterfuture.org), or Victim Support who work city-wide (0845 456 6099, <http://www.victimsupport.org.uk/Help%20for%20victims>), both of whom can help you to find a place.



Housing Advice Team

Amelia Court, Pipe Lane, Bristol, BS1 5AS

Tel: 0117 914 1188 Email: housing.advice@bristol.gov.uk

A referral only service operated by Bristol City Council which gives housing advice and homelessness assistance to single people with support needs or families. Many domestic violence and abuse agencies will be able to make a referral into this service
Languages: English (interpreters available)

Disabled access: Yes

Novas Scarman: Dean Crescent Women's Hostel

11 Dean Crescent, Bedminster, Bristol BS3 1AG

Tel: 0117 9087 2055 Email: tracey.tudor@novasscarman.org

Referral only (via Accommodation Services Team on 0117 9141139) 21 bed women's hostel; direct emergency referrals may be taken on empty spaces. Supported 24/7 by day support and night support workers (all female)

Opening: 24/7

Languages spoken: English (interpreters available)

Disabled access: Ground floor, 4 bed spaces

Social Services Emergency Duty Team

If you need help to find emergency accommodation out of normal office hours, you can contact the Social Services Emergency Duty Team on 01454 615 165

Counselling and mental health

You may find it helpful to access counselling to help you deal with the impact of domestic violence and abuse, although this is not a substitute for specialist support and safety planning. Relate, a nationally recognised relationship counselling service, does not provide couple's counselling where domestic violence and abuse is an issue because this can put victims at further risk, but instead provides individual counselling to each member of the couple.

You can arrange free counselling through your GP, although there maybe a waiting list. If you do not want to wait, your GP may be able to provide you with contact details for independent counsellors. You may need to pay for this, although some counsellors offer reduced rates for people on benefits.

Womankind Bristol

Offer free counselling to women in Bristol on low income or benefits, private counselling at a charge for women who can afford to pay, and psychotherapy groups, as well as telephone support.

Tel: 0845 458 2914 Email: info@womankindbristol.org.uk

Website: www.womankindbristol.org.uk



Bristol Mind

Offers free one-to-one counselling for anyone over 16 experiencing mental or emotional distress, face to face or by telephone, offered by volunteers who are qualified or trained in counselling (initially 6 sessions)

Tel: 0117 980 0385 Email: counselling@bristolmind.org.uk

Website: <http://www.bristolmind.org.uk/our-services/counselling>

Second Step

Offers recovery and well-being services including supported housing, tenancy support, floating support, life skills etc to people with mental health and other support needs.

Tel: 0117 909 6630 Email: admin@second-step.co.uk

Website: www.second-step.co.uk

Health including dentists

If you are not registered with a doctor, you can visit your nearest health centre to register. If you do not know where this is, ring NHS Direct, who will be able to help you.

NHS Direct is a 24 hours a day, 7 days a week helpline offering free advice on health and local services (including dentists and pharmacies) – 0845 4647.

24 hour Accident and Emergency:

Bristol Royal Infirmary
Marlborough Street, Bristol BS2 8HW
Tel: 0117 923 0000

Frenchay Hospital
Frenchay Park Road, Bristol BS16 1LE
Tel: 0117 970 1212

Minor Injuries Unit:

Southmead Hospital
Westbury-on-Trym, Bristol BS10 5NB
Tel: 0117 950 5050
Open: 9.00am-9.00pm seven days a week

Walk-in centres:

Bristol (City Gate) NHS Walk-in Centre
33 Broad Street, Bristol BS1 2EZ
Tel: 0117 906 9600
Open: Mon-Sat 8.00am-8.00pm; Sun/bank holidays 10.00am-6.00pm



Bristol (South) NHS Walk-in Centre
5 Knowle West Health Park, Downtown Road, Knowle, Bristol BS4 1WH
Tel: 0117 903 0000
Open: 9.00am-9.00pm every day

Dentists:

Call the NHS Dental Helpline to find your nearest dentist – 08451 206 680 (Mon-Fri 9.00am-6.00pm)

Sexual health

Central Health Clinic

This provides Bristol's main sexual health clinic. They offer a range of confidential services for all ages including:

- Testing and treatment for sexually transmitted infections
- HIV and Hepatitis testing
- Contraception, including emergency contraception
- Consultation for people who have been sexually assaulted

Sexual Health Appointments: 0117 342 6900

Advice: 0117 342 6900

Pregnancy Advisory Service Appointments: 0117 927 63 62

Website: www.uhbristol.nhs.uk/sexual-health

Opening: mostly office hours, but check the website for the day and service you require

Bristol Rape Crisis

Bristol Rape Crisis is run by women for women who have experienced any form of sexual abuse or violence at any time in their lives. The helpline and face to face service is confidential and calls are charged at your usual landline rate.

Helpline: 0117 929 8868

Email: info@bristolrapecrisis.org.uk

Website: <http://www.bristolrapecrisis.org.uk>

Opening: Mon 12.00-3.00pm; Wed 6.00-8.00pm; Fri 11.00am-2.00pm



The Bridge

Provides support for male, female, and child victims and survivors of sexual assault, including:

- Sexual health information and referral services;
- Information about reporting to the police and judicial processes;
- Forensic medical facilities;
- Counselling;
- Post-sexual assault follow-up care;
- Support through the criminal justice system;
- Practical support and referrals to other community services;
- Consultation services to other professionals.

Tel: 0117 342 6999

Email: turntothebridge@uhbristol.nhs.uk

Website: www.turntothebridge.org

Opening: Mon-Fri 9.00am-5.00pm (telephone information service available 24 hours)

Safe Link

Safe Link offers support from ISVAs (independent sexual violence advisors) to victims of rape and sexual assault.

Tel: 0117 925 0680

Website: <http://www.safelinksupport.co.uk/>

Opening: Mon – Fri 9.00am – 5.00pm

Bristol BASE

Works with young people who are at risk of sexual exploitation or who are being sexually exploited. Offers practical help to young people to help them deal with immediate difficulties they face, then supports young people to think about their lives and the relationships and situations they face, so that they make better decisions to keep themselves safer and healthier. Also offers advice and help to young people who have run away from home.

Tel: 0117 934 9726

Website: www.barnardos.org.uk/basebristol.htm

Opening: Mon – Thur 8.45am – 5.00pm; Friday 8.45am – 4.30pm

Drug and alcohol support

Addiction Recovery Agency

Alcohol and drug misuse services including residential rehab, lapse provision, after care, floating support, relapse prevention, alcohol support and young persons project. Self or support worker referral; drop in or by phone.

Tel: 0117 930 0282

Website: www.addictionrecovery.org.uk

Opening: Mon – Fri 9.00am – 5.00pm



Bristol Drugs Project

Provides free and confidential support to anyone needing support with substance misuse, including recovery, counselling, relapse avoidance and a specialist women's service.

Tel: 0117 987 6000

Website: www.bdp.org.uk

Opening: Mon – Fri 9.00am – 1.00pm, 2.00pm – 5.00pm

Bristol Specialist Drug and Alcohol Service

Free service which conducts an assessment then provides a wide variety of support in response to this at locations across Bristol.

Tel: 0117 378 4500

Website: www.awp.nhs.uk

Opening: Mon – Fri 9.00am – 5.00pm

CAAD Project

Provides a drop-in space, hepatitis and liver health support, and a counselling service; accessible free of charge through self-referral. Based in Lawrence Hill.

Tel: 0117 904 2297

Website: www.bartonhillsettlement.org.uk/services/drug-and-alcohol.html

Opening:

Drop-in Mon – Fri 2.00pm – 4.00pm

Hepatitis clinic Wed 10.00am – 12.00pm fortnightly by appointment

Drug and Young People Project

Works with young people and children in contact with Social Services who are at risk of using drugs or who have problems around their drug use. It also works with those who have responsibility for these young people, and children and young people whose parents/carers are using drugs/alcohol problematically.

Tel: 0117 377 2997

Opening: Mon – Thur 8.30am – 5.00pm; Fri 8.30am – 4.30pm

Hartcliffe and Withywood Kick Start (HAWKS)

Information, advice and support services for families and young people with drug/alcohol misuse concerns, including family service, weekly drop-in, one-to-ones, focussed, interactive training around understanding of and responsibility to drugs and alcohol. Mostly south Bristol

Tel: 0117 964 2859

Opening: Mon – Fri 9.00am – 5.00pm



Knowle West Alcohol and Drug Service

A community-rooted organisation providing a range of services including free and confidential information, advice, guidance, signposting and support to family members, carers, concerned others and professionals in relation to someone else's alcohol/drug misuse.

Tel: 0117 953 3870

Website: www.kwads.org.uk

Opening: Mon – Thur 10.00am – 6.00pm; Fri 9.00am – 5.00pm

Maternity Drug Clinic

Service for pregnant clients who are current drug users or abstinent, including specialist prescribing, advice and information, family support services, and shared care.

St Michael's Hospital (Tuesday mornings) 0117 958 5488

Southmead Hospital (Monday afternoons) 0117 959 5314

Nilaari

Community-based drug treatment provider that aims to improve the emotional and physical health of adults and young people from Black & other Minority communities who misuse or are at risk of misusing drugs and alcohol in Bristol.

Tel: 0117 952 5742

Website: www.nilaari.co.uk

Opening: Mon – Thur 8.30am – 5.00pm; Fri 8.30am – 4.30pm

Serenity House (Bristol Alcoholism Recovery Service)

Serenity House provide treatment and substance abuse education to any person suffering from addiction. Services include Education and information, Treatment, Continuing care, Relapse prevention, Employment guidance, Counselling, Mentor training, Recovery Dynamics Counsellor training, Get fit - keep fit, specialist referrals. The Delta Recovery Club will also start at Serenity House in February, to support people coming off methadone and other substitute drugs.

Tel: 0117 927 7839 (Office) or 07974 139 705 (Out of Hours)

Website: www.serenityhouse.org.uk

Opening: Office hours; groups run Mon – Fri 10.00am – 2.00pm

Southmead Project/Touchstone

Touchstone provides specialist abuse counselling, and a friends and family support group (Thursday 7.00pm – 9.00pm)

Te: 0117 950 6022 or 0117 959 4809

Website: www.touchstone165.com

Opening: Mon – Thur 9.00am – 5.00pm; Fri 9.00am – 4.30pm



St James' Priory Project

Provides residential rehab, third stage supported accommodation, and a family members/carers group.

Tel: 0117 929 9100

Website: www.stjamesprioryproject.org.uk

Opening: Mon – Fri 9.00am – 5.00pm

Family members/carers support group Tues 7.00pm – 9.00pm

Young Peoples Substance Misuse Service

Provides support for young people (under 18) with problematic drug or alcohol use.

Tel: 0117 928 5729

Opening: Mon – Fri 9.00am – 4.30pm

Services for Perpetrators

Splitz Stopping Violence Programme

Structured group sessions for male perpetrators of domestic abuse who wish to change their behaviour. Consists of 30 weekly sessions followed by an optional 12 monthly sessions. Concurrent safety advice is provided to the partner. Groups are available in Wiltshire and Bristol. Must be self-referred, though this can be with a professional support worker.

Tel: 017 964 1060

Website: www.splitz.org

Integrated Domestic Abuse Programme (IDAP)

Provided through the probation service to male perpetrators convicted of domestic violence and abuse. A groupwork programme made up of 27 weekly two and a half hour sessions. Support is also provided to partners or ex-partners by a women's safety worker.

Website: <http://tinyurl.com/23submt>

Avon and Somerset Probation will also assist current offenders who are, or have been, the victims of domestic violence and abuse to access specialist support services.

Respect helpline

Helpline offering information and advice to people who are abusive towards their partners and want to stop.

Tel: 0845 122 8609 (charged as a local call)

Website: www.respect.uk.net/pages/get-help.html

Opening: Mon – Fri 10.00am – 1.00pm; 2.00pm – 5.00pm



LOCAL MULTI-AGENCY PARTNERSHIPS RESPONSIBLE FOR THIS WORK

Bristol Domestic Abuse Forum

The Bristol Domestic Abuse Forum (BDAF) is a multi-agency forum made up of representatives from voluntary and statutory organisations as well as members of the community who come together to promote a coordinated approach to tackling domestic violence and abuse in Bristol. BDAF is coordinated by the domestic abuse forum development and training coordinator with support from Safer Bristol.

The aims of the Forum are:

- To act as a lobbying and pressure group with decision-makers and the public
- To fundraise for service provision and prevention work in Bristol
- To share good practice and create actions to take forward to improve services
- To effectively collaborate with the strategy group and wider strategic structure, including two-way feedback

There is also a North Bristol Forum. For more information on the forums, or to join:

<http://www.bdaf.org.uk/professionals/forums>

BDAF also puts out a fortnightly newsletter of events, training, consultations and useful news. To be added to the mailing list email: BDAF@bristol.gov.uk with "BDAF Newsletter" in the subject line.

Safer Bristol Violence and Abuse Against Women and Girls Strategy Group

The Strategy Group takes a city-wide view of domestic violence and abuse services in Bristol, and is responsible for drawing up and monitoring the city's domestic violence and abuse strategy.

The aims of the Strategy Group are:

- To implement and renew when necessary Safer Bristol's multi-agency strategy against domestic violence and abuse, by development, monitoring and review of an Action Plan;
- To influence other partnerships' strategies to include domestic violence and abuse;
- To identify and secure partnership resources to deliver the strategy.

For more information: <http://www.bdaf.org.uk/professionals/strategy-and-sub-groups>



SUPPORT FOR PROFESSIONALS

IRIS and PROVIDE Projects

The IRIS (Identification and Referral to Improve Safety) Project supports GP practices to improve identification of and response to women aged 16 and above experiencing domestic violence, to prevent further abuse and mitigate the physical and mental health effects of previous abuse. This includes:

- Training practice teams to ask and refer
- A health education campaign within the practice
- Using a template in the patient record to prompt clinical enquiry
- A specialist advocate-educator based at Next Link who is the first point of contact for women being referred by their clinician and also provides on-going support and feedback to the practice

Contact: Jo Parker 0117 925 0680

Email: jo.parker@missinglinkhousing.co.uk

Sky Project

The Sky Project aims to:

- Educate young people on human rights through school programmes, outreach youth work and media.
- Raise awareness and educate communities on young people's rights through media and community development work.
- Educate the "host" community of the differences between arranged and forced marriage.
- Provide services to men and women who have experienced forced marriage or want to escape one.
- Provide information for young people going abroad and fearing forced marriage.

This includes providing training around forced marriage to professionals.

Contact: bristolfma@hotmail.co.uk or www.skyproject.org.uk

Bristol Domestic Abuse Forum Training and Newsletter

BDAF offers free one day training on domestic violence and abuse, including why women don't leave, the importance of a multi-agency response, and the effects on children. This runs once a month. BDAF also offers advanced training on specialist areas including working with perpetrators, supporting parents, and practical tools.

More information: <http://www.bdaf.org.uk/professionals/training>

Tel: 0117 353 4623

BDAF also sends out a fortnightly newsletter with information about resources, training, consultations, events and jobs. To subscribe, send an email to bdaf@bristol.gov.uk with "Newsletter" in the subject line.



Early Years Toolkit

The Early Years Toolkit and the two hour training that goes with it:

- highlight the issues around domestic violence and abuse and the impact on children and families;
- give guidelines on how to approach the issues;
- give advice on how to help families to access appropriate support.

This is done using the Ask, Record, Refer system.

The Toolkit pack contains a response toolkit and flowchart for practitioners, information about local and national resources, examples of leaflets, and a workbook to support the practitioner and children in exploring issues.

Tel: 0117 900 3435

Email: ruth.dawes@nhs.net

Spiralling Toolkit

'Spiralling' is an education toolkit and film for use as a resource to help prevent domestic abuse in the next generation, by carrying out activities with and for children and young people of all ages. It is designed for anyone working with children or young people from 4-18 years old, with activities targeted for each age group.

A copy of the film and toolkit can be downloaded:

www.bdaf.org.uk/professionals/spiralling-dvd-and-toolkit

References:

1. Flatley, J et al (2010) Crime in England and Wales 2009/10 Home Office Statistical Bulletin <http://rds.homeoffice.gov.uk/rds/pdfs10/hosb1210.pdf>