

**Domestic Abuse
Support
in North Somerset

Handbook
for Workers**



Domestic Abuse Support and Services in North Somerset

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This booklet is intended to give basic information and an overview of domestic abuse support and services in North Somerset and is aimed at workers. For more information please visit www.endabuse.org.uk or contact one of the agencies listed directly. For a **survivor's handbook** aimed at those experiencing domestic abuse contact NADA on **01934 627841**. Although the booklet is intended for workers it is freely available and copies can be handed to anyone who would benefit. For further copies, to amend details, or make additions to this booklet please contact the Domestic Abuse Co-ordinator tel: **01934 426343** or email: community@n-somerset.gov.uk

anyone in immediate danger should always call 999

The following helplines are useful emergency numbers to give to those experiencing domestic abuse. However, people should be urged to contact 999 in any emergency.

24 hour support

Local Domestic Abuse FreeFone Service (DAFFS line)

Tel: 0800 694 9999

24 hours a day

From 8am to 8pm on weekdays this number goes straight through to local support where callers can get advice and contact details for the best North Somerset service for anyone, male or female, affected by domestic abuse.

Outside those hours the number goes straight through to the Women's Aid / Refuge 24 hour helpline - the details for this are below.

National Women's Aid / Refuge Domestic Violence Helpline

Tel: 0808 2000 247

24 hours a day

Website: www.womensaid.org.uk

This helpline is for women affected by domestic abuse, although male victims have reported that the call handlers are helpful to them too. It is staffed by fully trained and experienced female helpline workers and volunteers. If there is a very high volume of calls there may be an answer phone but if callers leave their contact details someone will get back to them as soon as possible.

The Helpline is an emergency service and is not intended to offer general information on domestic violence. Helpline staff respond according to each caller's needs and may for example:

- Refer women (with or without children) to emergency safe accommodation.
- Provide information about legal, housing or welfare rights and options and referral to relevant services and professions
- Carry out online crisis and safety planning
- Offer emotional support and (if appropriate) refer to counselling services
- Refer women to face-to-face local support
- Refer callers to the online Survivors Handbook or send them an information pack, with a range of help and information leaflets that are all available in different languages.
- In addition to offering confidential support and information, Helpline staff are a source of practical help and information about housing rights and entitlements, information on getting injunctions or reassurance about calling the police.

Helplines for those experiencing domestic abuse

National Samaritans Tel: 08457 90 90 90
24 hours a day
Website: www.samaritans.org

Samaritans provide confidential non-judgemental emotional support, 24 hours a day for anyone who is experiencing feelings of distress or despair. Relationship problems are amongst the most common reasons for calling.

Helplines with restricted hours

National MALE Men's Advice Line Tel: 0808 801 0327
Monday - Friday 10am-1pm and 2pm-5pm
Website: www.mensadviceline.org.uk

The Men's Advice Line offers emotional support, practical advice and information on a wide range of services for men affected by domestic abuse.

If the lines are busy or outside of service hours, if callers leave a message with their name and a safe number MALE will call them back within two working days. People can also email on: info@mensadviceline.org.uk and they will reply within two working days. The website has a downloadable booklet with advice and guidance specifically for male victims.

National Broken Rainbow Tel: 0300 999 5428
Monday and Thursdays 2-8pm, Wednesdays 10-5pm
Website: www.broken-rainbow.org.uk

This is a national helpline specifically for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic abuse and violence.

Local Victim Support Tel: 0845 456 6099
Monday to Friday 8am to 8pm
Website: www.victimsupport.org.uk

The Victim Care Unit offers confidential support and information to victims of any crime, including domestic abuse and also to witnesses attending court. Volunteers also provide one to one support when required (see next section for further details).

Responding to cases of Domestic Abuse

Domestic abuse is....

“any incident of threatening behaviour, violence or abuse between adults who are, or have been intimate partners or between family members, regardless of gender or sexuality”.

It can be:

- **Psychological/emotional** – intimidation and threats, social isolation, monitoring e-mails/post/phone calls, verbal abuse, humiliation, constant criticism, lying to victim’s family and friends, enforced trivial routines and unrealistic expectations, marked over intrusiveness, denying the abusive behaviours and remaining charming and caring in public.
- **Physical** – slapping, pushing, kicking, stabbing, damage to property or items of sentimental value, attempted murder including throttling, murder;
- **Physical restriction of freedom** – controlling who the victim or child/ren see or where they go, what they wear or do, stalking, imprisonment, forced marriage;
- **Sexual** – any non-consensual sexual activity, including rape, sexual assault, coercive sexual activity or refusing safer sex;
- **Financial** – stealing, depriving or taking control of money, running up debts, withholding benefits books or bank cards.

Domestic abuse is one of the most under-reported of crimes and many people endure years of abuse before admitting it to anyone. Therefore, giving people the opportunity to talk about domestic abuse can be very important as it may be the only time that someone feels able to ask for help.

Asking about domestic abuse

- “Opens the door” to considering options and reducing isolation, that s/he is not alone, and that there are people who can help.
- Indicates your willingness to discuss the issue when s/he’s ready.
- Shows how important you believe this subject to be.
- Plants the seed that certain behaviours are abuse, and abuse is wrong
- Shows that you care

Professionals should never assume that someone else will be dealing with the domestic abuse – they may be the only person the victim has told about it.

How to ask

The person asking about domestic abuse needs to make it easy for the person to talk about their experiences; supporting and reassuring them, and to be non-judgemental.

Framing the question: (some examples of ways to introduce the subject):

- *“because, unfortunately, domestic abuse is so common in our society, I have started asking all of my clients about it”.*

Responding to domestic abuse

- *“I don’t know if this is a problem for you, but many of the people I see are dealing with abusive relationships. Some are too afraid or uncomfortable to bring it up themselves, so I’ve started asking about it routinely”.*
- *“domestic abuse affects many families. Abuse in the home may result in physical and emotional problems for you and your child. We are offering services to anyone who may be concerned about domestic abuse in their home”.*

Asking the question:

Victims are usually afraid or uncomfortable to raise the issue themselves, so people must ask sensitively, but preferably directly:

- *“Can you tell me what’s been happening?”*
- *“You seem upset, is everything alright at home?”*
- *“It sounds to me as though something frightening has been happening to you. Have you ever been threatened or hurt by your partner?”*
- *“Does your partner or ex-partner ever make you feel afraid?”*
- *“Do you every feel afraid to make a particular decision or to do certain things because of what your partner might do or say to you or to the children?”*
- *“Has your partner ever threatened to harm the children or to take them away from you?”*

What if the answer is yes?

- The worker’s ability to respond to someone reporting domestic abuse will depend upon their role, relationship with the person reporting it and their experience and knowledge of the issue. Professionals should refer to their own agency’s procedures and policies on this issue or talk to their manager and respond accordingly. Living with domestic abuse is a cause of significant harm to children. If the person reporting domestic abuse has children then the worker must follow their agency’s Child Protection policy.
- In many cases a referral to a specialist agency may be most helpful. A list of local domestic abuse specialist agencies follows. It may be most appropriate to give someone reporting domestic abuse details of these agencies or to contact the agency directly concerning the case. Any of the local agencies listed will be happy to give advice to anyone trying to support someone living with domestic abuse.
- This booklet is freely available and so can be given to someone experiencing domestic abuse. Further copies and a range of leaflets are available from community@n-somerset.gov.uk tel 01934 426343 or by visiting www.endabuse.org.uk A survivors’ handbook, which is aimed directly at people experiencing domestic abuse, is also available from NADA on 01934 627841
- In high risk cases please refer to the next chapter

Responding to domestic abuse

Screening for abusers

Men may find it particularly difficult to admit that they are experiencing domestic abuse and to ask for help. Unfortunately many male perpetrators claim to be victims at some time and agencies need to be aware of this. However, this does not in any way imply that many men do not suffer from domestic abuse. The following screening questions may help with the process of identifying genuine victims in order to help them:

Genuine survivor of abuse	Predominant abuser
Fearful of their partner	Does not express or demonstrate fear of partner
Fearful of the abuse	Does not express or demonstrate fear of the abuse
Confused about what's happening	Presents themselves confidently
Has tried to leave (unsuccessfully) or tried to repair the relationship	Partner has recently left or is in the process of leaving
Feels empathy for their partner's current problems or childhood experiences	Little or no empathy with partner. Focussing solely on themselves
Minimises the severity of the abuse but is able to provide details in a chronological order, given time	Is good at focussing on one incident but is vague about incidents or events when you enquire further
Feels ashamed of the abuse and of being a victim	Assertively claims the victim status and does not find fault in themselves
Feels guilt or remorse for having retaliated	Feels aggrieved and in the right
Excuses the actions or expectations of their partner and carries the responsibility for the problems in the relationship	Blames their partner for the abuse, presenting them, for example, as an unreasonable or unstable character
Worries about how it is affecting the children	Doesn't consider the children's experiences or feelings
Feels a sense of obligation to protect the abusive partner	Negative or unreasonable attitudes or statements about their partner

The MALE helpline has expertise in screening for domestic abuse and offers advice and support for male victims. It's number is 0808 801 0327 (10-1 and 2-5 Mon- Fri)

Further information on screening for domestic abuse perpetrators may be found at www.mensadviceline.org.uk/pages/toolkit.html

Responding to High Risk Domestic Abuse Cases

Around 100 women and 30 men are killed in domestic abuse incidents each year in England and Wales. The long term impact of any domestic abuse can be devastating and people affected need support. However, in recent years, there has been a national focus on risk assessing domestic abuse cases in order to determine which cases are at immediate risk of serious injury or death and which are in need of longer term, less intensive, support. Co-ordinated Action Against Domestic Abuse (CAADA) has developed risk assessment tools and guidance on responding to high risk domestic abuse. Details of their work and a range of guidance and information can be found at www.caada.org.uk

Risk Assessment

In order to risk assess domestic abuse cases CAADA has developed the Risk Identification Checklist (RIC) & Domestic Abuse, Stalking and 'Honour'-Based Violence (DASH) form. This form is used for both IDVA and MARAC referrals. A downloadable copy of this form and full guidance can be found at www.caada.org.uk or by contacting the Domestic Abuse Co-ordinator on 01934 426343 or the MARAC co-ordinator on 01934 638198. The following information is taken from the DASH guidance produced by CAADA:

The **DASH** form asks a series of questions about:

- **Physical abuse** This can take many forms from a push or shove to a punch, use of weapons, choking or strangulation. The risk assessment needs to establish if the abuse is escalating -either getting worse or happening more often. Also, what type of physical abuse is happening, whether it is also happening to other people in the household (children, siblings, elderly relatives) or a pet and if injuries have been caused.
- **Sexual abuse** This can include the use of threats, force or intimidation to obtain sex, deliberately inflicting pain during sex, or combining sex and violence and using weapons.
- **Coercion, Threats And Intimidation**
Factors which need to be considered are: the fears of the victim/victims in relation to what the perpetrator/s may do; who they are frightened of and who they are frightened for (i.e. children/siblings).
In cases of 'Honour' Based Violence there may be more than one abuser living in the home or belonging to the wider family and community. This could also include female relatives.
- **Stalking and harassment** become more significant when the abuser is also making threats to harm themselves, the victim or others. They might use phrases such as "If I can't have you no one else can..."

High risk domestic abuse

Other examples of behaviour that can indicate future harm include obsessive phone calls, texts or emails, uninvited visits to the victim's home, workplace etc, loitering and destroyed or vandalised property.

- **Separation** is a particularly dangerous time for victims of domestic abuse and being pursued after separation can be particularly dangerous.
- **Pets may be harmed or furniture** damaged in order to control and frighten the victim.
- **Previous violations of court orders** may be associated with an increase in risk of future violence.
- **Offenders with a history of violence** are at increased risk of harming their partner, even if the past violence was not directed towards intimate partners or family members. However, for 'honour'-based violence, the perpetrator(s) will commonly have no other recorded criminal history.
- **Economic Abuse** - Victims of domestic abuse are frequently financially controlled by their partners/ex-partners and this limits the safety options available to them. The victim might feel like the situation has become worse since their partner/ex-partner lost their job.
- **Emotional Abuse and Isolation** - The victim may be being prevented from seeing family or friends, from creating any support networks or prevented from having access to any money.
- **'Honour' based violence** may include extreme levels of isolation and being 'policed' in the home. This is a significant indicator of future harm and should be taken seriously .
- **Mental health** – victims may feel isolated, depressed or even suicidal. Equally the risk to the victim is greater if their partner/ex-partner has mental health problems such as depression and if they abuse drugs or alcohol. This can increase the level of isolation as victims can feel like agencies won't understand and will judge them. They may feel frightened that revealing this information will get them and their partner into trouble and, if they have children, they may worry that they will be removed.
- **Children** - the presence of children, including step children, can increase the risk of domestic abuse for the abused parent. Also, children can get caught up in the violence and suffer directly. The perpetrator may use the children to have access to the victim, abusive

High risk domestic abuse

incidents may occur during child contact visits or there may be a lot of fear and anxiety that the children may be harmed.

- **Pregnancy** - physical violence can occur for the first time or get worse during pregnancy or for the first few years of a child's life.

It should be borne in mind that the risk of domestic abuse can change at any time and that the victim and worker's own perception of risk should override all other factors.

Multi Agency Risk Assessment Conferences (MARACs)

MARACs are monthly meetings held to manage high risk domestic abuse cases in a multi agency context. The aim of the meetings is to increase the safety of men, women and children experiencing domestic abuse who are at high risk of harm. The meetings only discuss high risk cases and the service user is represented by the IDVAs or other agencies who they have had contact with.

Self referrals are not accepted to the MARACs and referrals need to be made using a referral and DASH risk assessment via secure email to: NSMARAC@avonandsomerset.police.uk.cjism.net If people do not have secure email they should contact the MARAC co-ordinator direct on 01934 638198 to arrange how to refer securely.

Training on MARACs and risk assessment is available and can be accessed by visiting <http://nsomersetcpd.webbased.co.uk/>

For a referral form and risk assessment form contact the MARAC co-ordinator on 01934 638198 (or 101 and ask for North Somerset Public Protection Unit) or email community@n-somerset.gov.uk

Independent Domestic Violence Advisers (IDVA) Service

North Somerset IDVAs provide intensive support to people experiencing domestic abuse / violence who are at high risk of harm; their aim is to reduce risk. They provide practical and emotional support to service users and act as their voice with other agencies.

Self referrals are generally not accepted and referrals should come from agencies that have completed a DASH risk assessment and referral form. **Both forms are available by emailing community@n-somerset.gov.uk or Tel: 08700 664233 Referrals should be sent via secure email to northsomersetidvas@ch1.org.uk.cjism.net**

High risk domestic abuse

If someone experiencing domestic abuse thinks that they need the IDVA service they should, in the first instance, contact NADA, Victim Support or their social worker, police officer, health visitor or other professional and talk to them about this.

So Called Honour Based Violence

Forced Marriage Unit Tel: 0207 008 0151.

Website <http://www.fco.gov.uk/en/travel-and-living-abroad/when-things-go-wrong/forced-marriage/>

The national Forced Marriage Unit offers confidential advice and assistance to:

- those who have been forced into marriage
- those at risk of being forced into marriage
- people worried about friends or relatives
- professionals working with actual or potential victims of forced marriage.

In North Somerset the MARACs panel and North Somerset Safeguarding Boards have developed an interagency protocol for responding to “Honour” Based Violence. For a copy of the protocol contact Domestic Abuse Co-ordinator Tel: 01934 426343 or email: community@n-somerset.gov.uk

Most “Honour” Based Violence cases are high risk and so an IDVA referral may be most appropriate – see previous section for details.

Also, the Gemini Project Tel: 0870 066 4233 can offer additional local support around this issue.

Specialist Domestic Abuse Services in North Somerset

The following agencies provide specialist, dedicated domestic abuse support in North Somerset. They will offer advice to professionals as well as working to support local people affected by domestic abuse.

**North Somerset Against Domestic Abuse (NADA) Tel: 01934 627 841
9:30-12:30 Monday to Fridays**

NADA provides information, practical and emotional housing related support to women at risk of domestic abuse. Support workers can travel to women throughout North Somerset and offer one-off or ongoing support including going to appointments/court with women experiencing domestic abuse.

NADA developed and facilitates the Phoenix Programme which provides an understanding of domestic abuse and helps participants develop the ability to avoid abusive relationships in the future.

NADA also co-ordinates '*My Kids and Me*', a course which explores how mothers can help their children who have lived through domestic abuse. The course was developed by a partnership of NADA, Child and Adolescent Mental Health Services, North Somerset Council and survivors. Contact NADA for information about availability of these programmes.

**The Gemini Project Tel: 0870 066 4233
Office hours**

The Gemini project provides safe, emergency accommodation and support in North Somerset to women, men and children (up to the age of 16) fleeing domestic abuse. People can self refer to Gemini or can be referred by another agency.

**The Women's Project Tel: 079 1944 0233 (answer machine)
Website: www.womensproject.co.uk**

The Women's Project offers free counselling to women in North Somerset who have been affected by domestic abuse.

**Victim Support Tel: 0845 45 66 099
8am – 8pm Monday to Fridays
Website: www.victimsupport.org.uk**

The Victim Support victim care unit offers confidential support and information to victims of any crime, including domestic abuse and also to witnesses attending court. On-going support in the community is also offered to anyone who requires it. Some volunteers have received specialist domestic abuse training and have

specialist domestic abuse services in North Somerset

considerable experience in supporting men and women affected by domestic abuse.

The Mankind Initiative Tel: 01823 334244
10am-4pm and 7pm-9pm Monday to Fridays
Website: www.mankind.org.uk

This helpline gives emotional and practical support to any man affected by domestic abuse or anyone supporting him.

Standing Together, North Somerset Tel: 01934 426343

This group works to provide limited funding support to anyone with difficulties in accessing domestic abuse support in North Somerset due to an equalities issue. This may be due to:

- No recourse to public funds
- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation
- People trafficking
- Another equalities issue agreed by the committee on a case by case basis

Self referrals are not generally accepted so anyone wishing to apply should contact NADA, Gemini or one of the other local support services to discuss.

Services Led by Domestic Abuse Survivors

**Survivors Empowering and Educating Domestic Abuse Services
(SEEDS) North Somerset Tel: 07713 473850**

Email: northsomersetseeds2011@gmail.com

SEEDS is a means by which survivors have their voices heard by those planning and providing domestic abuse services. SEEDS is organised by survivors who have carried out a survey of other survivors to find out which services work and which don't. They will be presenting their findings to improve services for the future in Jan 2012. Any woman who has experienced domestic abuse in the last 5 years is invited to join SEEDS and help raise awareness of service needs for women experiencing domestic abuse. SEEDS aim to improve skills and self esteem by encouraging survivors to speak out

GEMMA Tel: 07771 548359

Gemma is a group of survivors who support North Somerset's Gemini refuge. It provides welcome packs for new residents, furniture for people, moving out and a newsletter. To join the group or to make a donation contact the number above.

Support for Children Affected by Domestic Abuse

The Adoption and Children Act 2002 makes it clear that children suffer harm when seeing or hearing the ill treatment of another, particularly in the home. This does not mean that all families experiencing domestic abuse require Children's Social Care intervention but that all agencies need to work together to risk assess and respond to domestic abuse.

The North Somerset interagency protocol and practice guidance – ***Safeguarding Children and Young People Affected by Domestic Abuse*** (draft) sets out the responses which agencies will make to domestic abuse and gives good practice guidance. Anyone working with children and young people who may be affected by domestic abuse should obtain a copy of the guidance by contacting the Domestic Abuse Co-ordinator Tel: 01934 426343 or email: community@n-somerset.gov.uk .

Safeguarding Children

If anyone is concerned that a child is at immediate risk of harm from domestic abuse they should call the police on 999 or contact Children's Social Care:

Children's Social Care (Child Protection)

Tel: 01275 888266 Referral, Co-ordination and Investigation Unit
(Monday to Thursday 8.45 am - 5 pm and Friday from 8.45 am - 4.30 pm.
(Outside these hours Tel: 01454 615165)

Information for Parents and Carers

If anyone is worried about how domestic abuse is affecting their children they are advised to:

- Seek support and help as soon as possible – the Family Information Service can give advice on local supportive agencies. Phone them on tel 01934 426 300
- Look at the survivors' handbook on the Women's Aid website which includes a section on supporting children www.thehideout.org.uk If someone does not have internet access the Domestic Abuse Co-ordinator can provide a hard copy of the survivors' handbook Tel: 01934 426343
- Report their concerns about their family or someone else to the police.
- Talk to their children about what is happening and encourage them to visit the Hideout website www.thehideout.org.uk which has information and support for children and young people.
- Parents need to know that children need time to talk about the feelings they have about violence. They need to know that it is not their fault and that this is not the way it should be.
- Parents can part in My Kids and Me – a course which explores parenting after domestic abuse. Contact NADA on 01934 627 841 for details.

Children

Many agencies in North Somerset offer support for children including those who have been affected by domestic abuse, the Family Information Service can give details. In addition, the following services have some specialisation in domestic abuse support:

Time Together Tel: 01934 415374

Time Together is a programme for parents and children who have experienced domestic abuse. It is run by Barnardo's for families working to rebuild their lives together.

The aims are:

- To create time for families to talk together; to understand each other and to enjoy each other's company.
 - To support parents to understand how abuse might have affected them and their children; to take back control and to keep children safe.
 - To support children, understand their feelings and build their self esteem.
-

Gemini

A Children's Worker is funded via a Children In Need grant until September 2012 to work with families who are accommodated through Gemini. She offers 1 to 1 support to each child & parenting advice to parents helping them recognise and develop strategies to minimise the effects that living with domestic abuse may have had. She provides activities, outings and play sessions for Gemini families which is made possible by accessing further grant funding or charitable donations. She is involved in delivering multi agency training and has delivered My Kids and Me part 2 of the Phoenix Programme and the FAST programme recently delivered in a local primary school.

Her work also involves joint working with schools to ensure children settle into new placements, she continues to support schools, children and their parents to address any ongoing concerns or issues. She is also able to work jointly with Social Care and Health Services to address any Safeguarding concerns.

There is a minimum capacity to continue to work with families who move on from Gemini accommodation but the aim is to do this where the need arises. The Children's Worker will support families to access local groups, children's centres and children's support services to ensure that families receive continued support when moving on.

There is a section on links with schools in the Co-ordinated work to respond to domestic abuse section.

Support for Vulnerable Adults Affected by Domestic Abuse

The definition of a vulnerable adult is some one aged 18 or over, who depends on others for care and who may be less able to protect themselves from being abused than the general population. When a vulnerable adult experiences domestic abuse it is important that the response is sensitive and supportive and that agencies work together to ensure the best response for the individual.

If there are concerns that someone is being abused or may be at risk of abuse contact

Care Connect Tel: 01275 888801

Monday - Friday, 8am to 6pm. Outside of these hours Tel: 01934 622669.

Co-ordinated Work to Respond to Domestic Abuse in North Somerset

For details of the work of the **North Somerset Domestic Abuse Strategy Group (DASG)** contact:

Community Safety and Drug Action Team
Domestic Abuse Co-ordinator
Email:community@n-somerset.gov.uk
Tel: 01934 426343
website : www.endabuse.org.uk

Training by the DASG:

The DASG facilitates a rolling programme of training sessions including:

- 1. Domestic Abuse – Basic Awareness**, has the following objectives:
 - Understand definitions of domestic abuse
 - Consider the cycle of abuse and why women stay
 - Understand the experience from the point of view of a survivor
 - Become familiar with police role and responses
 - Become aware of local resources and support available

- 2. MARACs and Other Responses to Domestic Abuse**, has the following objectives:
 - Raise awareness of the MARAC and its objectives
 - Increase understanding of the MARACs process and how to make a referral
 - Increase understanding of risk assessment and give practical examples of using the CAADA DASH risk assessment
 - Explore options for responses to domestic abuse cases

- 3. Inter Agency Child Protection**, Domestic Abuse is part of North Somerset Safeguarding Children Board's (NSSCB) Inter Agency Training programme, and is designed for practitioners from all agencies who have a responsibility for Child Protection. Participants' role should include work with families and children affected by domestic abuse.

For further information or to book a place on any of the above courses visit the CPD online website <http://nsomersetcpd.webbased.co.uk/> and search on domestic abuse for details and dates of these and all current courses.

Alternatively contact the Domestic Abuse Co-ordinator Tel: 01934 426343 or email: community@n-somerset.gov.uk

Links with Schools:

North Somerset Council has produced guidance for schools, youth workers and day care providers, including childminders, day nurseries, pre schools and children's centres in supporting children affected by domestic abuse – *Guidelines for Those Working with Children and Young People in North Somerset* For the latest information visit the website or contact the Domestic Abuse Co-ordinator – details below.

In addition, the DASG is keen to work with schools to explore healthy relationships with all children and has produced guidance on this – *Domestic Abuse – a Guide to Supporting Preventative Work with Young People*. The group has helped plan and facilitate sessions in various schools and has a library of resources for use by schools.

Parenting after domestic abuse

The DASG has developed a group work programme *My Kids and Me* which helps mothers to improve their relationships with their children and increase their confidence in their parenting abilities following domestic abuse. The course is administrated by NADA and so referrals should be made to NADA Tel: 01934 627841

In addition the DASG has:

- Further information on support services
- Downloadable documents including the IDVA and MARAC referral forms and DASH risk assessment form
- Leaflets to give to service users

For further details of all of the above or to become involved in domestic abuse work in North Somerset contact the Domestic Abuse Co-ordinator – details at the start of this section, or visit www.endabuse.org.uk

The Independent Domestic Abuse Forum (IDAF)

Contact care of NADA Tel: 01934 627841 The Independent Domestic Abuse Forum was set up by a local group of people who want to make a difference to the lives of victims and survivors of domestic abuse. Some members work with abuse, some are survivors and some simply want to help.

The aims and objectives of the IDAF are to:

- Provide and be a voice for survivors of domestic abuse and frontline workers
- Raise public awareness of domestic abuse
- Involve survivors in educating others to prevent domestic abuse

co-ordinated domestic abuse responses

- Act as a collective body for non statutory and voluntary services to improve resources, funding and shared knowledge
- Encourage survivors to engage with their community

The IDAF meets regularly and welcomes new members who share their aims. Their current focus is on education and awareness raising.

Contact details for other support in North Somerset

The following agencies provide support which may be required by someone experiencing domestic abuse. However, they do not specialise purely in domestic abuse support provision.

Addiction Support

Addiction Recovery Agency (ARA) Tel: 01934 415376

Battle Against Tranquilisers (BAT) Tel: 0844 8269317

Benefits

National Job Centre Plus Advice and Claim line Tel: 0800 055 6688
textphone is available on 0800 023 4888
8.00 am to 6.00 pm, Monday to Friday

North Somerset Jobcentre Plus Offices:

Weston-super-Mare Jobcentre Plus
Tel: 01934 433800
textphone 01225 780 801
Regent House, High Street, Weston-super-Mare BS23 1JH

Clevedon Jobcentre Plus
Tel: 0845 604 3719
textphone 0845 608 8551
28 Old Street, Clevedon BS21 6DF

For advice and a to claim benefits for those who: are on a low income, have dependent children, are ill, disabled, a carer, over 60, bereaved or pregnant who may be entitled to some benefits

Housing Benefits & Council Tax Tel: 01934 888144

Website: www.northsomerset.gov.uk (search under B for Benefits)

For advice and to make a claim for housing benefits and council tax benefit.

Citizens Advice Bureau (CAB) Tel: 08444 111444

Monday to Friday 10am to 2pm

Badger Centre, 3-6 Wadham Street, Weston-super-Mare, BS23 1JY

Website: www.northsomersetcab.org

Support and advice on claiming benefits as well as debt and money problems and legal matters.

Black and Minority Ethnic (BME) support

Refugee Action South West Tel: 0800 800 052
(Mon, Thurs & Fri 10am to 12.30pm and 2pm to 4.30pm)
www.refugee-action.org.uk/bristol

Somerset Racial Equality Council (SREC) Tel: 01934 414 455
Somerset Racial Equality Council (SREC) is an independent voluntary sector organisation based in Weston-super-Mare.
We work in partnership with individuals and organisations for a fair and just society which values diversity and gives everyone an equal chance to work, learn and live free from prejudice, discrimination and racism across the whole of North Somerset.
Address: Badger Centre,
3-6 Wadham St,
Weston-super-Mare
BS23 1JY
Tel:
Email: nsomerset@srec.org.uk
Website: www.srec.org.uk

North Somerset BME Forum Tel: 01934 414455
The NS BME Forum can provide support for people from all ethnic backgrounds. It has over 500 members from 52 different countries and has groups in Weston-super-Mare, Nailsea, Clevedon and Portishead.
Address: Badger Centre
3-6 Wadham St
Weston-super-Mare
BS23 1JY
Website: www.ns-bmeforum.org

Support Against Racist Incidents (SARI) Tel: 0117 942 0060
Provide free and confidential support to victims of racial harassment
Website: www.sariweb.org.uk

Children

The Family Information Service tel 01934 426 300

Website: www.n-somerset.gov.uk/Education/Parents+and+carers/Childcare+and+childminders

The North Somerset Family Information Service provides a one-stop source of information for the benefit of children, young people and families, and those who work with them, within North Somerset.

They offer free and impartial information about the following services:

- Childcare and activities, including parent and toddler groups
- Paying for childcare
- Working in childcare
- Children's Centres
- Local services, events and organisations
- National support groups and organisations
- Advice on the process of applying for school places

The service has an online directory which covers the following issues:

- Advice and Support
- Babies
- Behaviour
- Childcare
- Children
- Children's Safety and Protection
- Disability
- Families - being a parent or carer
- Health
- Learning and Skills
- Leisure and Recreation
- Money and welfare benefits
- Parents' and children's rights
- Pregnancy and Maternity
- Relationships
- Schools
- Teenagers
- Toddlers
- Travel and Transport

Counselling

British Association of Counselling and Psychotherapy Tel: 01455 883300
For contact details of therapists throughout the UK

Other support in North Somerset

Wellspring Counselling Tel: 01275 810879

The Women's Project Tel: 07919 440233

The Women's Project offers free counselling to all female survivors of domestic abuse in North Somerset

Disability Support

DIAL (Disablement Information Advice Line) Tel: 01934 419426

West of England for Inclusive Living (WECIL) Ltd Tel: 0117 9038900

Well Aware Guide to Wellbeing and Community Services Tel: 0808 808 5252

Health

Hospitals

- Bristol Royal Infirmary (BRI) Tel: 0117 9230 000
- Clevedon Hospital Tel: 01275 872212
- Weston General Hospital Tel: 01934 636363

Doctors

GP led health centres:

Weston GP Healthcare Centre - The Boulevard Tel: 01934 724009
12 - 14 The Boulevard, Weston-super-Mare, BS23 1NA

Weston GP Healthcare Centre - Weston General Hospital Tel: 01934 724010

GP Practices:

Backwell And Nailsea Medical Group Tel: 01275 465100
Backwell Medical Centre, 15 West Town Road, Backwell, Bristol, BS48 3HA

Brockway, Backwell and Nailsea Medical Group Tel: 01275 850600
Brockway Medical Centre, 8 Brockway, Nailsea, Bristol, BS48 1BZ

Churchill Surgery Tel: 01934 862532
The Surgery, Ladymead Lane, Churchill, Bristol, BS25 5NH

Clarence Park Surgery Tel: 01934 415080
13 Clarence Road East, Weston-Super-Mare, BS23 4BP

Other support in North Somerset

Clevedon Riverside Group Tel: 0844 4773751
Clevedon Medical Centre, Old Street, Clevedon, BS21 6DG

Dr D John & Partners Tel: 01934 842211
Winscombe Surgery, Hillyfields Way, Winscombe, BS25 1AF

Dr D John & Partners Tel: 01934 820113
Banwell Surgery, Westfield Road, Banwell, Bristol, BS29 6BG

Dr G Garvey and Partners Tel: 01934 628111
Graham Road Surgery, 22 Graham Road, Weston-Super-Mare, North Somerset
BS23 1YA

Dr M Pimm Tel: 01934 515878
The Cedars Surgery, 87 New Bristol Road, Worle, Weston-Super-Mare,
BS22 6AJ

Dr P Pemberton & Partners Tel: 0844 4773283
Portishead Medical Group, Victoria Square, Portishead, Bristol, BS20 6AQ

St Georges Surgery Tel: 01934 527681
135 Pastures Avenue, Weston Super Mare, BS22 7SB

Dr T Southwood And Partners Tel: 01275 866700
Nailsea Family Practice, Tower House Medical Centre, Stockway South,
Nailsea Bristol, BS48 2XX

Harbourside Family Practice Tel: 0300 300 0029
Marina Healthcare Centre, 2, Haven View, Portishead, BS20 7QA

Heywood Family Practice Tel: 01275 372105
Lodway Gardens, Pill, North Somerset, BS20 0DL

Locking Castle Medical Centre Tel: 01934 529870
4 Stafford Place, Weston Super Mare, BS23 2QZ

Locking Castle Medical Centre Tel: 0844 4778958
Highlands Lane, Weston Super Mare, BS24 7DX

Long Ashton Surgery Tel: 01275 392134
55 Rayens Cross Road, Long Ashton, Bristol, BS41 9DY

Longton Grove Surgery Tel: 01934 628118
Longton Grove Road, Weston-Super-Mare, BS23 1LT

Longton Grove Surgery Tel: 01934 823204
The Village Hall, Grenville Avenue, Locking, Weston-Super-Mare, BS24 8AR

New Court Surgery Tel: 01934 624242
39 Boulevard, Weston-Super-Mare, BS23 1PF

Other support in North Somerset

Riverbank Medical Centre Tel: 01934 521133
Walford Avenue, North Worle, Weston-Super-Mare, BS22 7YZ

Sunnyside Surgery Tel: 01275 873588
4 Sunnyside Road, Clevedon, North Somerset, BS21 7TA

The Green Practice Tel: 0844 4773720
Clevedon Medical Centre, The Green Practice, Old Street, Clevedon,
BS21 6DG

The Locality Health Centre Tel: 01934 427527
68 Lonsdale Avenue, Weston-Super-Mare, BS23 3SJ

The Milton Surgery Tel: 0844 4771837
232-234 Milton Road, Weston-Super-Mare, North Somerset, BS22 8AG

The Village Surgery Tel: 01934 516671
Hill Road East, Worle, Weston-Super-Mare, BS22 9HF

Tudor Lodge Surgery Tel: 01934 622665
Tudor Lodge, 3 Nithsdale Road, Weston Super Mare, BS23 4JP

Weston GP Healthcare Centre Tel: 01934 724010
Grange Road, Weston Super Mare, BS23 4TQ

Weston GP Healthcare Centre Tel: 01934 724009
12-14 The Boulevard, Weston-Super-Mare, BS23 1NA

Worle Health Centre Tel: 01934 516789
Worle Medical Practice, 125 High Street, Worle, Weston-Super-Mare,
BS22 6HB

Wrington Surgery Tel: 01934 862532
Station Road, Wrington, Bristol, BS40 5NG

Yeo Vale Medical Practice Tel: 01934 839820
Station Road, Congresbury, North Somerset, BS49 5DX

Yeo Vale Medical Practice Tel: 01934 839820
155 Mendip Road, Yatton, Bristol, BS49 4ER

Health Visitors

GP practice/surgery	health visitor base	telephone no.
Backwell and Brockway Medical Practice Brockway, Nailsea Nailsea Family Practice	Towerhouse, NAILSEA	01275 866738
Long Ashton Surgery	LONG ASHTON	01275 394167

Other support in North Somerset

Harbourside Family Practice Heywood Surgery, Pill Portishead Surgery	Marina, PORTISHEAD	01275 547541
Clevedon Riverside Practice Sunnyside Surgery, Clevedon The Green Practice, Clevedon	The Barn Children's Centre CLEVEDON	07703 715524* temporary until Sept 2011
Banwell Surgery Churchill Surgery Winscombe Surgery Wrington Surgery Yatton Surgery Congresbury Surgery	Stockmead, LANGFORD Yatton Surgery	01934 852927 01934 839827
Clarence Park Surgery Graham Road Surgery New Court Surgery Longton Grove Surgery Locality Health Centre, Bourneville Tudor Lodge Boulevard Drop-in Centre Locking Castle Medical Centre The Cedars Surgery Milton Surgery Stafford Place Riverbank Surgery, Worle The Village Surgery, Worle St Georges Surgery Worle Health Centre Milton Road Weston GP Health care, Weston General Hospital Weston GP Healthcare Centre – The Boulevard	Weston South Based at Worle Weston South Based at Healthy Living Centre Locking Team Based at Worle H.C Worle Health Centre, WESTON SUPER MARE	01275 529520 01275 427621 01934 529157 01934 529164

School Nurses and Children's Complex Needs

Name of School	School nurse base	telephone
Ashcombe Primary Bourneville Infants Bourneville Junior Broadoak Comprehensive Christchurch Primary Corpus Christi Primary Hans Price Academy	FOR ALL HEALTHY LIVING CENTRE 68 Lonsdale Road Bourneville Weston-super-Mare BS23 3SJ	01934 427440

Other support in North Somerset

<p>Hutton Primary Oldmixon Post 14 PRU-South Rathbone, Winterstoke Rd Uphill Primary Walliscote Primary Windwhistle Primary</p>		
<p>Backwell Academy Backwell Junior Banwell Primary Blagdon Primary Burrington Churchill Community School Churchill Primary Dundry Flax Bourton Golden Valley Primary Grove Hannah Moore Infant Kingshill Primary Nailsea Secondary School Oakhill Sandford Primary St Francis Primary St Katharines St. Andrews Tickenham West Leigh Infants Winford Winscombe Wraxall Wrington Yatton Infant Yatton Junior</p>	<p>TOWER HOUSE MEDICAL CENTRE Stockway South Nailsea BS48 2XX</p>	<p>01275 866724</p>
<p>All Saints Birdwell Primary Clevedon Comprehensive Crockerne Gordano Comprehensive Highdown Infants Highdown Junior Northleaze Primary Portishead St Barnabas St John St Katherines Comprehensive St Marys St Peters St. Josephs St. Nicholas Chantry Trinity Primary Yeo Moor</p>	<p>Marina Healthcare Centre 2 Haven View Portishead BS20 7QA</p>	<p>01275 547522</p>

Other support in North Somerset

Becket Primary Castlebatch Primary Fairway Herons' Moor Hewish St Annes Hillside Infants Kewstoke Primary Locking Primary Mead Vale Primary Mendip Green Milton Infants Milton Junior Priory Community St Georges Church Primary St Marks Primary St Martins Junior The Larch, Baytree Rd Worle Comprehensive Worlebury Infants	Worle Health Centre 125 High Street Worle Weston-super-Mare BS22 6HB	01934 529524
Children with Complex needs		
Name Of School	Complex Base	Telephone
Baytree Ravenswood St Katherines Resource Centre Westhaven	Weston Court Oldmixon Crescent Weston-super-Mare BS24 9AU	01934 426896
Housing		
<p>North Somerset Council HomeChoice & Housing Advice Team Tel: 01934 426330 - for housing advice, homelessness applications and to join the HomeChoice register</p> <p>Out of Hours emergency housing (evenings and weekends) Tel: 01934 622669</p> <p>Shelter Tel: 0808 800 4444 for independent housing advice</p>		
Refuges		
<p>If you want to find a refuge ANYWHERE ring the Women's Aid 24-Hour Domestic Violence Helpline 0808 2000 247</p> <p>Some local refuges:</p> <ul style="list-style-type: none"> • Bridgwater Women's Aid / Refuge has accommodation in Sedgemoor Tel: 01278 456351 		

Other support in North Somerset

- Dean Crescent Women's Hostel 0117 9872055
- Gemini Project (North Somerset) 0870 066 4233
- Magna West Somerset 01984 635115 run the IDVA, outreach and safe-house services in West Somerset
- Mendip Women's Refuge 01458 840594 has refuge accommodation in the Mendip area
- Next Link 0117 925 0680
- South Somerset Women's Refuge 01935 427594 - refuge and outreach
- Survive (South Gloucestershire) 0117 961 2999 - refuge and outreach
- Taunton Refuge 01823 279991

Black Association of Women Step Out Tel: 02920 644 633

For Pets

RSCPA Pet Retreat Tel: 0808 800 4444

Legal Advice

Citizens Advice Bureau Tel: 0870 1212017 For provision of free advice in North Somerset.

Solicitors:

The following solicitors have indicated that they provide legal advice around family law and domestic abuse. Non-inclusion of a solicitor does not mean that they do not provide advice on this issue.

Solicitors in Weston-super-Mare

- Berry Redmond & Robinson Tel: 01934 619000
- Gordon & Penney Tel: 01934 414161
- John Hodge & Co Tel: 01934 425999

- Powells Tel: 01934 623501
- Wards Tel: 01934 413535 (Boulevard) or Tel: 01934 428800 (Waterloo Street) or Tel: 01934 428811 (Worle)

Solicitors in Clevedon

- John Hodge and Co Tel: 01275 874213
- Wards Tel: 01275 850470

Solicitors in Congresbury

- Laurence Holmes Tel: 01275 838445

Solicitors in Nailsea

- Murray Roach Tel: 01275 858266
- Wards Tel: 01934 838445

Other support in North Somerset

Solicitors in Portishead

- Burroughs Day Tel: 01275 843213
- Wards Tel: 01275 850460

Solicitors in Winscombe

- Berry Redmond & Robinson Tel: 01934 842811

Solicitors in Yatton

- John Hodge and Co Tel: 01934 833208

LGBT Support

Bristol Lesbian & Gay Switchboard (BLAGS) Tel: 0117 9221328

Broken Rainbow Tel: 0300 999 5428 national helpline

Educational Action Against Homophobia (EACH) Tel: 0808 1000 143
(Mon to Fri 9.00am to 4.30pm) Provides a range of services including support and training to individuals, groups and employers.

Email: support@eachaction.org.uk

Website: <http://eachaction.org.uk/>

Stonewall Tel info Line: 08000 50 20 20 (Mon to Fri 9.30am to 5.30pm)

Website: www.stonewall.org.uk

Stonewall works for equality and justice for lesbians, gay men and bisexuals.

Mental Health

Adult Mental Health Services – Care Connect Tel: 01275 888801

FRIEND (Community Mental Health Resources Centre) Tel: 01934 622292

MINDLINE Tel: 0808 808 0330

SANELINE Tel: 0845 7678000

Crime and Police

In an emergency dial 999

Other support in North Somerset

North Somerset Police Tel: 101

Domestic Abuse Investigation Team Tel: 01934 638110

Crimestoppers for anonymous reporting Tel: 0800 555 111

Support For Perpetrators

RESPECT Tel: 0845 122 8609

Website www.respect.uk.net

This national helpline offers advice and information to people who are worried that they are abusive to their partners and who wish to change.

Somerset Changes Tel: 01823 282106 a voluntary domestic abuse perpetrators programme is run by Bournemouth Church Housing Association.

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