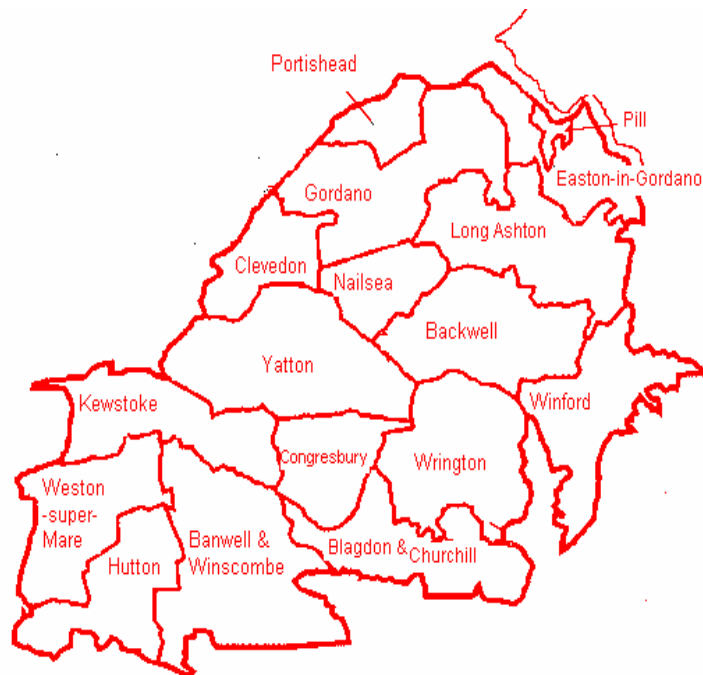




Support for People Affected by Domestic Abuse in North Somerset

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**Compiled and produced by North Somerset Against
Domestic Abuse (NADA), The Women's Project and
North Somerset Domestic Abuse Forum**

4th Edition, Autumn 2006

Place your message here. For maximum impact, use two or three sentences.



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How to use this booklet

The booklet contains a number of organisations that can support you. Each local organisation that deals only with domestic abuse has an article in the first section. After that there are a number of organisations listed who will help all sorts of groups of people including YOU.

In particular:

The **Women's Project** offers low cost counselling, an emergency fund.

NADA offers one-to-one support and advocacy to women across North Somerset, activities for children, training courses, a weekly support group and a drop-in in Clevedon. NADA has recently produced a booklet called 'Helping Ourselves and Our Children Recover from Domestic Abuse' - available free of charge to anyone in North Somerset who would like a copy.

The **Gemini Project** offers safe emergency accommodation and support to women, children and men.

These organisations work closely together and are independent of Social Services and the Police.

We are here to help—get in touch.

Introduction

Since starting in my post in December 2005, I have come to appreciate just how many dedicated people there are working to combat domestic abuse in North Somerset. If people's commitment and compassion could overturn domestic abuse then the end to our work would be in sight. However, despite a change in attitudes which has made the public realise that's abuse is never private business, but concerns everybody and despite the opening of refuges and support services throughout the country, domestic abuse still kills over three women a week in England and Wales alone. Unfortunately, there is still much to do.

The North Somerset Domestic Abuse Forum is working together to end domestic abuse in the county. This may seem an over-ambitious target, but we will continue to challenge abusive behaviour, to encourage our children to understand that abuse is unacceptable in any relationship and to attempt to put in place support for all those living with abuse.

This excellent little booklet, (and I can say that because I played no part in its production!) lists all the agencies in North Somerset which will support a woman or man experiencing domestic abuse. Earlier editions have been much demanded:

"if only we could get one of those booklets to everyone reporting domestic abuse in the area....."
quote by Police Domestic Abuse Investigation Officer

I am sure that this latest edition will be just as well received. It lists simply and clearly where to go for help and I hope that anyone experiencing abuse can be given a copy. People living with abuse may take some time to seek help, however, with this booklet on hand, once they do decide to take that first step I am confident they will be able to get the support they need.

Louise Branch
North Somerset Domestic Abuse Co-ordinator.

Thanks to everyone who has contributed to the updating of this booklet.

Domestic Abuse and You

If you are being physically or sexually assaulted by someone who you are or have been, in a relationship with, or are being threatened by him or her, that is domestic violence / abuse. Domestic violence is controlling behavior and includes all kinds of physical, sexual or emotional abuse. It harms women and men and children.

A violent attack, inside or outside the home is a criminal offence. Nobody has the right to abuse you in any way. You may feel frightened, humiliated, alone, ashamed or guilty. You may find it very difficult to take action against the abuser. Remember that you do not have to suffer in silence and you are not alone. Everyone has the right to live their life free from abuse and the fear of abuse.

Domestic violence is rarely a one off event. Physical and sexual abuse tends to increase in frequency and severity over time, sometimes only ending when one person actually kills the other. Other forms of abusive or controlling behavior may be ongoing and there are a number of ways, some of which are explained in this booklet, that positive action can be taken in order to protect you. The abuse is not your fault; the responsibility for the abuse lies with the abuser who can make choices in the same way that you can make choices about your future.

If possible speak with a family member or a friend who you can trust totally. In the end any decision that is made should be yours alone but it is often beneficial if there is someone with whom we can discuss our options and choices. Alternatively, you may wish to phone the Samaritans or Women's Aid helplines. Other local organisations, such as NADA and the Women's Project, which are listed in this publication can also help.

Personal Safety Planning

PLAN AHEAD

- ◆ Develop a plan for your own safety.
- ◆ Arrange to have a safe place to go.
- ◆ Have copies of important papers/documents.
- ◆ Have available important phone numbers.
- ◆ Have an overnight bag available.
- ◆ Put aside some money and keys



DURING AN INCIDENT

- ◆ Get out if you can.
- ◆ Call for help or ring 999.
- ◆ Have an arrangement with a neighbour so they will call on your behalf.
- ◆ Take important items listed above.

IF YOU CANNOT LEAVE THE SITUATION

- ◆ Avoid rooms with only one exit.
- ◆ Avoid if possible, the kitchen, bathroom and garage.
- ◆ Call for help if possible.

PERSONAL SAFETY

- ◆ Change, or make sure you have a good front and back door security.
- ◆ Secure windows.
- ◆ If needed, change your phone numbers.
- ◆ Notify only trusted persons of changes.
- ◆ Consider outside security lighting.
- ◆ Seek legal advice.



SAFETY OUTSIDE

- ◆ Inform work, school or nursery if appropriate.
- ◆ Change your daily routine.
- ◆ Plan ahead for unexpected contact with your abuser.
- ◆ Carry a mobile phone or personal attack alarm.

**You are the best person to judge your personal safety,
do what you feel is right for you as an individual.**

The Police Response to Domestic Abuse / Violence

WHAT CAN YOU EXPECT

The police will respond to any call of a domestic nature. On arrival we will speak to all parties involved individually and privately. Please tell us exactly what has happened. We will also speak with other witnesses; this may include your children or neighbours. We do this so that we can build up a full picture. We have cameras in our cars, and we may take pictures of any injuries that you have or any damage that has been caused.

If you have been injured and require medical treatment, we will arrange this. If a criminal offence has been committed we will ask you to make a written statement describing what has happened in order that the incident may be investigated thoroughly. We will also ask other witnesses to make written statements, this might include family members or neighbors.

WILL YOU ARREST?

If the Police suspect that a criminal offence has taken place they will arrest the alleged offender and detain them in order that the full circumstances of the incident may be investigated, this will include a tape recorded interview with the suspect. After the interview the Crown Prosecution Service will assess any evidence gathered and decide if the suspect is to be charged with an offence.

If the suspect is bailed by the Police, they may apply certain conditions such as; not to contact named witnesses (including the victim); not to go to a named address. The Police will 'red tag' your file which means you will be notified of any bail conditions set and subsequent court dates.

You may not automatically be required to attend court. If the person pleads "Guilty" then you will not have to go and give evidence. You can sit in the back of the court if you want. If the person pleads "Not Guilty" then you will be required to go, but do not worry. The court witness service can arrange for you to be shown around the court beforehand and someone will sit with you on the day. If you are frightened or distressed about giving evidence the Crown Prosecution Service can apply to the court allowing you to give evidence behind screens which will shield you from the suspect. These requests are not always granted and are at the discretion of the Magistrates or Judge.

If anyone tries to stop you from going to court or threatens you then they could be committing an offence. You should inform the Police as soon as possible.

WHAT IF I CHANGE MY MIND?

Some people start off supporting Police action, but later change their mind. If this happens then we will want to speak to you to find out why. However this does not mean that the case will be dropped. One reason why people continue to be abusive or violent is that nobody has ever made them accountable for their actions, we might therefore decide to continue with the case.

Making a written complaint against someone is not the only way to get help from the Police. Most of our Police Stations are open 24hrs a day, if you live in a rural area then we are always available on the telephone. You are free to call in person or ring if you require any information or advice. You can ask to speak to a female officer if you prefer. Domestic Violence is a criminal offence, if you cover up the hurt how we can help you?

In emergency contact the Police on 999. Contact the local Police on 0845 456 7000. You can speak to the Domestic Violence Liaison Officers on 01934 638110.

Support for Men Experiencing Domestic Abuse

We recognise that although predominately it is women who suffer from domestic abuse, some men also do. We condemn all forms of domestic abuse, whoever it is aimed at. Many of the organisations listed in this directory are not gender specific, and would be able to respond to men, as well as women, experiencing domestic abuse in a supportive way. The Gemini Project in North Somerset can provide emergency accommodation to men with or without children.

North Somerset Council has the same obligations to men, as to women who are affected by domestic abuse. In particular, anyone under the age of 18 years old, whatever their gender, is covered by the Children's Act and should be able to gain assistance and advice from their local Social Services office. Men who are considered to be 'vulnerable adults' are offered the same level of protection by North Somerset Council's Vulnerable Adult Protection policy as women.

RSPCA – Pet Retreat

Temporary Fostering of Pets

Many people who suffer domestic violence have pet animals in the home. These are often used by abusers as a tool to control, threaten, intimidate and frighten: by harming or threatening to harm the pets; or even killing them. For many people who leave violent relationships, the options open to them regarding their pets are very limited. Unless family or friends can help out most pets will either be left behind or be put down. This inevita-

bly causes further distress and trauma for the family. There will also be an unknown number of adults and children who stay in violent situations because they cannot bear to lose their pets in the above manner.

The RSPCA PetRetreat reduces this distress and pressure on these families and the suffering of the animals by providing a high-quality pet fostering service for the animals until their owners are rehoused. This is done through a network of volunteers and pet foster carers who are recruited and trained.

There is one point of contact for the scheme, which is:
Telephone: 07715 540182

Housing Rights

Under Part VII of the Housing Act 1996 (as amended by the Homelessness Act 2002), the Council has duties to people who are or soon will become homeless. The legal definition of homelessness covers more than being out on the streets.

You may well be homeless if you can't live at home because of threats of violence or actual violence from anyone who lives, or has lived, with you.

The Council could help you, even if you have somewhere to live but it isn't reasonable for you to stay there. This may be because of violence, threat of violence, abuse or harassment from someone not actually living in your home. For example a neighbour, ex partner or acquaintance.

If the Council accepts that it has a duty to help you, then it must help you to find suitable accommodation. Such accommodation must be suitable for your needs and be somewhere where you will not be at risk of continued abuse or harassment. The Council should provide you with temporary housing while it carries out its enquiries.

You have the right to have a homeless application assessed by any Council whether or not you have a local connection with it. Even if you have no local connection with the Council you apply to, you should be provided with temporary accommodation while being referred to another area. A Council can't send you back to an area where you would be at risk of domestic violence.

Contact Shelter for housing advice on 0808 800 4444.

Housing Rights - Update notes, 2006

The rights of people affected by domestic abuse have improved dramatically over the past few years. For example people in same sex relationships now have the same level of protection in the law as heterosexual people. It is really important to get good legal advice either from Shelter or from the Citizens Advice Bureau in North Somerset about your own particular position.

In North Somerset the council has transferred all of the old council housing stock over to North Somerset Housing. The Council now has no housing of its own at all. However the responsibility and duty still rests with the council to help homeless people. The department dealing with homelessness is now called the Housing Advice Team. They can be contacted through the Council switch board on 01934 888888.

The housing needs register - the list of people requesting that they should be housed in social or affordable housing - is still maintained in house by the Council. Again they can be contacted on 01934 888888 - ask for the Housing Options Team.

HOW A SOLICITOR CAN HELP YOU

A specialist family solicitor can assist you by giving you full advice on your situation and the options open to you. Often people seeking to end a relationship have many questions on matters ranging from care of the children, to ownership of property to divorce proceedings. A solicitor can help you with all of these issues.

When seeking to leave a violent or abusive relationship, your top priority will be ensuring your safety. The law gives the court significant powers to protect you and it may well be possible to get immediate protection from the court.

The **FAMILY LAW ACT** allows the court to grant injunctions where necessary to protect you. You can apply for a 'non-molestation' order to prevent your former partner harassing you and / or you can apply for an 'occupation' order to have your partner excluded from the home that you share.

Both orders can be applied for without your partner knowing that you are going to court. The advantage of this is that the first your partner will know about the injunction is when it is served upon him or her, so you will

be protected straightaway. You would then have to return to court after a week or so, in order that your former partner has the chance to put his or her side of the story to the judge who will then make a decision on the case.

Courts are generally reluctant to grant occupation orders without your partner knowing about your application. However, your solicitor will be able to give you advice on how you can best protect yourself if your former partner remains in the property. Injunctions are very useful in that they usually last for a minimum of 6 months and can be extended. Most injunctions will have a 'power of arrest' attached to them so that if your partner breaks the injunction the police must arrest him or her. For more information, contact a solicitor specialising in family law.

WHICH SOLICITOR? The following firms of solicitors have registered with Weston-super-Mare & District Law Society as willing to apply for injunctions.

Weston-super-Mare

Berry Redmond & Robinson: - can undertake publicly funded work and offers free initial interview. Telephone 01934 619000.

Gordon & Penney: Judith Mills, Ela Crighton and Valerie Barnes - publicly funded work undertaken, free initial appointment. Telephone 01934 414161.

Hart Lloyd & Co: David Foster undertakes publicly funded work, offers free initial appointment. Telephone 01934 621175.

John Hodge and Co: Stewart Castle, and Jayne Penney can all undertake publicly funded work. A free initial appointment is offered. Telephone 01934 623511.

Powells: Roberta Ferrari, John Weatherell, Sian Hopkin. Publicly funded work undertaken, no free appointment offered. Telephone 01934 623501.

Wards: Georgina Peacock, Julie Dagger, and Sylvie Penwill - can all undertake publicly funded work, free appointment offered. Telephone 01934 413535 (Boulevard) or 621474 (Waterloo Street).

Wards in Worle: Julie Burbidge, Telephone: 01934 510366

Clevedon

John Hodge and Co: Publicly funded work undertaken and a free initial interview is offered. Telephone: 01275 874213.

Wards: Jean Lewis. Publicly funded work undertaken. Telephone:

01275 850470

Congresbury

Laurence Holmes: Publicly funded work undertaken, free initial appointment offered. Telephone: 01934 838445.

Nailsea

Murray Roach: Dean Roach - no publicly funded work, private work only. Initial free interview offered. Telephone 01275 858266.

Wards: Mandy McCabe - can undertake publicly funded work, offers free initial appointment. Telephone 01275 858515.

Portishead

Burroughs Day: Fiona Pratt or Kate Barton—Donald. Private work only appointments available in in Portishead or Bristol.
Telephone: 0117 929 0333 or 01275 843213

David-Playford & Co. undertake publicly funded work. Telephone: 01275 840 111

Wards: Mandy McCabe - can undertake publicly funded work, offers free initial appointment. Telephone 01275 845223.

Winscombe

Berry Redmond & Robinson: Ruth Berry - can undertake publicly funded work. A free initial appointment is offered. Telephone 01934 842811.

Yatton

John Hodge and Co: Publicly funded work undertaken and a free initial interview is offered. Telephone 01934 833208.

Not in North Somerset:

Bridgwater

J R Brown and Co: Gareth Richards undertakes publicly funded work. Telephone 01275 879292.

Benefits Overview

Income Support

- ◆ (out of paid work benefit – paid to adults). Income support can be paid to women who are unable to work because of an 'acceptable' reason, i.e. because they have small children or are too ill or disabled to work.
- ◆ If someone is claiming IS on sickness grounds they must produce sick notes from their GP, as requested and must attend an interview to confirm that they are unable to work if requested.
- ◆ The rate of IS for someone is paid increases after 12 months.
- ◆ A woman claiming IS on the grounds that she cannot work because she has to look after children, must attend a back to work interview if requested.
- ◆ There are different premiums that can be added to the basic rate of IS depending on a woman's circumstances.
- ◆ IS can only be paid to those working less than 16 hours a week, with low or no savings. A woman with children can earn £20 a week without losing any IS. It is possible to do some paid work if on sickness benefits, but take advice before starting work.
- IS gives the claimant additional benefits, such as free school meals, free prescriptions and free eye tests.

Child Tax Credit

- ◆ (in or out of work). Child tax credit is paid by the Inland Revenue, regardless of whether a woman is entitled to IS.

If someone earned a lot of money eventually the amount of Tax Credits paid would end.

Working Tax Credit

- (in work) WTC is paid to women working over 16 hours a week. The rate depends on someone's earnings.
- Childcare Tax Credit is part of Working Tax Credit. Childcare tax credit is paid if a woman who is working and is paying for childcare, using a registered childcare provider. 70% of childcare costs are paid.
- Child Benefit. A woman can claim Child Benefit for any child who lives with her more than half the week. Child benefit can be paid for a child up to the age of 19 so long as they are in full-time education.
- She must claim child benefit for a child for whom she wants to claim the child tax credit.

Pension Tax Credit

- (retired) PTC can be paid to anyone whose total pension entitlement falls below the level set as the minimum income that pensioners should have (known as the minimum income guarantee).

Housing Benefit

- (in or out of work) The full allowable amount of rent can be paid by housing benefit for anyone claiming IS or PTC.
- Housing Benefit can be paid to anyone who is working and is on a low income.
- The full amount of housing benefit cannot be paid on properties over the average market rent for that area.

Council Tax Benefit

- (in or out of work) Council Tax Benefit can be paid for anyone on IS or PTC.
- Council Tax Benefit can be paid for someone who is working and is on a very, very low income.

Disability Benefits are hard to summarise and eligibility can depend on the level of impairment / how long national insurance contributions have been paid and other individual details so please seek advice about which benefit you might be entitled to if you are disabled, and get help filling in forms.

North Somerset Domestic Abuse Forum

Contact: Domestic Abuse Co-ordinator
c/o CSDAT
59-61 Oxford street
Weston-super-Mare
BS23 1TR

Telephone: 01934 888355

The North Somerset Domestic Abuse Forum does **not** provide a direct service to those experiencing, or affected by, domestic abuse. It is an umbrella organisation. It's members come from many statutory and voluntary agencies. They meet at regular intervals in two groups—a steering group and practitioners' group. These groups work closely together and are currently developing a new domestic violence strategy which should be available by the end of this year (2006).

The forum also organises a variety of local events to raise awareness of domestic violence and it co-ordinates training for service providers. It's main agreed aim is: to eradicate domestic abuse and to promote a co-ordinate service to protect, support, help and empower all those experiencing, and being affected by, domestic abuse.

North Somerset Against Domestic Abuse (NADA)

Contact: NADA, PO Box 285
Weston-super-Mare, BS23 1WZ

Telephone: 01934 627841

Fax: 01934 424 337

Email: info.nada@novas.org

NADA provides information, practical and emotional housing related support for women at risk of domestic abuse. Our Support Workers can travel to women throughout North Somerset. We offer one-off or ongoing support. We can provide practical help, such as sponsoring grant applications, going to appointments / court with women experiencing domestic abuse, as appropriate as long as the individual has a housing related support need. The office is covered 9.30-12.30am Monday to Friday.

We also provide training around the issue of domestic abuse to our customers and good practice guidelines for service providers. NADA co-ordinates the **Domestic Abuse Survivors Advisory Group**. The group meets regularly to look at services in North Somerset and how they can be improved.

NADA also provides other activities for women and children, as funds allow.

There is an answer machine out of hours. While we can help women / families access refuges and other emergency accommodation, in case of emergency please call the police on 999.

NADA is part of the Novas Group.

Women's Project

Contact: The Secretary, PO Box 173
Weston-super-Mare
BS24 9BD

Telephone: 01934 429811 (answer machine)

Email: womens_project@hotmail.com

Website: www.womensproject.co.uk

The Women's Project is a registered charity (Charity No. 1054264) and was established in 1993. Since 1997 we have worked to promote awareness of

the issues of domestic abuse as they affect women in North Somerset and to create services to meet their needs. The Women's Project is a membership organisation open to **all** women in North Somerset.

We have established a low cost counselling scheme for women affected by domestic abuse and offer support groups for women experiencing / who have experienced domestic abuse. The Women's Project will signpost individual women to the appropriate service provider. The Women's Project has an emergency fund that offers small grants to women fleeing domestic abuse and a children's fund. Please contact The Women's Project or NADA workers for more details.

The STAR Project

Contact: STAR Project c/o Victim Support
The Police Station

Walliscote Road,
Weston-super-Mare
BS23 1UU

Telephone: 01934 638179

The STAR (Survival Through Abuse Relationships) Project is a partnership between Victim Support Avonvale's North Somerset Schemes and the Women's Project (reg, charity no. 1054264).

The aim of the STAR Project is to provide positive advice as to a person's choices together with appropriate practical support. We can offer the support of a fully trained volunteer for you to talk to. They will listen in a non-judgmental way and they can also provide practical help such as visiting agencies etc.

Gemini Project

Contact: P.O. Box
356
North Somerset,
BS23 1ZN

Telephone: 0870 066 4233

The Gemini Project provides safe, emergency accommodation and support to anyone who is escaping an abusive relationship. Gemini accommodates women and children, and acknowledges that men are also survivors within abusive relationship and is able to provide separate accommodation to facilitate men fleeing abusive relationships.

Gemini can also provide safe emergency accommodation for families with boys up to the age of sixteen as part of a family unit. Gemini accepts that children living within an abusive relationship are frequently the direct or indirect victims/survivors of Domestic Abuse and have a dedicated staff team to

**LIST OF ORGANISATIONS / GROUPS THAT PROVIDE SERVICES
TO PEOPLE AFFECTED BY DOMESTIC ABUSE / VIOLENCE
IN NORTH SOMERSET**

support the needs of children and young people.

Gemini provides on site staff in secure refuge properties, which are located within the North Somerset area. We welcome people from all walks of life and provide a fully inclusive service and do not discriminate on the grounds of Age, Appearance, Class, Culture, Colour, Disability, Religion/Faith, Marital Status, Sexuality, Race, Ethnic Background, HIV/Aids diagnosis or Gender and are committed to working within a national Equal Opportunities policy.

Referrals will be accepted from any outside agency, where consent has been obtained. Self-referrals also accepted.

Service Providers: Alcohol / Other Drug Use

Alcoholics Anonymous

Contact: Alcoholics Anonymous, PO Box 42,
Bristol BS99 7JR
Telephone: 0117 9265520
Web site: alcoholic-anonymous.org.uk

There are a number of AA meetings throughout North Somerset. Accessibility of premises varies.

ARA- incorporating Advice and Counseling on Alcohol or Drugs

Contact: ARA,
35 Boulevard
Weston-Super-Mare
BS23 1PE
Telephone: 01934 415376
Email: weston@addictionrecovery.org.uk
Website: www.acad.org.uk

ARA (formally known as ACAD) offers a structured, supportive non residential programme in the community, for anyone who has an alcohol or other drug problem. Services are offered in Weston-super-Mare, Clevedon, Nailsea, Portishead and Yatton. Premises are accessible to disabled people. Friends, family & carers' services are also available.

B.A.T— Battle Against Tranquillisers

Contact: B.A.T : Battle Against Tranquillisers
PO Box 658
Bristol, BS99 1XP
Telephone: 0117 9663629/9653463

We have several support groups in Bristol and the surrounding area. These are informal groups and it is not necessary to be referred by a doctor. Anyone looking for help is very welcome to come along. We also offer home visits, advocacy and drop in centres.

Service Providers: Benefits, and Other Advice

How benefits are claimed has completely changed in 2006. There is

no longer a drop-in office at Carlton Street, Weston-super-Mare. To contact the DWP / make a benefit claim either go to the Job Centre Plus Office High Street, Weston-super-Mare or Old Street, Clevedon. Or ring: 0845 6004266.

To claim Child Benefit ring 0845 3021444

For Working Tax Credit and Child Tax Credit ring the Inland Revenue's tax credit helpline on 0845 3003900.

The Department of Work and Pensions / Job Centre Plus administer Crisis Loans, Community Care Grants, Budgeting Loans, Income Support, etc. The Inland Revenue administers Tax Credits.

Benefits are complicated but please see our overview of the available benefits / tax credits in the first section. The benefits themselves have not changed, just the way that they can be claimed.

If you are claiming income support you will be asked to give information about your ex-partner, you do not have to give it if to do so would put you and/or your children in danger. You can be traced through your national insurance number—if being found would put you in danger do not sign the consent to authorise the Child Support Agency to claim maintenance on your behalf from your ex-partner. Ask NADA, Victim Support, the Gemini Project, to help you if you feel that you are being put under undue pressure.

Citizens Advice Bureau

Contact: North Somerset Citizens Advice Bureau
The Badger Centre, 3-6 Wadham Street
Weston-Super-Mare BS23 1JY
Telephone: 0870 1212017
Email: bureau@nsomersetcab.cabnet.org.uk
Web site: www.northsomersetcab.org

Free, confidential and independent advice and information available to everyone in North Somerset. Specialist advice for debt and benefits. Drop-in service for first visit. Appointments available for subsequent visits.

Service also available:

Clevedon: 67, Old Street. Tuesday - 10 am - 2 pm
Wednesday by appointments only

Nailsea: Methodist Rooms, Silver Street. Friday - 10 am - 2 pm
Portishead: Folk Hall, High Street. Monday - 10 am - 2 pm
Pill: Pill Resource Centre. Wednesday 9:30-12:30

New Deal for Lone Parents Advisors

Contact: Lone Parent Advisor OR Lone Parent Advisor
Job Centre Regent House
28, Old Street High Street
Clevedon BS21 6BY Weston-super-Mare
BS23 1JN
Telephone: 01275 515580 01934 433 800
E-mail: karen.skelding@jobcentreplus.gsi.gov.uk
Web-site: www.jobcentreplus.gov.uk

Lone Parent Advisors can give support and advice to lone parents who want paid employment. They do not necessarily need to be immediately looking for work. There is also training available and advice on debt & other issues. We can calculate Tax Credit or look at Housing Benefit and Child Tax Credit entitlement for you.

Please see WECIL Ltd, under Disabled People, p.22.

Service Providers: Black and Ethnic Minority Women

AWAZ UTAOH Ltd

Contact: Simi Chowdhry, Project Manager
Address: 404, Stapleton Road, Eastville
Bristol BS5 6NQ
Telephone: 0117 9354528
Email: awazutaoh2@aol.com

Asian Victim Support - telephone helpline open 6 pm - 10 pm with help available in Bengali, Hindi, Punjabi, Gujarati and Urdu. Offers a part-time domestic violence worker. Premises are accessible to wheelchair users. Home visits are offered.

Black Association of Women Step Out (BAWSO Women's Aid)

Contact: 9, Cathedral Road
Cardiff, CF11 9HA

Telephone: 02920 437 390

Refuge in Cardiff. Women must be from a visible ethnic minority, over 16 years old and be fleeing domestic abuse; any sons must be under 16 years.

Offices in Cardiff.

Next Link

Contact: Next Link Domestic Abuse Services for Women
5, Queen Square, Bristol BS1 4JQ

Telephone: 0117 9250680

Fax: 0117 9293290

Email: enquiries@nextlinkhousing.co.uk

Website: www.nextlinkhousing.co.uk

Next Link provides safe temporary accommodation, a confidential helpline and other support services for women and children fleeing domestic abuse. Next Link has 4 safe houses for women and children in Bristol of which one is for women from Black / Ethnic minorities. Next Link also offers a comprehensive resettlement and tenancy support service and a crisis service which helps families decide what to do at the point of crisis. This can include obtaining injunction, strengthening prospects or finding safe accommodation. Both services have a dedicated black worker's team if women would prefer it.

We also have a comprehensive dedicated children's service both in the safe-houses and in the resettlement services.

Refugee Action - South West

Contact: Refugee Action
9 Hide Market
St Philip's
Bristol BS2 0BH

Telephone: 0117 941 5960

Fax: 0117 955 5036

We provide a range of services for asylum seekers, refugees and other agencies working with asylum seekers in the Bristol area.

We have an advice line, 0117 941 5962.

Monday - 10am to 12.30pm; Tuesday - 10am to 12.30pm; Wednesday - 2pm to 3.30pm; Thursday - 10am to 12.30pm; Friday - 11am to 12.30pm.

Somerset Racial Equality Council

Address: Black and Minority Ethnic Forum
The Badger Centre,
Wadham Street,
Weston-super-Mare
BS23 1JY

Telephone: 01934 414455

Individuals and families who are subject to ongoing and sustained racial harassment can have multi-agency meetings convened on their behalf so that all bodies work together to combat racial abuse. The Forum employs two caseworkers who can help people from BME groups, including travellers with a variety of different needs.

Wellwomen - Sehatmand Aurat - Asian Women's Health Project

Contact: Sehatmand Aurat - Asian Women's Health Project
6 West Street, Old Market
St Philips, Bristol BS2 0BH

Telephone: 0117 9412983

Helpline: 0117 9413311

E-mail: naheed@wellwoman.freeserve.co.uk

Drop-in and helpline for Asian women on Monday- 10 -12:30, Confidential support for physical and emotional health issues. Health Talks and presentations on women's specific health subjects. Referral to counselling. Asian women support group every Tuesday 11:00 till 12:30 @ Silai for skills building. Premises are accessible to disabled women.

Service Providers: Children / Families

Please also see Social Services

The For All Healthy Living Centre

Contact: The For All Healthy Living Centre
68 Lonsdale Avenue,
Weston-super-Mare BS23 3ST

Telephone: 01934 427 426

Email: info@forallhc.org

The All healthy Living Centre houses the locality health centre, South Weston Community Association. (Day centre and community hall), council connect service, St Andrews church, home-start and the 5-13 project. Services include range of services, specialist clinics e.g; a 'no worries clinic' for young people, community learning opportunities (skill classes), information, advice and guidance, community activities, lunch clubs for older people, tai chi, line dancing, bingo, library facilities and public access to IT. Premises are accessible to disable people.

Child and Adolescent Service

Contact: Weston Area Health Trust,
Community Children's Services,
Drove Road,
Weston—Super-Mare, BS23 3NT

Telephone: 01934 629660

We provide mental health services to children, young people and families. We

can offer a service to children and young people suffering the effects of domestic abuse, however we prefer to work with them when they are out of the abusive situation and in a safe environment, as therapy is then more effective. **Referral via school nurse, GP, Social Services, paediatrician, etc.** Premises are partially accessible to disabled people.

Child and Family Courts Advisory Support Service (CAFCASS)

Contact: CAFCASS
Unit 9, York Court
Wilder Street
Bristol BS2 8QH
Telephone: 0117 9232070

Access to the services of CAFCASS is restricted to through the Family Court. **No direct service is provided to individuals.** CAFCASS makes recommendations to the Family Courts regarding issues of residence and contact where parents are in dispute, i.e. private law applications and also in public law proceedings where Local Authority Social Services departments have involvement with the children.

Childline

Telephone: 0800 1111
24 hour national helpline for any child or young person with any problem.

Childtime

Contact: Childtime, 30a, College Green
Bristol BS1 5TB
Telephone: 0117 9291533
Email: info@childtime.org.uk
Website: www.childtime.org.uk

Childtime offers counselling for children and families. Individuals should contact Childtime directly. Sliding scale of charges - no one is turned away. While disabled access at Childtime is limited (2nd floor, 2 flights of stairs, no lift) we offer a service with full access at nearby premises. Please ask for details.

0-17 Children and Young People Solutions Team (North Somerset Social Services)

Contact: Children and Young People Solutions Team
12, Clifton Road Weston-super-Mare BS23 1BL
Telephone: 01934 421940

Referral is only possible by Social Services, Health and Education on consultation directly with the Team Manager. Direct work is carried out

with children and families assessed as 'Children in Need' within the Children's Act framework. Premises are partially accessible to disabled people. Home visits are offered.

Education Family Support, North Somerset Education Department

Contact: Education Family Support
Floor 2, Kings Court, 87-89 High Street
Nailsea BS48 1AU

Telephone: 01275 882030

Email: jeannie.osmond@n-somerset.gov.uk

We work with children (primary school age), their carers / parents, families and school, where the children show emotional and behavioural difficulties and also where there is a risk of the children being excluded.

Referral through child's school.

Education Welfare Service

Contact: Education Welfare Service
P.O. Box 51, Town Hall
Weston-super-Mare BS23 1ZZ

Telephone: 01275 888300

Email: jan.harper-shea@n-somerset.gov.uk

The Education Welfare Service exists to support pupils in getting the maximum benefit from their education. Please contact your child's education welfare officer if there is anything that we may be able to help with. Premises are accessible.

Health Visitors

Contact: Your local GP surgery
Cathy Cullen, Health Visitor

Telephone: 01934 519 102

Health visitors often visit families where domestic abuse may be occurring. We can also offer appointments in the clinic. We are in a unique position to offer advice and support. As well as support and information Health Visitors can arrange sponsored day care and holiday play scheme placements.

NSPCC - National Child Protection Helpline

Telephone: 0800 800500

Textphone: 0800 0560566

Email: help@nspcc.org.uk

Web site: www.nspcc.org.uk/helpline

Offers counselling, information and advice.

Off the Record

Telephone: 0808 808 9120

Counselling advice and information for young people, (*see also under **Counseling**, p.21*).

Parentline Plus

Contact: Parentline Plus
The Park, Daventry Road
Knowle West
Bristol
BS4 1DQ

Telephone: 0117 953 5525 or 0808 800 2222

Textphone: 0800 783 6783

Website: www.parentlineplus.org.uk

Parentline Plus offers a free confidential helpline for parents, parenting courses, information leaflets and a helpful website.

Sure Start

Contact: Windwhistle Childcare Project
Windwhistle Primary School, Kingsley Road
Weston-super-Mare BS23 3TZ

Telephone: 01934 416422

Fax: 01934 429276

Email: info.surestart@n-somerset.gov.uk

We can support and guide families to reach relevant services and work with families and children under 4 years to ensure a stable family environment. Anyone from the four estates in Weston - Bournville, Oldmixon, Coronation and Potteries can access support from Sure Start. Home visits are offered, premises are accessible to wheelchair users.

Service Providers: Counselling

Avon Sexual Abuse Centre

Contact: Avon Sexual Abuse Centre, PO Box 665
Bristol BS99 1XY

Telephone: 0117 9351707

Email: asac@btconnect.com

ASAC is a free and confidential counselling service for people who have suffered the trauma of sexual abuse. The service is available to adults and adolescents. The service is open to men, women and adolescents aged 11 and over. Please contact ASAC directly. Partially accessible - no accessible toilet.

British Association of Counselling & Psychotherapy

Contact: 0870 4435252

For a list of accredited counsellors in the area, ring the above number.

Off the Record

Contact: Off the Record, 2, Horfield Road
St Michaels Hill,
Bristol BS2 8EA

Telephone: 0808 8089120

Off the Record provides free, confidential information, advice and support for all ages through our drop-in and telephone helpline. Free, confidential counselling through an appointment system for young people up to 25 years.

Personal Recovery Service

Contact: Personal Recovery Service

Address: Manor House,
Manor Road
Burnham-on-Sea TA8 2AB

Telephone: 01278 794448

Email: PRScounselling@aol.com

PRS provides a counselling and therapy service to adult survivors of sexual abuse, physical and emotional abuse. Services are directly accessible by individuals offered on a sliding scale. Evening appointments are also available in Weston-Super-Mare. Premises are accessible to all disabled people.

Womankind

Contact: Womankind
3rd Floor, Brunswick Court
Brunswick Square,
Bristol BS2 8PE

Telephone: 0845 458 2914 (This is also a helpline)

Email: www.womankindbristol.org.uk

Womankind offers counselling and group psychotherapy on a range of issues. Most services are low cost. However, we are also able to offer a full fee paying service. Sometimes we have to close our waiting list for low cost services due to high demand. The helpline supports women who would like confidential listening support. The opening hours are: Mon to Fri 10 am to 12 midday; Tues and Wed 1 pm to 3 pm; Mon & Tues 8 pm to 10 pm.

Wellspring Counselling Ltd

Contact: Wellspring Counselling Ltd
P.O. Box 1007
Nailsea
BS48 2FS

Telephone: 01275 810 879

Email: admin@wellspringcounselling.org.uk

Professional, (BACP accredited), counselling for anyone age 18+. Wellspring counselling has been running for ten years and its counsellors are experienced in a wide range of relationship issues. Sliding scale fees are negotiable.

Women's Project

Contact: The Secretary
PO Box 173
Weston-super-Mare
BS24 9BD

Telephone: 01934 429811 (answer machine)

Email: womens_project@hotmail.com

Website: www.womensproject.co.uk

Offers low cost counselling for women affected by domestic abuse, from qualified counsellors who have undergone additional domestic abuse awareness training. (*See separate entry Women's Project, p. 12.*)

Service Providers: Disabled People**DIAL (Disablement Information Advice Line) Weston**

Contact: DIAL Weston, Room 5, Roselawn
28, Walliscote Road
Weston-super-Mare BS23 1UJ

Telephone: 01934 419426

Email: www.westondial@bravehost.com

We offer advice and information for disabled people, their families, carers and professionals working for them. We also offer a welfare advocacy. Premises are fully accessible. Home visits are possible.

Open hours 1pm—3pm and 10am—2pm Wed and Fri.

WECIL Ltd

Contact: WECIL Ltd,
The Vassall Centre,
Gill Avenue,
Fishponds, Bristol BS16 2QQ

Telephone: 0117 9038900

Web site: www.wecil.co.uk

Services to disabled people include benefits advice and general information. **Personal Assistance Scheme** - information, advice and support in employing own workers to provide help with everyday life ranging from personal care to emotional support to shopping (worked out on priority assessment through social services.) Premises are accessible and home visits are offered.

Purple Pages

Contact: Information Team
c/o Vassall Centre,
Gill Avenue,
Fishponds, Bristol, BS16 2QQ
Telephone: freephone 0808 808 5252
Fax: 0117 958 2324
Email: info@purplepage.org.uk

Sign posting organisation with database. Anyone with questions about services, organizations and groups in the local area can contact them for further information.

Service Providers: Health

Bristol Royal Infirmary (BRI)

Contact: Bristol Royal Infirmary, Marlborough Street
Bristol BS2 8HW
Telephone: 0117 9276998

24-hour Accident and Emergency Department. Provide emergency medical services to all patients who present with illness and injuries.

Clevedon Hospital

Contact: Clevedon Hospital, Old Street
Clevedon BS21 6BS
Telephone: 01275 872212

Casualty for immediate first treatment. Partially accessible for disabled people.

Health Visitors

Contact: Your local GP surgery
*Please see entry under **Children / Families**, p.19 for further details.*

Wellwomen

Contact: Wellwomen
6, West Street, Old Market
Bristol BS2 0BH
Telephone: 0117 9412983

Helpline: 0117 9413311 / for Asian women 0117 9415185

Textphone: 0117 9411442

Offers a drop-in and helpline. A chance to talk over physical and emotional health issues. Short-term counselling, long-term psychotherapy and therapy group available. Drop-in available on Tues and Weds am. Asian Women's drop-in runs on Mon am in Easton. Premises are accessible to disabled women.

Weston General Hospital

Contact: Grange Road, Uphill
Weston-super-Mare BS23 4TQ

Telephone: 01934 636363

24-hour Accident and Emergency Department.

Service Providers: Housing

North Somerset Council retains control over homelessness and the housing needs register.

Housing Advice Team

Contact: Housing Advice Team
PO Box 144, Town Hall
Weston-super-Mare BS23 1HB

Telephone: 01934 634790

Email: housing.options@n-somerset.gov.uk

We deal with homelessness, homelessness prevention and housing advice. We can provide accommodation for victims fleeing domestic abuse who are fleeing their home. Premises are accessible to disabled people. Home visits can be arranged if appropriate.

The Housing Advice Team offer outreach sessions in Portishead on Mondays, Nailsea and Clevedon on Wednesdays.

For emergency housing out of hours contact 01934 634700.

North Somerset Housing Offices

Clevedon

2, Marson Road, Clevedon. Telephone: 01275 882100

Nailsea

The Sion, Crown Glass Place, Nailsea. Telephone: 01275 811018

Portishead

Scotland House, Combe Road, Portishead. Telephone: 01275 841600

South Weston

5/6, St Andrews Parade, Bournville Estate, . Telephone: 01394 428700

Worle

7 The Maltings, High Street, Worle. Telephone: 01934 516896

Other Housing Providers' contact numbers:

(please note that housing is allocated to people from the housing needs register, not through direct application)

This is not a comprehensive list. NADA is providing this list mainly so that individuals who are tenants of these organisations can ask them to take action on domestic abuse. All housing providers should have a policy on domestic abuse. This would provide a fair framework for dealing with any tenancy related issues and provide protection for the victim of abuse.

Anchor Trust	01274 381600
Guinness Trust	01275 766300
Hanover Housing	01249 707000
Housing 21	01285 659928
Knightstone HA	01934 524300
Magna West Somerset	01305 216000
Orbit Housing Association	0845 8500500
Raglan Housing Association	0845 070 7772
Redland Housing Association	0117 938 2700
Sanctuary Housing Association	0845 6021214
Sovereign Housing Association	0117 935 5773

There are a number of housing schemes across North Somerset who provide short term and long term accommodation for particular groups of people, e.g. young mothers, people in recovery, people with mental health problems. The Housing Advice Team should be able to help individuals access these projects.

A couple of other housing schemes are:

Missing Link

Contact: Missing Link, Link House
5, Queen Square, Bristol BS1 4JQ
Telephone: 0117 9251811
Email: enquiries@missinglinkhousing.co.uk
Website: www.users.globalnet.co.uk/~mlink

Temporary and permanent housing is offered to single women with mental health problems. We provide a range of practical and emotional support to enable women to move from an unsettled way of life or institutional care back into the community.

Weston Foyer, Sanctuary Housing Association

Contact: Weston Foyer, St Ives Road
Weston-super-Mare BS23 3XX

Telephone: 01934 413587

Weston Foyer offers 34 units of self-contained accommodation for single people between the ages of 16 to 30. There is an emphasis on training, employment, life skills and support which is compulsory within the terms of the Licence Agreement. Self-referrals accepted. Premises are accessible to mobility impaired people, but there is no adapted flat.

Woodspring Deposit Guarantee Board (WDGB)

Contact: Woodspring Deposit Guarantee Board
Room 9, YMCA, 2, Bristol Road Lower
Weston-super-Mare BS23 2PN

Telephone: 01934 617617

The Woodspring Deposit Guarantee Board helps people on little or no income find good quality accommodation to rent. Generally the WDGB deals with single or childless couples. Families are usually referred to the WDGB by North Somerset Council. The scheme is available throughout North Somerset. Please note that a deposit guarantee cannot be issued after a tenancy has commenced.

Service Providers: Lesbians / Gay Women

Bristol Lesbian & Gay Switchboard - BLAGS

Contact: BLAGS
82A Colston Street,
Bristol BS1 5BB

Telephone: 0117 9221328

Email: <http://bristolblags.co.uk>

Providing confidential support and information to gays and lesbians, and to people concerned about issues relating to sexuality.

Opening Times: Mon, Wed, Thurs 8 pm–10 pm.

Broken Rainbow

Telephone: 020 8539 9507

www.broken-rainbow.org.uk

A national service for lesbian, gay, bisexual and transgender people who experience domestic abuse.

Service Providers: Men

M.A.S.H. (Men As Survivors Helpline)

Contact: Box 58,
82, Colston Street
Bristol BS1 5BB

Telephone: 0117 907 7100

Telephone counseling for men who have been raped or sexually abused at any time of their lives. Opening times: Thursday 7 pm - 9 pm. We also offer individual weekly counseling for prisoners at H M P Bristol who have been sexually abused/raped at any time in the past.

ManKind Initiative

Contact: SW Regional Office, PO Box 28
Minehead, Somerset
TA24 8YT

Telephone: 0870 794 4124

Support for men experiencing domestic abuse, including a helpline and support group. 'will help all callers regardless of sex, race or sexual orientation.'

RESPECT

Telephone: 0845 122 8609

Textphone: 020 8748 9093

Website www.respect.uk.net

A service for perpetrators of domestic violence which offers information and advice . The phone line is open Monday, and Friday, 10- 1 and 2pm-5 pm and Tuesday and wednesday, 10-1 and 2 pm -8 pm.

Service Providers: Mental Health

Adult Mental Health Services

Contact: Weston-super-Mare Adult Community Mental Health Team

The Coast Resource Centre
Diamond Batch, Locking Castle, BS24 7AY

Telephone: 01934 523700

Short term work through primary health care projects at GP surgeries in Weston Area Health Trust. If mentally illness is ongoing intervention and services. **GP referral to services. Specilaist Mental Health Service for service users who are experiencing acute symptoms of severe and enduring mental illness.**

Care Connect

Telephone: 01275 888801.

Care Connect is a telephone helpline, which provides information, advice and guidance on all social care issues, including statutory, voluntary and independent organisations, offering a wide variety about many things. The service is also the first point of entry for services provided by social services and works closely with health services. The service is open to anyone over the age of 18. Please also under page

FRIEND (Community Mental Health Resources Centre)

Contact: Friend CMHRC, 39, Oxford Street
Weston-super-Mare , BS23 1TN
Telephone: 01934 622292
Email: friendcmhrc@02.co.uk

Friend supports people with mental health issues living in North Somerset aged from 16-65 yrs. We offer a drop-in and various groups including complimentary therapies. We also offer an advocacy service, accommodation Advice and can offer appointments with Citizen's Advice Bureau. Partially accessible building although work will be carried out to make the building accessible to all. We also run drop-in centres at Clevedon, and Portishead for more information about times and services, please call Judy Mead outreach worker on 01275 342368.

MINDLINE

Contact: 0808 808 0330
A listening and information service Weds—Sun 8pm—midnight.

Release Support Group

Telephone: 01278 434023
This group meets weekly on Wednesdays 1-3 p.m. at the Sydenham Family Centre in Bridgwater. The group offers peer support to people suffering from depression or anxiety-based disorders and those who have experienced childhood abuse. There is a £1 charge to cover room hire. Premises used are wheelchair accessible.

SANELINE

Telephone: 0845 7678000
Telephone helpline available 12 noon to 11 pm., Monday to Friday and weekends, 12 noon—6 pm.

SAMARITANS

Telephone: 08457 909090 01934 632 555
24 hours helpline offering private, confidential and emotional support for people experiencing distress, despair, suicidal thoughts.

Service Providers: Police

Please also see the introductory article 'the Police Response to Domestic Violence', p.5. In case of emergency always dial 999.

If you wish to report a crime after it has happened and you are not in immediate danger phone the police on 0845 456 7000. The Domestic Violence Liaison Officers, based at Weston-super-Mare Police Station. Telephone 01934 638110.

Service Providers: Refuges and Hostels

Please also see, p.24 Housing and p.16, Black and Ethnic Minority Women

Listed below are the nearby refuges / hostels. If you need to go to a refuge and have no money the following agencies can help you to get there: Housing Options Team (Town Hall, Weston), NADA, and / or Social Services. If you want to find a refuge ANYWHERE ring the Women's Aid Helpline as listed below.

Bridgwater Women's Aid / Refuge Not accessible for disabled women.	Telephone: 01278 456351
Dean Crescent Women's Hostel Single women only.	Telephone: 0117 9872055
Gemini Project	Telephone: 0870 066 4233
Mendip Women's Refuge Doors too narrow for wheelchair users, otherwise accessible.	Telephone: 01458 840594
Next Link Refuges in Bristol - including a refuge for Black, ethnic minority women.	Telephone: 0117 9250680
South Somerset Women's Refuge Accessible for wheelchair users.	Telephone: 01935 427594
Survive	Telephone: 0117 9612999
Taunton Refuge	Telephone: 01823 279991
Women's Aid 24-Hour Domestic Violence Helpline	Telephone: 0808 2000 247

Service Providers: Relationships

Relate - Avon

Contact: Relate - Avon,
Roselawn
Walliscote Grove Road,
Weston-super-Mare BS23 1UT

Telephone: 01934 627206

Web site: www.relate.org.ok

Relate provides relationship counselling aimed at adults. You do not have to be in a relationship at the time of seeking help. We provide relationship

counselling, separation counselling, psychosexual therapy, domestic violence and adult survivor counselling. The cost of the initial interview is £38 for one hour. We also offer family counselling at £42 per hour and we also offer Psychosexual Therapy at £40.00. (In Bristol) For details please call 01179 428444

Service Providers: Self Harm

Bristol Crisis Service for Women

Bristol Crisis Service for Women

Address: PO Box 654
Bristol
BS99 1XH
Helpline: 0117 925 119
Office / Admin: 0117 9279600
Website: www.users.znet.co.uk/bcsw/

The Crisis Service provides a helpline for women, useful information booklets and other publications, a self-help journal for young people, a training pack and training. It holds a list of self-harm self-help groups around the country.

Project Spear

Address: 1st Floor
1, Milton Road
Swindon
SN1 5JE
Phone: 01793 520111
Email: info@projectspear.com
Website: www.projectspear.com

Project SPEAR provides ongoing support to people who self-harm, including a postal service that can be accessed from anywhere in the country.

Service Providers: Single Parents

(See New Deal for Lone Parent Advisors p.15 for full contact details.)

Single Parent Action Network UK

Address: Millpond, Baptist Street
Easton, Bristol BS5 0YW
Telephone: 0117 9514231
Email: info@spanuk.org.uk
Website: www.spanuk.org.uk
Interactive website: www.singleparents.org.uk

UK campaigning network that offers a newsletter, website, support for self

help groups, etc. We have a local Study Centre providing vocational and accredited courses for single parents and free crèche facilities.

Service Providers: Social Services (North Somerset Council)

Carelink – Alarm System

Contact: North Somerset Housing and Social Services
24/7 Team, Badger house, Weston Court,
Oldmixon Crescent, Weston-super-Mare
BS24 9AU.

Telephone: 01934 412063

Carelink provides a 24-hour service, seven days a week response to alarm calls and alerts appropriate emergency services and contacts. To install the Carelink alarm system you need to have a standard telephone socket with an electrical socket nearby. The alarm can be triggered from anywhere in your home / garden. Installation is offered at lower cost to people on Income Support.

Childcare Intake Teams

All domestic incidents attended by Avon and Somerset police where children are present are forwarded to Social Services Childcare Intake Teams. Families can also contact the Intake teams directly. Contact should then be made with the family to assess the needs of the children in the family. This is to consider whether the children's welfare is being promoted / safeguarded and if not, what services should be provided.

If a need for services to meet the child's needs is identified, this may include, advice or support for a carer, services to empower a carer suffering domestic abuse or services for all family members to understand and address the impact of domestic abuse on the child.

In more severe situations, it may be necessary to instigate Child Protection Procedures, including the investigation of any incident, which appears to have placed a child at risk of harm. The outcome of the investigation is then presented to a multi-agency Child Protection Conference. The purpose of the conference will be to identify the risk to the child and develop a plan for the risk to be reduced. In the most extreme situations, if a child cannot be kept safe in a family, the evidence of risk could be presented to a Court for an Order to assist in ensuring the safety of that child.

Care Connect Telephone 01275 888801

Care Connect can provide advice and signposting to the service that you need such as Occupational Therapy (who can help with making homes accessible, and providing useful aids.)

[continued over...

North Somerset Social Services Child Care Intake Teams:

P.O. Box 195	7, Clevedon Walk
Town Hall	Nailsea
Weston-super-Mare	BS48 1RS
BS23 1UF	
Telephone: 01934 888266	Telephone: 01275 851231

Please contact your local office.

For general enquiries about Social Services: Telephone: 01934 888888

Complaints Procedure Advocacy

Contact: Complaints Procedure Advocacy
The Vassall Centre, Gill Avenue
Fishponds, Bristol BS16 2QP

Telephone: 0117 958 9330
Textphone: 0117 965 0800
Email: www.thecareforum.org.uk

Are you unhappy with Social Services? Have you made or do you wish to make a complaint? CPA is a free and independent service to assist and support you in making your complaint and having it heard. Please contact CPA directly. There is a telephone help line on Monday, 2-4 and Wednesday, 12-2. Premises are fully accessible.

Protection of Vulnerable Adults

Contact: Adult Protection Manager
Address: Housing and Social Services
Ebdon Court, Trenleigh Drive,
Worle, Weston-super-Mare BS22 6LT

Telephone: 01934 521305
Email: jacqueline.barron@n-somerset.gov.uk

We provide a service for vulnerable adults, dealing with all types of abuse. This may include domestic abuse. We aim to raise awareness, train and to reduce incidents, support carers, investigate and provide protection for abused vulnerable adults. Direct access to service. Premises are accessible.

Service Providers: Telephone Helplines

(Helplines for children - please see p. 17 Children / Families)

Bristol Crisis Service for Women

Contact: PO Box 654, Bristol BS99 1XH
Telephone: 0117 9251119
Email: bcswh@btconnect.com
Website: www.users.zetnet.co.uk/BCSW/

Bristol Crisis Service for Women aims to offer support to women in emotional distress, and particularly to those who self-injure.

Broken Rainbow National Helpline

Telephone: 020 8539 9507

Open Mondays to Fridays 9am to 1pm and 2pm to 5pm. A service for lesbian, gay, bisexual and transgender people who experience domestic violence.

The Domestic Abuse FreeFone Line (DAFFS)

Telephone: 0800 6949 999

Freephone number offering confidential support about domestic abuse issues. When you ring this number you will be put through to an answering service and will be able to select the type of help that you want. Don't suffer in silence.

ManKind

Telephone: 01643 863352

Support for men experiencing domestic abuse.

M. A. S. H. (Men As Survivors Helpline)

Telephone: 0117 907 7100

Telephone counselling for men who have been raped or sexually abused at any time of their lives. Opening times: Thursday 7pm - 9 pm.

MINDLINE

Telephone: 0808 808 0330

Wed—Sun 8pm to midnight freephone. A Bristol-based listening and information service. We are here to offer you a friendly ear without trying to advise or tell you what to do next.

Parentline Plus

Telephone: 0808 800 2222

Textphone: 0800 783 6783

Parentline Plus offers a free confidential helpline for parents, (*please also see p.20 for full entry.*)

Refuge

Telephone: 0808 800 9999

24-hour free crisis line providing counselling, support and welfare rights advice for women and children escaping domestic violence.

RESPECT

Telephone: 0845 122 8609

Textphone: 020 8748 9093

A service for men who are looking for information and advice to stop their abusive or violent behaviour towards their partners. The phone line is open Monday, Wednesday and Friday, 2 pm - 4 pm and Tuesday, 2 pm - 5 pm.

Samaritans

Telephone: 01934 632555 or 0808 8089120

'The Samaritans is available at any hour of the day or night to befriend those passing through personal crisis and in imminent danger of taking their own lives.'

SANELINE

Telephone: 08457 678000

SANELINE is primarily a listening service. However, as well as offering emotional and crisis support, we provide information about local services.

Telephone helpline available. Monday to Friday and weekends, 12 noon—6 pm.

Shelter

Telephone: 0808 800 4444

For housing advice. Telephone line is open from 8:00 am till 12.00 midnight.

Somerset Eating Disorders Association

Telephone: 01458 448600

Provide information and support to people with eating disorders. For advice you can talk to us on Wednesday, 10 a.m. - 1 p.m. or leave a message any other time.

Victim Support

Telephone: 0845 3030900

National organisation that supports victims of crime. *(Please also see p.26 Victim Support for local contacts.)*

Womankind

Telephone: 0845 458 2914

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Note from NADA:

In 2006 NADA produced a booklet:

“Helping Ourselves and Our Children to Recover from Domestic Abuse”

If you would like a copy please let us know—free to residents of North Somerset.

This booklet is officially and can be traced through the British Library system—I.e. any library anywhere in the country.

We hope to update this directory in 2007—however we do not have the funding to do so at the moment. If you know of any possible funding source—please let us know.

**Legal
Services
Commission**



The Legal Services Commission funds the position of training and information worker at NADA, 2004-2007. It with the Legal Services funding that this booklet has been updated this year.

The Legal Services Commission looks after legal aid in England and Wales.

It is also responsible for ensuring that people get the information, advice and legal help they need to deal with a wide range of everyday problems.

Through the **Community Legal Service (CLS)** it helps people who are eligible for legal aid to protect their rights. It funds a network of Quality Marked solicitors, Citizens Advice Bureaux and other advice providers to help people who need advice about relationship breakdown or problems with debt, housing, domestic violence and benefits. Help is also available about asylum and immigration, education, employment, mental health and community care issues.

This type of help varies from information leaflets and directing people to other services, to specialist advice and taking cases to court where necessary. The Community Legal Service Direct is available via a national helpline **(0845 345 4 345)** and a website **(www.clsdirect.org.uk)**.



NADA (North Somerset Against Domestic Abuse) is part of the Novas Group, a registered social landlord and social enterprise organisation

which works with 20,000 individuals experiencing disadvantage and exclusion across the UK and Ireland, each year. We work with a diverse number of customers including homeless individuals, people with alcohol and/or drug needs, mental health, Black and Minority Ethnic individuals, Travellers and Gypsies and ex-offenders.

Novas develops opportunities for individuals and communities through housing and support, education, training and employment, art, culture and regeneration initiatives.

The Group's mission and initiatives reflect a vision that recognises that individuals and communities must be empowered with real employment, learning and cultural opportunities to overcome exclusion. The principle unifying factor in the diverse services Novas provides is our vision of realising the potential of all, not just through the provision of support services, but through the empowerment of creativity, education, training and entrepreneurial fulfilment.

Our Vision

To develop and manage across the UK and Ireland a comprehensive network of community resources and social businesses where Novas is recognised as a successful agent for positively changing lives and contributing to a more equal society.

Our Mission

To empower people and communities by creating opportunities for positive change through support, work and learning, enterprise and cultural expression.

Novas is registered as the Novas-Ouvertures Group Ltd, an Industrial and Provident Society with charitable status. Reg. No. 28680R. www.novas.org. Registered office: 81, Southwark Bridge Road, London SE1 0NQ.