

*Directory of*  
**Domestic Abuse**  
**services**



**In South Gloucestershire**



The South Gloucestershire Partnership against Domestic Abuse is co-ordinated and funded by South Gloucestershire Council to improve the lives of all South Gloucestershire residents



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Researched and written by South Gloucestershire Partnership against Domestic Abuse.

All of the information in this Directory was accurate at the time of publishing. If you notice any out of date details or have any comments or suggestions for the next edition please contact the South Gloucestershire Partnership Against Domestic Abuse on: 01454 868761 or [communitysafetyteam@southglos.gov.uk](mailto:communitysafetyteam@southglos.gov.uk)

*Date of publication – July 2013*



## 1. Introduction

**Every week in the UK, two women are unnecessarily killed at the hands of a violent partner or family member; domestic abuse has devastating effects on families and thousands of people are living in constant fear.**

A victim of domestic abuse has often suffered a long history of abuse and control before reporting any of their experiences. It is important that when a victim takes the initial step they are met with an appropriate and sensitive response. If someone tells you about domestic abuse and you can access information to help them, or point them in the direction of someone who can, you could just **save their life.**

This directory has been produced to provide a first point of support and information for people experiencing domestic abuse and agencies supporting people who are living with domestic abuse.

Seeking help is a positive step in ending the abuse and living your life free from fear and violence. Victims of domestic abuse are not alone; there is lots of help available.



## The scale of the problem:

- **TWO** women are murdered **EVERY WEEK** in the United Kingdom by their current or former partner
- **ONE** in **FOUR** women and **ONE** in **SIX** men will experience domestic violence at some point in their lives
- **ONE** in **THREE** child protection cases show a history of domestic abuse to the mother
- On average a woman will endure **35** incidents of domestic violence before reporting it to anyone

## What is domestic abuse?

The definition of Domestic Abuse adopted by the South Gloucestershire Partnership Against Domestic Abuse Forum is:

***“The use, attempt or threat of violence; whether physical, emotional, sexual, psychological or economic, within an intimate and/or family-type relationship. Domestic Violence/ Abuse forms a pattern of coercive and controlling behaviour”***

\*Domestic Violence/Abuse occurs across society, regardless of age, gender, race, sexuality, wealth and geography. Research shows, however, that it consists mainly of violence by men against women and it is not necessary for partners to have cohabited.

Domestic Violence and Domestic Abuse are used interchangeably within this document, and it is hereby acknowledged that they both refer to the above definition.

Domestic Violence/Abuse covers a range of behaviours, it can take the form of emotional and psychological abuse including being controlled, feeling intimidated and being told what to do. It may be physical abuse, such as being hit or burnt and made to do things you do not want to. The abuser could be your partner or family member; it may be that they control you by not letting you have access to money or isolating you from friends and family.

If you are not sure whether what you are experiencing is domestic violence, please call one of the specialist services in this Directory and talk to a support worker.

## Who is affected by domestic violence?

Domestic violence knows no social boundaries; people can be victims regardless of their age, sexuality, gender, ethnicity, disability, wealth or geography. The vast majority of domestic violence is perpetrated by a man against a woman; therefore, the female pronoun may be used for the client reporting domestic violence within this directory. This is not to deny that same sex and female on male violence occurs.



## Action in South Gloucestershire

The **South Gloucestershire Partnership Against Domestic Abuse (SGPADA)** was originally formed in 1996 and boasts a membership of around 20 statutory and voluntary agencies as well as service users who all advocate a collaborative and consultative approach to the strategic and operational response to domestic abuse. The SGPADA aims to achieve

- *an increased 'zero- tolerance attitude to abuse/violence*
- *the implementation of robust initiatives and policies that work to prevent, protect and provide for all individuals and families affected by domestic abuse.*
- *a collaborative effort that acknowledges the intrinsic links with safeguarding children and adults.*
- *to ensure an appropriate multi agency response to domestic abuse that will positively change the lives of those affected so that they may no longer live in fear. If you would like more information please contact the South Gloucestershire Partnership Against Domestic Abuse on 01454 868751*

*email: [saferandstronger@southglos.gov.uk](mailto:saferandstronger@southglos.gov.uk)  
[www.southglos.gov.uk](http://www.southglos.gov.uk)*

*postal address: South Gloucestershire Council,  
Safer and Stronger Communities, PO Box 2078, Council Offices,  
Castle Street, Thornbury, South Gloucestershire BS35 9BJ*

## The Strong Safer communities division within

South Gloucestershire Council is responsible for coordinating the multi agency response to domestic abuse in South Gloucestershire.

The following training is offered to those working within South Gloucestershire.

- *Identifying and responding to families experiencing domestic abuse (for information please email [hrworkforcedevelopment@southglos.gov.uk](mailto:hrworkforcedevelopment@southglos.gov.uk))*
- *MARAC/DASH training (note that sessions are limited, so please contact the partnership on the contact details provided).*

## South Gloucestershire Domestic Violence Multi-Agency Risk Assessment Conferences (MARACs)

In May 2006 South Gloucestershire became the first area in Avon and Somerset to establish Multi-Agency Risk Assessment Conferences (MARACs), a best practice initiative supported by the Home Office. The MARACs are held on a four-weekly basis and are designed to identify and support the highest-risk cases of domestic violence in the area and to implement a multi agency action plan to support victims and their children with the aim of preventing repeat incidents of violence/abuse.



## **South Gloucestershire Specialist Domestic Violence Court (SDVC)**

In January 2007 South Gloucestershire established a Specialist Domestic Violence Court (SDVC) at North Avon Magistrates Court in Yate. The South Gloucestershire SDVC operates on a cluster formation; which involves all domestic violence cases being heard on a Wednesday, when two courtrooms are dedicated for this purpose. As part of the process of establishing the SDVC, a programme of specialist training was delivered to individuals from all agencies linked with the Criminal Justice System (CJS) and specialist witness/victim support services. On Wednesdays North Avon Magistrates Court has a dedicated secure witness suite for victims/ witnesses to use, which is accessed separately from the main Court, is manned by a security guard and has practical and comfortable facilities for use during your visit to the Court.



## 2. How to help someone experiencing Domestic Violence

### Good Practice Guidelines for 'asking the question':

The aim of this section is to establish some minimum standards for the quality of response received by those reporting domestic violence.

#### *What is the point in helping when she is just going to go back?*

Some women leave a violent and abusive relationship after one incident; others may take years to make this change in their lives. This does not mean that the violence is less serious.

Many women find it very difficult leaving a relationship and a home that they may have spent years building. It is particularly hard if the person they are leaving or complaining about is the parent of their child. Many women want the violence to stop but do not want to end the relationship. Others may fear what their partner will do if they leave – statistically the most dangerous time for a woman during a violent relationship is at the point of leaving.

If a woman decides to return to a violent relationship, this is her choice. However, it is important that she is able to continue to get help and support and is not turned away or embarrassed if she asks for help again. Her return does not mean that she is at fault or that the violence is not serious; there may be many pressures, which force her to return.





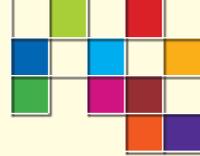
Whatever the reason a woman asks for help she should receive a helpful and sympathetic response from both statutory and voluntary sector workers.

**All professional workers and volunteers should follow these broad principles when working with women in violent relationships. Your agency should have Domestic Violence Procedures: find out what they are.**

The following guidelines give some useful points for working with or interviewing someone who has experienced violence and/or abuse and needs help:

- **Never assume that the violence is not serious.** *Some people will minimise their experience or only refer to less serious incidents. Always assume that they are at real risk and give them information accordingly, so that if an emergency occurs they will know what to do.*
- **Victims may need to leave home as a matter of urgency** or with little notice. *Overleaf is a checklist of helpful things to take with them, photocopy this and share it.*
- **Reassure the client that there are many agencies that can help.** *The important thing is that she feels supported. If you feel that you are not the best person to provide advice contact one of the specialist agencies listed.*
- **If possible, interview the client somewhere private.** *They will not want to discuss their private life in public.*

- **Some people may want a friend or family member with them at the interview.** *Other victims may have friends or a family member with them who they don't want present but are unable to say. Check with them, in a discreet way, to find out what they'd prefer.*
- **If the client has brought children with them ask if someone else can look after them.** *If this is not possible try to provide some toys to keep them occupied. It is important to remember that the children may be traumatised and may not want to leave their parent. Do not make anyone feel unwelcome – continue the interview with the children present if the parent agrees to this.*
- **Have as much information available as possible before the interview begins.**
- **When in an interview situation assess the communication needs of the interviewee** e.g. provide an interpreter for people who do not speak English or a sign language interpreter for victims who are deaf. Agencies should consider how they could provide interpreters before the need arises. It may be worth considering a subscription to a service such as Language Line.
- **If you provide information offer this to the client in a written format** in appropriate languages so that they can refer back to them when less upset.
- **Before arranging the interviews allow yourself plenty of time.** *The client may get upset and require some personal space before or during the interview.*
- **Don't rush them: be patient and supportive.**



## Planning to leave?

This checklist has been put together for people who are planning to leave an abusive relationship:

- ✓ **Money:** ensure you have enough money put away in case you need a taxi, bus, coach or train fare quickly. Ensure you have your cheque, saving and giro books, credit cards, current and unpaid bills
- ✓ **Child benefit / other benefit books:** these will have your National Insurance Number which you will need to make a claim for other benefits
- ✓ **Passport:** make sure you take your children's passports if they have them
- ✓ **Other legal, financial papers:** for example, medical, marriage and birth certificates, rent books, mortgage details
- ✓ **Keys:** have an extra set made of house, car and office keys
- ✓ **Emergency addresses and contact numbers:** school, GP, Domestic Violence agencies (get a copy of the South Gloucestershire Domestic Violence Forum purse-sized directory) - Ensure that they are always with you
- ✓ **Medicine and baby provision:** nappies, baby milk, food
- ✓ **Clothes:** take the essential items and extra clothes for the children
- ✓ **Children's toys:** sometimes it is difficult to carry much but your children may be confused and upset by what is happening and a special toy or comforter can help settle them

✓ **Personal items:** photographs, diary, jewellery, small items of sentimental value

You may need to leave some of these items at a friend's house so that you can escape quickly if you need to.

**In an emergency it is always better to leave something or everything behind than put your and your children's safety at risk.**

Neither Survive nor Next Link can take pets in their refuges, but both agencies will do their best to find them a temporary home.

Sometimes a police or welfare officer will escort you to fetch your belongings at a later date. If there is a dispute over what you can take get this sorted out through legal action.



### 3. Specialist domestic violence support services

**Please note these are not emergency services, if you or your children are in immediate danger always call 999 and ask for the Police.**

**Survive: 0117 961 2999 (women only)**

*PO Box 61, Bristol BS15 8XJ*

*fax: 0117 9677 033*

*email: [info@survivedv.org.uk](mailto:info@survivedv.org.uk)*

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

*Phoneline: 9am-12pm and 1-4pm Monday to Fridays*

*Otherwise there is an answer phone, which is checked regularly.*

Survive is a South Gloucestershire based agency who provide support, accommodation, information and education to women and children, who are or have experienced domestic violence. We also provide support and information for other professionals working with domestic violence.

Core services of Survive are:

- *Safe, temporary, supported accommodation in safe houses for women and their children fleeing domestic violence.*
- *A dedicated children and young people's team who offer individual and family support and activities for all ages both in our safe houses and in the community.*





- *An outreach service that offers support and information to women and their children who wish to and are able to remain in the community.*
- *A resettlement service for women and families moving on from the Refuges.*
- *Support and education groups.*
- *Disabled access.*
- *IDVA support which includes advocacy and information about options, support to secure civil injunctions and through a prosecution, including accompanying women to court and child contact matters*
- *Freedom 16 – 24 – a group work programme aimed specifically at younger women who have experienced domestic abuse.*
- *Information sessions at three locations across the county to get immediate advice and support.*
- *Back on Track – a programme of group support for 7-11 year olds and for older children for 11-17 year olds.*
- *New Futures for Families a project that works to prevent domestic abuse based in schools alongside teachers and offers a programme of Parenting Workshops*
- *A new pilot project for a year from April 2013 supporting men and women who present with injuries or symptoms of abuse at Frenchay hospital Emergency Department*

## **Next Link (Domestic Abuse Services) 0117 925 0680 (women only)**

*Link House, 5 Queen Square, Bristol, BS1 4JQ*

*fax: 0117 929 3290*

*email: [enquiries@nextlinkhousing.org.uk](mailto:enquiries@nextlinkhousing.org.uk)*

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

*Open: Mon- Fri 9am- 5pm*

Next Link is a Bristol based agency, their services include a crisis response service, a safe house service and a resettlement service for women and children who are experiencing domestic abuse. Women can self refer or be referred by another worker or agency.

- *One of the four safe houses is dedicated to black and minority ethnic women and there are dedicated black and minority ethnic support worker posts in all three next link services.*
- *Dedicated children and young people's service for children both in the safe houses and living in the community.*
- *Disabled access limited to the office – ramp to office front door, no disabled toilet.*
- *Parking opposite.*
- *Two safe houses have fully wheelchair accessible units.*



## Freedom programmes:

The Freedom Programme is a 12-week rolling programme open to any woman who wishes to learn more about the reality of domestic abuse. The programme aims to:

- *Help women understand the beliefs held by abusive men and in so doing recognise which of these beliefs they have shared.*
- *Illustrate the effects of domestic violence on children*
- *Assist women to recognise potential future abusers*
- *Help women gain self-esteem and develop their confidence to improve the quality of their lives*
- *Introduce women to local domestic abuse services that can help them*

Contact **Survive** (details above) for details of where programmes are running in South Gloucestershire.

**Victim Support** supports victims of all crimes. The Victim Care Unit provides a thorough needs assessment, onward referrals if appropriate, and ongoing provision of one to one emotional and practical support in the community by specialist trained volunteers, for men and women experiencing domestic abuse. Services are free, and fully confidential, and self-referrals are welcomed. Victim Support also runs the Witness Service, providing specialist pre and on the day court support to victims, witnesses and their families, in all criminal courts in Avon, including the Specialist Domestic Violence Court.

- **Victim Support Local helpline: 0845 456 6099**  
*Mon-Sat 9.00-5.00pm*  
*email: [avonvale.team@victimsupport.org.uk](mailto:avonvale.team@victimsupport.org.uk)*  
*[www.victimsupport.org.uk](http://www.victimsupport.org.uk)*

## Specialist helplines:

- **National 24 hour Domestic Violence helpline: 0808 200 0247**  
*(Run by Women's Aid Federation of England and Refuge). This national Freephone helpline gives support, help and information over the telephone for the cost of a local call. They will discuss the options available to the caller and, where necessary, refer them on to other sources of help and information available nationally. They have a database of refuge spaces available throughout the U.K.*
- **Domestic Abuse Freephone Support Line (DAFFS) 0800 694 9999**  
*Providing details and redirection to local services for victims of domestic violence, their family and friends.*
- **Childline: 08000 11 11**
- **Womankind: 0845 458 2914**
- **Respect: 0845 122 8609**  
*text: 07924 818 326*  
*email: [phoneline@respect.uk.net](mailto:phoneline@respect.uk.net)*  
*[www.respectphoneline.org.uk](http://www.respectphoneline.org.uk)*  
*Specialist national service offering support to people perpetrating domestic abuse to help stop their abusive or violent behaviour.*



## Men experiencing domestic violence

Statistics indicate that by far the highest proportion of domestic violence is male on female. Also, on average, male victims are far less upset by their experience, considerably less frightened, less often injured and less likely to seek medical help (British Crime Survey). In addition, homicide statistics for England and Wales consistently show that around 25% of all female murder victims are killed by a former or current partner, for men this figure is around 8%. (House of Commons Research Paper, 99, Richards, Patsy)

The above figures indicate that domestic violence is a predominantly male on female crime, however, this does not deny the very real problems faced by men experiencing domestic violence: the perceived stigma and sense of isolation may make it very difficult to report this crime or seek help. Most of the agencies under the subject headings will offer advice to men. However, please note that Survive and Next Link are women only services.

### **Men's Advice Line and Enquiries (MALE) 0808 8010 327**

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

Provides a range of services aimed primarily at men experiencing domestic abuse from their partner. They offer emotional support, practical advice and signposting to services including housing and legal options. MALE also offer advice to professionals working with male victims of domestic abuse.

## Same sex relationships

Although most known violence takes place between heterosexuals, violence also occurs in same sex relationships. One of the problems, which many gay men and women face in raising this issue, is the lack of seriousness with which it may be treated. There is often a view that violence within a same sex relationship cannot be as severe as it is between men and women, yet the physical injuries can be equally as serious and the emotional and psychological abuse is as damaging as in heterosexual relationships.

**Survive** and **Next Link** offer support to gay women who have been abused. In addition, most of the agencies listed elsewhere will provide assistance to people regardless of their sexual orientation.

- **London Lesbian and Gay switchboard**

**Helpline: 0300 330 0630 10am-11pm**

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

*A 24- hour switchboard for lesbians and gay men. It offers information, support and referrals. A minicom is always available.*

- **Bristol Lesbian and Gay Switchboard (BLAGS)**

**0117 922 1328**

*email: [email@Bristolblags.org.uk](mailto:email@Bristolblags.org.uk)*

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

*Offers advice, support and information for lesbians, gay and bisexual people, for those questioning their sexuality and for those who are concerned about a friend, relative or client.*

- **Broken Rainbow Helpline: 08452 604 460**

*Mon-Thurs 2pm- 8pm & Wed 10am-1pm*

*www.broken-rainbow.org.uk*

*A helpline service for lesbian, gay, bisexual and transgender people who are experiencing domestic violence*

*If possible please call during office hours.*

## **Older people**

Although domestic violence is an issue for all ages older people may have additional concerns and problems. All agencies listed, except those specifically listed, as being for young people, will give advice and help.

**Action on Elder Abuse National helpline: 080 8808 8141**

**020 8765 7000** (Office)

*email: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)*

*www.elderabuse.org.uk*

*Open: Mon- Fri 10:00-16:30*

An agency, which can give specialist help targeted at older people. Offers a free phone helpline for anyone concerned about elder abuse.



## 4. Police and legal services

Domestic Violence is a crime and **Avon and Somerset Constabulary** is committed to providing a quality service to victims of Domestic Violence, focusing on the arrest and prosecution of offenders. The force has specialist officers and a positive Domestic Violence policy. They will attend all calls relating to Domestic Violence, ensure the safety of vulnerable parties, including children and secure and preserve evidence.

You have the right to Police help if you are being hurt, no matter who is hurting you.

- ***In an emergency always dial 999***
- ***Avon and Somerset Constabulary non emergency number 101***  
*www.avonandsomerset.police.uk*  
*Can direct you to your local station or Domestic Abuse Investigations Team.*
- ***South Gloucestershire Safeguarding Coordination Unit. Contact the Police 101***  
*A team of police officers and staff specialising in Domestic Violence or Abuse.*
- ***Bobby Van (contact via the Police above on 101)***  
*Avon and Somerset Constabulary have a free Bobby Van Service to provide security and carpentry service to make your house secure and make you feel safer. Contact the police Safeguarding Coordination Unit for more information.*





- **Handy Van: 01454 863857**

*South Gloucestershire Council offer a Handy Van home security scheme; a free of charge carpentry and security service to improve the security of your home and make you feel safer.*

**Legal advice** can be sought from various organisations, which can provide details of solicitors and support services for those experiencing domestic violence:

- **Citizens' Advice Bureau: 0870 121 2019**

*www.citizensadvice.org.uk*

- **Avon and Bristol Law Centre: 0117 924 8662**

*2 Moon Street, Stokes Croft, Bristol, BS2 8QE*

*www.ablc.org.uk*

*email: www.ablc.org.uk*

- **Rights of Women helpline: 0207 251 6577**

*Helpline open Tues, Weds, Thurs 2-4pm and 7-9pm.*

*52-54 Featherstone Street, London, EC17 8RT*

*www.rightsofwomen.org.uk*

*A free legal advice line and website on family law, divorce, separation and parenting issues.*

- **Legal Services Commission helpline: 0845 345 4345**

*Helpline open 9-5, with answer phone service out of hours.*

*www.legalservices.gov.uk*

*A free legal advice line and website on the law and entitlement to legal aid.*

If you are experiencing domestic violence you may be able to get help from a specialist solicitor to keep an abusive person away from you and your home. (see overleaf)

### **Solicitors:**

The solicitors listed to the left have informed the SGPADA that they provide services in Family Law and will seek injunctions on a client's behalf. Many offer a free or a reduced rate initial consultation or can offer legal aid; check with the office upon first contact. The omission of a solicitor from this list does not necessarily mean that they do not provide family law services or help clients gain injunctions: check with your local solicitors to find out how they can help.

The **Solicitors' Family Law Association** has a list of solicitors who specialise in injunction proceedings. They can be contacted on 01689 850227.



| <b>Name of Solicitors:</b>    | <b>Address</b>   | <b>Telephone</b>                             |
|-------------------------------|--|--|
| <b>Burroughs Day</b>          | 14 Charlotte St, Bristol   | <b>0117 929 0333</b>                         |
| <b>Foster &amp; Partners</b>  | 48 Corn Street, Bristol  | <b>0117 922 0229</b>                         |
| <b>Gordon Lowe &amp; Co</b>   | 132 Station Rd, Yate   | <b>01454 326 833</b>                         |
| <b>Henriques Griffiths</b>    | 107 High St, Winterbourne  | <b>0117 932 7574</b><br><b>01454 854 000</b> |
| <b>Montague Harris</b>        | 79 Broad Street,<br>Chipping Sodbury.  | <b>01454 322 722</b>                         |
| <b>Kirby Sheppard</b>         | 111-117 Regent Street,<br>Kingwood and 36 High<br>Street, Thornbury                        | <b>0345 840 0045</b>                         |
| <b>Brain Sinnott &amp; Co</b> | 713-715 Fishponds Road,<br>Fishponds, Bristol.   | <b>0117 965 1030</b>                         |
| <b>Wards</b>                  | Hynam Court, Eclipse Office<br>Park, 20 High Street, Staple<br>Hill.<br>19 West Walk, Yate | <b>0114 943 4800</b><br><b>01454 316 789</b> |



## 5. Children, young people and families

Domestic violence/abuse will inevitably have a dramatic effect on children and young people, whether they are experiencing it directly or witnessing it. South Gloucestershire has some excellent services for children and young people but few specifically aimed at children growing up with or living with domestic violence. Survive have a dedicated children and young people's team who offer individual and family support and activities for all ages both in their safe houses and in the community.

- **Survive: 0117 961 2999 (Women Only)**  
*PO Box 61, Bristol, BS15 8XJ  
fax: 0117 9677 033  
email: [info@survivedv.org.uk](mailto:info@survivedv.org.uk)  
[www.survivedv.org.uk](http://www.survivedv.org.uk)  
9am-12pm and 1pm -4pm Monday to Fridays. Otherwise there is an answer phone which is checked regularly.*
- **South Gloucestershire Child Protection Procedures**  
*[www.swcpp.org.uk](http://www.swcpp.org.uk)  
A new user-friendly website with up to date Child Protection Procedures without the jargon.*
- **Children's social care First Point referral service: 01454 866000**  
*South Gloucestershire Social Services is committed to using its statutory powers and duties to protect vulnerable children and adults from harm. The department is committed to keeping*





children with their families wherever possible and will want to work with a prospective parent whilst respecting their choices in relation to their violent partner. This means that they will seek to devise strategies with them, which keep them and their children safe.

- **Education Department please contact First Point on: 01454 866000**

Parents who have recently fled domestic violence may need to change their children's schools. For information on how to do this contact First Point on the number above.

If children are displaying behavioural problems at school there are specially trained staff within First Point who can help: contact them as above.

- **Childline: 08000 11 11** (24-hour Helpline)

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

Providing support for children and young people in distress.

- **NSPCC: 0808 800 500** (24-hour Helpline)

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

Offering support for anyone concerned about the well-being of a child or young person.

- **Connexions West helpline: 080 800 13219**

[connexionswest.org.uk](http://connexionswest.org.uk)

Website: [www.direct.gov.uk/en/YoungPeople](http://www.direct.gov.uk/en/YoungPeople)

Linked with learning partnership west

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

[enquiries@lpw.org.uk](mailto:enquiries@lpw.org.uk)

- **Off the Record: 0808 808 9120**

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

Advice, counselling and support for young people.

- **Family Lives: 0808 800 2222**

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

Offers support and advice for anyone caring for a child or young person.

There are currently 25 youth centres and projects within South Gloucestershire, that can provide young people with advice and support. Full details of local youth centres can be found at [www.southglos.gov.uk](http://www.southglos.gov.uk) (search for youth centres in index)

- **Children's centres in South Gloucestershire**

provide a range of services at neighbourhood level supporting all parents and carers.

For more information on your local children's centre visit [www.southglos.gov.uk](http://www.southglos.gov.uk) (search children's centres) or contact 01454 868008

- **The Hideout**

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

Website aimed to help children and young people to understand domestic abuse and how to take positive action.



## Violent children

Sometimes parents may be subjected to violence by their children. If there are mental health or substance misuse issues parents could try the agencies listed in the relevant sections. In addition, the following organisations offer help to parents of children who are violent:

- **Tulip (Together United Living in Peace): 0151 637 6363**  
*email: tulipgroup@hotmail.com*  
*The group offers support for people experiencing violence from their offspring. There is usually an answer phone on. If callers leave their details someone will get back to them with no charge.*
- **Family Lives: 0808 800 2222**  
*www.familylives.org.uk*  
*Offers support and advice for anyone caring for a child or young person.*  
*The helpline is staffed by trained volunteers who have experience of being parents*



## 6. Accommodation/housing and finance

Most people leaving a relationship will have accommodation matters to sort out. Those who have experienced domestic violence may find these matters further complicated and stressful. The situation they are in also gives them some additional rights.

If you live in a **property owned** by a registered social provider you should speak to your housing officer if you are experiencing problems. If you are homeless you should seek advice from the South Gloucestershire Council HomeChoice Team on 01454 868005/homelessness@southglos.gov.uk

If you live in **owner occupied or privately rented** accommodation you may need advice on how to ensure you do not lose your home. Advice is best sought from a specialist housing advice centre or a solicitor or law centre: **see the section on police and legal services.**

- **Shelterline: 0808 800 44 44**  
*National housing advice line.*
- **Survive Women's Aid: 0117 961 2999**  
*Offers refuge accommodation and advice on housing issues.*
- **Next Link Domestic Abuse Service: 0117 925 0680**  
*Offers refuge accommodation and advice on housing issues.*





- **South Gloucestershire Council**  
**Homechoice Team: 01454 868005**  
email: [HomechoiceTeam@southglos.gov.uk](mailto:HomechoiceTeam@southglos.gov.uk)  
South Gloucestershire Council, Civic Centre, High Street,  
Kingswood, South Glos BS15 9TR  
For housing advice, homelessness and to apply to the housing  
register.  
[homelessness@southglos.gov.uk](mailto:homelessness@southglos.gov.uk)/ 01454 865496
- **South Gloucestershire Council**  
**Emergency Duty Team: 01454 615165** (Out of Hours)
- **Merlin Housing Society**  
[www.merlin.co.uk](http://www.merlin.co.uk)  
email: [enquire@merlin.co.uk](mailto:enquire@merlin.co.uk)  
Yate office 01454 821100  
Patchway office 01454 821500  
Kingswood office 01454 821300
- **Out of Hours Housing Department: 01454 86 86 86**  
For out of hours contact with the housing department contact  
the main council switchboard.
- **Avon and Somerset Constabulary: 101**  
For help or if you are emergency homeless out of hours, contact  
the police and explain the situation.
- **Bristol Cyrenians: 0117 987 2055**  
c/o 11 Dean Crescent, Bedminster, Bristol BS3 1AG  
fax: 0117 987 2681  
Dean Crescent is a house for women run by women. It offers  
somewhere safe to stay for up to three months, and support and  
advice on housing and welfare benefits.
- **CHAS (Bristol) Housing Advice Centre:  
0117 935 1260**  
PO Box 2219, Bristol BS99 7HH  
Provides advice, information and advocacy for homeless people  
and people in housing need. Level access to ground floor office  
but no access to W.C.
- **Shelterline: 0808 800 4444**
- **Other housing providers in South Gloucestershire**  
  
The Abbeyfield Society:  
29 Alma Vale Road, Clifton, Bristol BS8 2HL  
Tel: 01179 736 997  
email: [e-mail@abbeyfield-bristol.co.uk](mailto:e-mail@abbeyfield-bristol.co.uk)  
  
Anchor Trust:  
Milestone Place, 100 Bolton Road, Bradford BD1 4DH  
Tel: 0845 140 2020  
Website: [www.anchor.org.uk](http://www.anchor.org.uk)  
  
Bristowe Housing Association:  
Milsted Langdon, One Redcliff Street, Bristol BS1 6NP  
Tel: 0117 945 2500  
  
Bromford Housing Group:  
9 Shaw Park Business Village, Shaw Road,  
Wolverhampton WV10 9LE  
Tel: 0330 1234 034  
email: [customerservices@bromford.co.uk](mailto:customerservices@bromford.co.uk)



*Elim Housing Association:*

*Units 3 & 4, Pinkers Court, Briarlands Office Park, Gloucester Road,  
Rudgeway, South Gloucestershire BS35 3QH  
Tel: 01454 411172  
email: info@elimhousing.co.uk*

*Riverside ECHG:*

*12 Dowry Square, Hotwells, Bristol BS8 4SH  
Tel: 0845 111 0000  
email: info@riverside.org.uk*

*English Rural Housing Association:*

*Hall House, 9 Graphite Square, Vauxhall Walk, London SE11 5EE  
Tel: 020 7820 7930  
email: info@englishrural.org.uk*

*Guinness Trust:*

*Building C, Estune Business Park, Wild, Country Lane, Long Ashton,  
Bristol BS41 9FH  
Tel: 01275 395 300  
email: enquiries@guinnesshermitage.co.uk*

*Jephson Housing Association:*

*450 Woodlands Court, Ash Ridge Road, Bradley Stoke,  
Bristol BS32 4LB  
Tel: 01454 618 822  
email: bristol@jephson.org.uk*

*Kings Barton Housing Association:*

*5 Moravian Road, Kingswood, Bristol BS15 8LY  
Tel: 0117 961 1171*

*Knightstone Housing:*

*Western GateWay Business Park, Weston-Super-Mare BS24 7JP  
Tel: 08458 729729  
email: talktous@knightstone.co.uk*

*Places for People:*

*1-3 Surrey Street, St Pauls, Bristol, BS2 8PS  
Tel: 0117 970 4573  
email: contactcentre@placesforpeople.co.uk*

*Raglan Housing Association:*

*Unit 4, Vincent Court, 89 Soundwell Road, Staple Hill BS16 4QR  
Tel: 0800 011 6420  
email: hsc@raglan.org*

*Curo Housing Association:*

*The Maltings, River Place, Lower Bristol Road, Bath BA2 1EP  
Tel: 01225 366000*

*Sanctuary:*

*Estuary House, Peninsula Park, Rydon Lane, Exeter EX2 7XE  
Tel: 0800 083 9283  
email: Southwest@sanctuary-housing.co.uk*

*Solon South West Housing Association:*

*1 Newfoundland Court, St Paul Street, Bristol BS2 8AN  
Tel: 0117 924 4071  
email: solon@solonswha.co.uk*

*South Western Housing Society:*

*504 Worle Parkway, Weston-Super-Mare, North Somerset BS22 6WA  
Tel: 0844 915 0025  
email: customerservices@swhs.org.uk*



*Sovereign Housing Association:  
Sovereign Housing Group Ltd  
Unit 11, Brabazon Office Park, Golf Course Lane, Filton, Bristol BS34  
7PZ Tel: 0117 317 0700  
Website: [www.sovereignliving.org.uk](http://www.sovereignliving.org.uk)*

*United Housing Association:  
3rd Floor, New Bond House, Bond Street, Bristol BS2 9AG  
Tel: 0117 942 4600  
email: [recep@unitedha.org.uk](mailto:recep@unitedha.org.uk)*

## **Finance and entitlements:**

### **Income:**

Worries about income may cause a lot of stress to a woman fleeing domestic violence. Many perpetrators of domestic violence use money as a means of controlling their partner.

The best way for a woman to ensure that she is receiving all the money she is entitled to is by talking to an expert. People's individual circumstances vary enormously and small differences can have major implications for benefits entitlement. In addition, the benefits system is in a state of constant change. Expert help can be given by: the Department for Work and Pension (DWP), legal advisers (see law section), and by the specialist domestic violence agencies.

- **Department for Work and Pensions (DWP): 0845 604 3719**  
*Formerly the Benefits Agency. This is the agency, which controls welfare benefits and can help with applications and give advice on all DSS benefits.*
- **North Bristol Advice Centre: 0117 9515 751**  
*2 Gainsborough Square, Lockleaze, Bristol BS7 9XZ  
[www.northbristoladvice.org.uk](http://www.northbristoladvice.org.uk)  
email: [team@northbristol.advice.org.uk](mailto:team@northbristol.advice.org.uk)  
Open: Mon, Tues, Thurs, Fri: 9.30-12.30  
Offers free and confidential advice and information on welfare benefits, housing debt and employment issues to people living in South Gloucestershire and BS7, BS10, BS32 and BS34 areas.*
- **Citizens advice bureau: 01454 318860**



## 7. Counselling and emotional support

Women who have experienced or are experiencing domestic violence may be in need of specialist emotional support.

### Agencies offering counselling and emotional support in South Gloucestershire:

- **Survive: 0117 961 2999**
- **Next Link: 0117 925 0680**
- **Victim support: 0845 456 6099**
- **Womankind: 0845 458 2914**

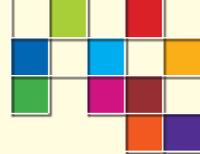
*Tel: 0117 9166 460 (office)*

*3<sup>rd</sup> Floor, Brunswick Court, Brunswick Square, Bristol, BS2 8PE*

*Provides professional therapy and counselling that is affordable to women living in Bristol and Surrounding area (for all women, not just around Domestic Violence). The helpline provides emotional support on any issue and information to women experiencing domestic abuse. Also befriends women with mental health problems in South Gloucestershire when referred by their health care professional.*

**Disabled access, large print and British sign language available.**





- **Kinergy: 0117 908 7712**

[www.kinergy.co.uk](http://www.kinergy.co.uk)

email: [contact@energy.org.uk](mailto:contact@energy.org.uk)

41 Britannia Road, Kingswood, Bristol, BS15 8BG

*Offers a free counselling service for men and women who have been sexually abused. Offer a 12-week one to one counselling service which can be extended if required. Anyone can refer.*

*Open: 14:00 -16:00 Mon & Tues, 18:30-20:30 Weds, 18:00 -20:00 Thurs, 09:00 -13:00 Fri.*

- **Bristol Crisis Service for Women**

Website: [selfinjurysupport.org.uk](http://selfinjurysupport.org.uk)

Tess text support: 0780 047 2908

PO Box 654, Bristol BS99 1XH

*A helpline for women in emotional distress, particularly those who self-harm.*

- **Mothers for Mothers: 0117 975 6006**

*Offers support to mothers and pregnant women who are depressed.*

Website: [mothersformothers.co.uk](http://mothersformothers.co.uk)

- **The Samaritans: 08457 909090 (24 hours)**

37 St Nicholas Street, Bristol, BS1 1TP

Tel: 0117 983 100 (office – phone for appointment)

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

*Provide confidential, emotional support 24 hours a day. Helps those experiencing distress, despair, suicidal thoughts  
Have a directory of Samaritans who speak different languages*

- **The Bridge Foundation: 0117 942 4510**

12 Sydenham Road, Bristol BS6 5SH

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

*Offers counselling services for individuals, children and families who, with the help of experienced professionals, have an opportunity to explore their difficulties and find ways of moving forward. There is a sliding scale of fees depending on income*

- **Off the Record: 0808 808 9120**

2 Horfield Road, St Michaels Hill, Bristol, BS2 8EA

email: [offtherecord.Bristol@virgin.net](mailto:offtherecord.Bristol@virgin.net)

*Advice, counselling and support for young people. Self-referral agency, primarily for people aged 25 and under, independent and confidential.*

*Open: 9.30-20:00 Mon, 11:30-20:00 Tues and Weds.*



## 8. Health

Women experiencing domestic violence are often seen in settings such as Accident and Emergency Departments, GP surgeries, paediatrics and out-patients. Research has shown that domestic violence intensifies during pregnancy and early parenthood.

The psychological effects of domestic violence can include anxiety, depression and panic attacks, which often result in demoralisation and disempowerment. These women may frequently report to their GP or Health Visitor with problems arising from the violence instead of directly reporting it.

- **Emergency Medical Help: 999 and ask for an ambulance**

*If a client has physical injury and needs urgent medical attention the reporting agency should ensure that she gets this as quickly as possible.*

If you are not registered with a GP, visit your local health centre to register. If you do not know where to find your nearest health centre, ring NHS direct (number below) who will be able to help you, or look in the phone directory.

### For 24 hours advice and information:

- **NHS Direct: 0845 46 47**

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

*This is a 24 hour helpline which provides confidential nurse's advice and health information.*





The **HOSPITALS** in the region which provide 24 hour **Accident and Emergency** services are:

- **Frenchay Hospital: 0117 970 12 12**  
*Frenchay Park Road, Frenchay, Bristol BS16 1LE*
- **Bristol Royal Infirmary: 0117 923 00 00**  
*Marlborough Street, Bristol BS2 8HW*

There is a Minor Injuries Unit at:

- **Southmead Hospital: 0117 950 50 50**  
*Southmead Road, Westbury-on-Trym, Bristol, BS10 5NB*  
*Open: Daily 9:00-21:00.*

### **Pregnancy:**

If you have a Health Visitor or Midwife, it is important to talk to them about how you are feeling at home, and any concerns you may have about domestic violence.

In addition the North Bristol NHS Trust has a useful website concerning domestic violence and pregnancy: [www.northbristol.nhs.uk/midwives/domesticviolence](http://www.northbristol.nhs.uk/midwives/domesticviolence)

### **Rape/Sexual Assault: 999 Call and ask for an ambulance**

It is vital to contact the police and medical emergency services as soon as possible; failure to do so may result in important evidence being lost.

- **The Bridge Centre: 0117 342 6999**  
*[www.turntothebridge.co.uk](http://www.turntothebridge.co.uk)*  
*Turn to the Bridge for an integrated, comprehensive, sexual assault support service for men, women and children in the Avon and Somerset area. Including: sexual health information, forensic medical facilities, counselling, information about reporting to the police and possible sexual assault follow-up care.*

### **For non-emergency medical help:**

- *Those experiencing domestic violence can access help and advice from their **primary health care team: health visitor, GP, midwife, practice nurse and community nurse**. The practitioner should listen, question and respond appropriately within a quiet and private environment. Appropriate information will be given as well as referrals to other agencies.*



## Sexual health:

If a woman has concerns about her sexual health she should contact her local GP for advice. If she prefers she can find out what Wellwoman facilities they offer: most run regular clinics.

- **Wellwomen Information: 0117 941 3311**

*6 West Street, St Phillips, Bristol*

*Provide health information, support and counselling for women.*

*Drop-in information service 09:30-12:30 Tues and Wednesday*

*Drop-in for Asian women 10:00-12:30 Monday*

For **counselling and emotional support** see the list of agencies listed in the relevant section.

## Disabilities/vulnerable adults

All agencies listed strive to be accessible to people with disabilities and signers can be arranged by all organisations. However, there are some agencies, which offer specialist help.

Survive and Next Link both have a number of rooms in their safe houses, adapted for use by disabled women, see section on Specialist Domestic Violence Services.

- **Disability Information and Advice Service:**

**Helpline: 0117 983 28 28**

*Leinster Avenue, Knowle, Bristol BS4 1AR (no drop in services)*

*Tel: 0117 983 2828 (office)*

*An information and advice helpline provided by disabled people. Offers help to the disabled and those concerned about disability.*

*Open: Tues: 10:00-13:00, Weds: 10:00-13:00, Thurs: 10:00-13:00 and 14:00-15:00*

- **Safeguarding Adults:**

**Helpline: 01454 868007**

*Will provide advice, information and support to vulnerable adults who are experiencing domestic abuse.*

- **Saneline: 0845 767 8000**

*The Greenway Centre, Doncaster Road, Southmead,*

*Bristol BS10 5PY (helpline only: no personal visits)*

*tel: 0117 950 21 40 (office)*

*www.sane.org.uk*

*Provides information to give callers options for action to encourage them to benefit from whatever network of care exists in their area. Offers emotional and crisis support to people with any kind of mental health problems, their families and friends. This includes: rape, domestic violence, depression, anger management etc. Open: 12:00-14:00 365 days a year.*

**Bengali, Gujarati, Punjabi, Urdu spoken**



- **MIND National Helpline: 0300 123 3393**

email: [info@mind.org.uk](mailto:info@mind.org.uk)

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

A national helpline which offers trained advisers who will listen and give help and advice on any mental health problems including mental distress and where to get help.

Calls cost the price of a local call.

Helpline operates 09:15 -17:15 Mon to Fri

## Drug and Alcohol Services:

Domestic violence is frequently linked with substance misuse and is sometimes used by perpetrators as an excuse for their behaviour.

There are many organisations, which offer specific help concerning addiction, and can signpost those seeking help in the right direction.

- **South Gloucestershire Drug and Alcohol Services:**

**01454 868750** freephone **08000 733011**

This agency offers confidential advice and information on all aspects of drug and alcohol use. It offers a helpline, drop-ins and outreach services.

Open: Mon -Fri 9:00 -17:00

- **NACOA**

**(National Association for Children of Alcoholics):**

**0800 358 3456**

PO Box 64, Fishponds, Bristol BS16 2UH

Tel: 0117 924 8005 (office)

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

email [nacoa@nacoa.org.uk](mailto:nacoa@nacoa.org.uk)

Provides information, advice and support to children of alcoholics (of all ages), also training to concerned professionals.

Times: Helpline Mon -Fri 9:00 -9:00

- **Families Anonymous Groups in Bristol:**

**Helpline: 0845 1200 660**

Offer help and support for families of those with drug problems including self help groups.

- **Battle Against Tranquillisers (BAT): 0117 966 3629**

PO Box 658, Bristol, BS99 1XP

For people wanting support around their use of minor tranquillisers and/or sleeping pills. Offers individual help, groups and a telephone helpline.



## 9. Perpetrators of domestic violence

Domestic violence is not simply a case of a man who cannot control his temper; as a consequence anger management courses rarely work in domestic abuse situations. Men may use alcohol, stress etc as an excuse for their behaviour and it may be a contributory factor however, it is rarely the cause.

We are hoping to establish a Community Based Perpetrators Programme in South Gloucestershire, details will be circulated to key agencies and the directory will be updated as appropriate.

- **Avon and Somerset Probation: 0117 930 2500**  
*Integrated Domestic Abuse Programme (IDAP) is only available to those ordered by the Court to attend, to find out more contact Avon and Somerset Probation.*  
email: [enquiries@avon-somerset.probation.gsi.gov.uk](mailto:enquiries@avon-somerset.probation.gsi.gov.uk)
- **Respect: 0845 122 8609 (helpline)**  
Text: 07624 818 326  
email: [phoneline@respect.uk.net](mailto:phoneline@respect.uk.net)  
[www.respect.uk.net](http://www.respect.uk.net)

*The National Association for Domestic Violence Perpetrator Programmes and Associated Support Services. This is a UK wide membership organisation for practitioners and organisations working with perpetrators of domestic violence. It keeps an up-to-date list of member organisations and can give advice on local programmes near you.*

*Open: Mon, Tues, Weds, Fri: 10:00-13:00 / 14:00-17:00*





- **The Everyman Project: Adviceline 0207 263 8884**

[www.everymanproject.co.uk](http://www.everymanproject.co.uk)

1a Waterloo Road, London, N19 5NJ

*This is a charitable, voluntary organisation based in London, which offers a range of support services for men who want to stop behaving violently or abusively. These include a telephone helpline and a counselling programme.*

*The telephone helpline offers information, advice and counselling to violent men and can signpost them to their nearest counselling programme.*

*The counselling programme is offered to all men who are violent (except those with pending court appearances for their violence and those guilty of sexual abuse of children). It is a seven month programme and is based in London.*

- **[www.changeweb.org.uk](http://www.changeweb.org.uk)**

*A website which gives useful information on male perpetrators' programmes.*



## 10. General help and BME services

how to tell family and friends, how to support the children... the list goes on. This is all at a time when they are likely to be feeling emotional and distressed due to the probable break down of their relationship further exacerbated by the very real fear of physical violence. As a result many men/women reporting domestic violence will be in need of wide ranging advice.

The specialist domestic violence agencies can offer the intensive support and advice which many men/women need. However, some men/women may feel that they do not need or desire such specialist help. The advice centres listed give a range of general advice.

### South Gloucestershire Council One Stop Shops

There are two One Stop Shops, which offer South Gloucestershire residents a single point of access to all council services.

***One Stop Shops only deal with personal visitors, and are unable to take telephone enquiries. Private interview rooms are available; clients need to ask for one if they wish to be interviewed in private. However, this may mean they have to wait.***





## Locations:

- **Yate:**  
*The One Stop Shop is located in the centre of Yate, next to the Leisure Centre (which is well signposted)*  
*Open: Mon to Wed 8.45–17.00, Thurs/Fri 8.45–16.30*
  - **Kingswood**  
*Civic Centre, High Street, Kingswood, BS15 9TR*  
*Open: Mon to Thurs 8.45–17.00, Fri 8.45–16.30*
  - **Thornbury**  
*Thornbury Library, St Mary Street, Thornbury BS35 2AA*
  - **Patchway**  
*Patchway HUB (including One Stop Shop)*  
*Rodway Road, Patchway, Bristol, BS34 5PE*
- The One Stop Shops are completely wheelchair accessible, and have three separate hearing loop systems.**  
**The Council's main switchboard is: 01454 868686**
- **Citizens' Advice Bureaux: 0870 121 2019**  
*www.citizensadvice.org.uk*  
*These offices offer free advice on all aspects of domestic violence and information on other agencies and organisations, which can provide assistance. Citizens' Advice Bureaux in the South Gloucestershire area are:*
- **Staple Hill CAB: 0870 121 2019**  
*117 High Street, Staple Hill, BS16 5HF Open: 10:00-12:30 Mon-Fri*

- **South Gloucestershire CAB: 0870 121 2019**  
*Kennedy Way, Yate, BS37 4DQ*  
*Open: Mon, Tues, Thurs, Fri: 10:00-12.00 / 12:30-15:00 Also Thurs: 19:00-21:00 by appointment only.*
- **Thornbury CAB: 0870 121 2019**  
*Town Hall, 35, High St, Thornbury BS35 2AR Tel: 01454 417620 (Office) Open: Mon, Tues, Thurs, Fri: 10:00-13:00*

## Black and other minority ethnic groups:

All the agencies listed elsewhere in this directory are striving to provide a culturally sensitive service and will support women from any community. However, some women may feel that their needs are best served by contact with an agency whose staff have specialist knowledge of their culture. The following agencies offer services to specific ethnic groups:

- **Wellwomen Information: 0117 941 3311**  
*6 West Street, St Phillips, Bristol*  
*Provide health information, support and counselling for women.*  
*Drop-in information service 09:30-12:30 Tues and Wednesday*  
*Drop-in for Asian women 10:00-12:30 Monday*
- **Next Link Domestic Abuse Services: 0117 9250680**  
*Have dedicated BME services – see section on Specialist Domestic Violence Services.*



- **Bristol Muslim Cultural Society (Muslim Sisters' Haven):**

**08000 528 714**

101A St Marks Rd, Easton, Bristol, BS5 6HY

Tel: 0117 939 2559 (Office)

Website: [www/bmcs.org.uk](http://www/bmcs.org.uk) (under development)

email: [bmcs@bmcs.org.uk](mailto:bmcs@bmcs.org.uk)

Muslim Sisters Haven is a helpline run by the Bristol Muslim Cultural Society offering confidential counselling and support for those experiencing domestic violence, forced marriages, homelessness, and sexual and physical abuse.

Open: 9:30-17:30 Mon-Fri out of hours cover is available for emergencies.

**Urdu, Punjabi, English** spoken

- **Awaz Utaoh Project Ltd: 0117 9354528**

404 Stapleton Road, Eastville, Bristol BS5 6NQ

Email [awazutaoh@aol.com](mailto:awazutaoh@aol.com)

Helping the Asian community fight crime, especially domestic violence. **No disabled access**

**Helplines** are open in the following languages from 18:00-22:00:

**Bengali / English**                    **07968 621 075**

**Hindi / English**                    **07968 621 076**

**Punjabi / English**                **07968 621 077**

**Urdu / English**                    **07968 621 078**

- **Bangladesh Association (Bristol, Bath and West):**

**0117 951 1491**

539 Stapleton Road, Eastville, Bristol

Provides advice and information to the Bangladesh community on: housing benefits, immigration, finance, education, racial harassment, literacy, health, employment, training and general support.

Open: Mon-Fri: 09:30 – 17:30

**Bengali and English** spoken

- **Bristol and Avon Chinese Women's Group: 0117 9351462**

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

email: [bacwg2@onetel.com](mailto:bacwg2@onetel.com) Website: [www.bacwg.co.uk](http://www.bacwg.co.uk)

A voluntary, charitable organisation, which works for and with Chinese women to give support and advice. Promotes Chinese women's needs, and provides training to help them form self-help groups. Support is also extended to families and the wider Chinese community. Open: 9:30-17:00 Mon-Fri

**Mandarin, Cantonese and English** spoken

**Disabled access to all facilities.**

- **SARI (Support Against Racist Incidents):**

**0117 952 5652**

PO Box 642, Bristol BS99 1UT

email: [sari@sari.freeserve.co.uk](mailto:sari@sari.freeserve.co.uk)

Supports and empowers victims of racial harassment. Ensures that racial incidents receive a co-ordinated response from statutory and voluntary agencies.

Open: 9:00-17:00 Mon-Fri (Closed for lunch between 13:00-14:00)

Disabled access to lower floor only

**Most Asian languages spoken**



- **Language Line: 0800 1692 879**

[www.language.co.uk](http://www.language.co.uk)

Agencies with the need of an interpreting service may find it useful to talk to Language Line. This is a commercial organisation, which offers 24-hour translating services, including over the telephone translation, for a monthly subscription fee.

- **Asylum Aid: 0207 247 8741 helpline**

28, Commercial Street, London, E1 6LS

email [advice@asylumaid.org.uk](mailto:advice@asylumaid.org.uk)

This is a charity that gives free legal advice and representation to people seeking asylum in the UK. It also includes the **Refugee Women's Resource Project**, which aims to enable women fleeing serious human rights violations to gain protection in the UK. An interpreter can be arranged if necessary.

Open: Mon & Tues 14:00-16:30, Thurs 10:00-12:30

- **Refugee Action: 0117 941 5960**

9 Hide Market, West Street, St Phillips, Bristol BS2 0BH

[www.refugee-action.org.uk](http://www.refugee-action.org.uk)

This service is for asylum seekers who need accommodation and/or financial support who have not yet had a decision on their claim. In some circumstances they may be able to help people who have had a refusal but who are unable to return to their home country.

**Access to interpreters can be arranged by phone or in person.**

**Languages include Arabic, Somali, Kurdish, Badini, Farsi, Turkish, Amharic and French.**

**Disabled access.**

Open:

Mon: 10:00-12:30 drop in and 14:00-15:30 appointments

Tue: 10:00-12:30 drop in and 14:00-15:30 appointments

Weds: Closed

Thurs: 10:00-12:30 drop in and 14:00-15:30 appointments

Fri: 10:00-12:30 drop in and closed in afternoon.

Out of hours the answer phone redirects callers to an emergency service.

### Internet safety

For some women it may be important to remember that computers keep records of where users have visited: which means that their abusers could become aware that they are seeking help via the internet.

There are ways to erase these records and instructions can be found on [www.southglos.gov.uk](http://www.southglos.gov.uk) on the domestic violence pages or on [www.abanet.org/domviol/internet.html](http://www.abanet.org/domviol/internet.html).

It may be safer and easier for people seeking help to use a computer in a public space such as a local library



## Useful websites:

Many of the organisations listed have websites: see their entry for their website addresses. The following websites are either not listed as separate entries or may be of particular interest to those seeking help or anyone wishing to find out more about domestic violence. There are computers, which offer free internet access in all South Gloucestershire libraries.

### [www.southglos.gov.uk](http://www.southglos.gov.uk)

Search domestic violence/abuse - pages will provide information and advice on domestic abuse and include downloadable versions of this directory as well as procedures and plans for professionals.

### [www.womensaid.org.uk](http://www.womensaid.org.uk)

This is the website for the Womens' Aid Federation of England. It gives advice for women experiencing domestic violence. Also, information on current national policies, campaigns and best practice.

### [www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)

Website for the Home Office; this site offers information, facts and statistics concerning domestic violence in the UK and the Republic of Ireland. If you search for domestic violence it will provide information on current news, publications and legislation.

### [www.dh.gov.uk](http://www.dh.gov.uk)

Website for the Department of Health; this site can offer advice to health professionals including a downloadable resource manual for responding to domestic abuse. There is also information on latest publications, news and legislation.

### [www.bbc.co.uk/health/hh](http://www.bbc.co.uk/health/hh)

This is the BBC's Hitting Home website. It gives lots of advice and information on the subject of domestic violence and includes lots of links to other sites.

### [www.northbristol.nhs.uk/midwives/domesticviolence](http://www.northbristol.nhs.uk/midwives/domesticviolence)

This site is designed for midwives helping women experiencing domestic violence during pregnancy. However, it contains much useful information for other professions and women seeking help.

### [www.justask.org.uk](http://www.justask.org.uk)

This is the Community Legal Service website (set up by the Legal Services Commission). It gives details of local solicitors.

### [www.hiddenhurt.co.uk](http://www.hiddenhurt.co.uk)

A private website set up by a survivor of domestic abuse. It offers information and an opportunity to post and view messages from survivors.

### [www.bdaf.org.uk](http://www.bdaf.org.uk)

The Bristol Domestic Abuse Forum.



## Update form

If you are aware of any agencies, which you feel should be included in this directory, please enter their details below:

Agency Name \_\_\_\_\_

Contact Name \_\_\_\_\_

Tel \_\_\_\_\_

Details of agency: *(including service, address, tel. number and opening times):*

If you are aware of any information, which is incorrect in this directory, please enter details below:

Page Number \_\_\_\_\_

Agency Name \_\_\_\_\_

Details of correction

Your name and contact details

\_\_\_\_\_  
\_\_\_\_\_

Please send information to:

Department for environment and community services

PO BOX 299

Safer and Stronger Communities

Civic Centre

High Street

Kingswood

BS15 0DR

Tel: 01454 868751

[communitysafetyteam@southglos.gov.uk](mailto:communitysafetyteam@southglos.gov.uk)

Thank you for taking the trouble to complete this form.

If you wish to join the forum or discuss its work please contact the Community Safety Team as above.

If you would like this document in another format please contact 01454 86871

**SGC CREATIVE DESIGN**

*[www.southglos.gov.uk](http://www.southglos.gov.uk) (access is free from your local library)*

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