### Local Support Services – Bristol (University of the West of England) – see also National Support Services.

Survivors/Victims of rape, sexual assault and domestic abuse will often want to talk to someone who can provide a specialist service tailored to their needs and circumstances. For that reason there are national and some local organisations who provide support based on specific experience of violence or abuse, as well as on identity characteristics such as gender identity, sexuality or cultural background.

We have listed national support services in a separate document. This resource provides information about local support services for students at UWE.

Remember, to report an urgent crime or incident, if a crime is happening right now or someone is in immediate danger, telephone 999.

Textphone if you are deaf, deafened, hard of hearing or have a speech impairment: 18000

## *General services for students at UWE*

# UWE Wellbeing Service

There is a wellbeing service based at UWE which helps students to address stress, anxiety, relationship problems and more. You can be seen by a counsellor during office hours, Monday to Friday. There is a duty system for handling urgent queries. There is an online registration form: <http://www1.uwe.ac.uk/students/healthandwellbeing/wellbeingservice/counselling.aspx>

If you have difficulty accessing the online form, the telephone number is 0117 32 86268 and the email address is [wellbeing@uwe.ac.uk](mailto:wellbeing@uwe.ac.uk)

# UWE Police

UWE has a full-time dedicated police officer whose main office is located at 1E20 on Frenchay campus, in the covered area by the coffee cart and cashpoint. This role includes investigating crime and offering support to victims. Mark is happy to talk to any student about anything they are concerned about, whether they know it is a crime or not, no matter how low-level. He can offer advice and support and refer things on if necessary.

Email: [Mark2.Brain@uwe.ac.uk](mailto:Mark2.Brain@uwe.ac.uk)

Telephone: 07805 124 524. Working hours 9am-5pm (approx.)

<http://www1.uwe.ac.uk/aboutus/departmentsandservices/professionalservices/policeservices>

# UWE Security

<http://www.uwe.ac.uk/hsv/security/index.shtml>

For an immediate response: From outside : 0117 328 9999 or Internal : 9999

*Making a Report to UWE*

When students report instances of sexual violence, coercion or domestic abuse to UWE directly, UWE is then able to take action as a University and also is able to signpost students to the range of appropriate support that is available. For this reason, UWE encourages students to make a report to the University. To complain or raise concerns about the behaviour of another student, contact the Student Policy Team in Student and Partnership Services via email at [conduct@uwe.ac.uk](mailto:conduct@uwe.ac.uk) or telephone 0117 328 5667/6114. The team undertake casework and investigations under the Student Conduct, Professional Suitability and Fitness to Study policies (copies of which can be found at <http://www1.uwe.ac.uk/aboutus/policies>). The team’s primary aim will be to safeguard your safety and wellbeing, and take appropriate steps to protect the wider University community.

Other relevant policies and information you may wish to look at include:

Student Disciplinary Procedures: <http://www2.uwe.ac.uk/services/Marketing/students/Student%20advice/UWE-Student-Disciplinary-Procedures.pdf>

Bullying and Harassment Policy: [http://www2.uwe.ac.uk/services/Marketing/about-us/pdf/Policies/MC1303-UWE-Policy-for-Bullying-and-Harassment-of-or-b-Students.pdf](https://owa.uwe.ac.uk/OWA/redir.aspx?C=4hlect-lL0GWVYA0mg2oNRlKYoh029FIzCWhrm1n0fOAT3b23SJbBKG7PZOxEtGUGXgvgVIiKKU.&URL=http%3a%2f%2fwww2.uwe.ac.uk%2fservices%2fMarketing%2fabout-us%2fpdf%2fPolicies%2fMC1303-UWE-Policy-for-Bullying-and-Harassment-of-or-b-Students.pdf)

Complaints Procedures: [http://www1.uwe.ac.uk/aboutus/contactuwe/complaints.aspx](https://owa.uwe.ac.uk/OWA/redir.aspx?C=4hlect-lL0GWVYA0mg2oNRlKYoh029FIzCWhrm1n0fOAT3b23SJbBKG7PZOxEtGUGXgvgVIiKKU.&URL=http%3a%2f%2fwww1.uwe.ac.uk%2faboutus%2fcontactuwe%2fcomplaints.aspx)

IT Acceptable Use Policy: [http://www1.uwe.ac.uk/its/itpolicies/itacceptableusepolicy.aspx](https://owa.uwe.ac.uk/OWA/redir.aspx?C=4hlect-lL0GWVYA0mg2oNRlKYoh029FIzCWhrm1n0fOAT3b23SJbBKG7PZOxEtGUGXgvgVIiKKU.&URL=http%3a%2f%2fwww1.uwe.ac.uk%2fits%2fitpolicies%2fitacceptableusepolicy.aspx)

To make a complaint about a member of staff, in the first instance take confidential advice from the Students’ Union Advice Centre <http://www.uwesu.org/support/advice-centre>

Email: [advice@uwe.ac.uk](mailto:advice@uwe.ac.uk) or telephone: 0117 3282676.

You can also make a report of any Hate Crime by using UWE’s Hate Incident Monitoring Form with or without disclosing your personal details. Harassment or bullying that is also motivated by misogyny, sexism or contempt for women as well as everyday physical, verbal, emotional psychological, financial or cyber abuse of women is defined as a Hate Crime and there is comprehensive information available concerning bullying, harassment and hate incidents here:

<http://www1.uwe.ac.uk/aboutus/visionandmission/equalityanddiversity/hateincidentreporting.aspx>

## *General local services beyond UWE*

# Avon and Somerset Police

* To report an urgent crime or incident, if a crime is happening right now or someone is in immediate danger, telephone 999.
* If you are deaf, deafened, hard of hearing or have a speech impairment: Textphone 18000
* To report a crime or incident that does not require an urgent response, telephone 101 to contact Avon and Somerset Constabulary.
* Avon and Somerset Constabulary have an online reporting form accessible via their website:
* <https://www.avonandsomerset.police.uk/>
* Avon and Somerset Constabulary have a dedicated and specially trained team of officers who specialise in investigating rape and sexual assault – the Sexual Assault Investigation Team.
* Avon and Somerset Constabulary have a specially trained team of officers who specialise in investigating domestic abuse – the Domestic Abuse Investigation Team.

# Crimestoppers

To report a crime anonymously, call Crimestoppers on 0800 555 111 or use the online form:

<https://crimestoppers-uk.org/give-information/give-information-online/>

# Victim Support

In addition to the national helpline, local support can be provided at home or in locations across Avon and Somerset.

Specialist volunteers trained to support around sexual and domestic violence.

0117 9473070

Monday – Friday 8am-8pm; Saturday 8am-6pm.

# Bristol Against Violence and Abuse

For up-to-date information on all forms of violence and abuse against women and girls, and sexual and domestic violence against men and boys, visit the BAVA website which lists relevant local advice and support services.

<http://www.bava.org.uk/>

## *Rape, sexual assault and childhood sexual abuse*

There is a **Bristol Sexual Violence Services Pathway** online guide, which will help you to find support and advice services in the city area. Frenchay is in South Gloucestershire and there is a **South Gloucestershire Sexual Violence Services Pathway** online guide.

Website (Bristol): <http://www.survivorpathway.org.uk/bristol/>

Website (South Gloucestershire): <http://www.survivorpathway.org.uk/south-gloucestershire/>

# SARSAS (formerly Bristol Rape Crisis) for women and girls

SARSAS are a specialist support service for women and girls who have experienced any form of sexual violence, at any point in their lives. SARSAS offer information, practical support, a helpline, e-support, and 1 to 1 support by phone or face to face.

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

Email support: [support@sarsas.org.uk](mailto:support@sarsas.org.uk)

Helpline: 0800 801 0456 or 0117 929 9556 open Mon 11am-2pm; Tue/Wed/Thur 6pm-830pm; Fri 11am-2pm

# SARSAS (formerly Bristol Rape Crisis) for men and boys

SARSAS run a specialist support line for men and boys who have experienced any form of sexual violence at any point in their lives.

Helpline: 0808 801 0464  
Men and boys helpline open Mondays 11:00 – 14.00 and Tuesdays 6.00 – 20.30  
Email: [support@sarsas.org.uk](mailto:support@sarsas.org.uk)  
Website: [www.sarsas.org.uk](http://www.sarsas.org.uk)

# The Bridge Sexual Assault Referral Centre

Providing emotional, medical and practical care and support for any woman, man or young person who has been raped or sexually assaulted. Counselling for anyone assaulted within the last 12 months. Forensic examinations can be provided with or without police involvement so that there is no pressure to make an immediate decision about reporting to the police.

[www.turntothebridge.org](http://www.turntothebridge.org)

[turntothebridge@uhbristol.nhs.uk](mailto:turntothebridge@uhbristol.nhs.uk)

0117 342 6999

2nd Floor, Central Health Clinic, Tower Hill, Passage Street, Bristol, BS2 0JD.

Open 24 hours for telephone information and forensic medical services with police involvement.

Open Monday – Friday 9-5 for information, referral services, counselling and forensic medical services without police involvement.

# Womankind Bristol

A confidential and professional counselling and helpline service for women who have experienced sexual abuse or rape. A specialist service is available for deaf women with a counsellor who is BSL trained. Specialist services for refugees, asylum seekers and trafficked women. Language interpreters available on request.

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

Helpline 0845 458 2914 or 0117 9166461. Calls charged at local rates for landlines.

Open Monday to Friday 9am-5pm; Monday & Tuesday evenings 8pm-10pm.

# Independent Sexual Violence Advisor (ISVA)

Sexual assault follow-up and empowerment for any victim of rape, sexual assault or abuse – men, women, transgender, children. Home visits or meeting in locations near where victim/survivors live. Fully trained ISVAs.

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

0117 925 0680 open Monday-Friday 9-5

[enquiries@safelink.co.uk](mailto:enquiries@safelink.co.uk)

# Kinergy

A professional confidential counselling service for survivors of sexual abuse and/or rape.

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

0117 908 7712

[contact@kinergy.org.uk](mailto:contact@kinergy.org.uk)

# The Green House

Specialist counselling for men, women, children and young people who have experienced sexual violence and/or rape.

[the-green-house.org.uk](http://the-green-house.org.uk)

0117 935 1707

[info@the-green-house.org.uk](mailto:info@the-green-house.org.uk)

## Visit BAVA for more local information: <http://www.bava.org.uk/types-of-abuse/rape-and-sexual-assault/>

## *Domestic Abuse*

# Womankind Bristol

A helpline for women in distress and women suffering domestic abuse.

0845 458 2914 or 0117 916 6461 – calls charged at local rates for landlines.

# NextLink (Bristol)

Specialist domestic abuse services for women and children in Bristol including dedicated Black and Minority Ethnic, South Asian and Somali services. Supporting women who have or are experiencing domestic abuse and who need help to stay at home safely or move to safe accommodation.

<http://www.nextlinkhousing.co.uk/>

[enquiries@nextlinkhousing.co.uk](mailto:enquiries@nextlinkhousing.co.uk)

0117 925 0680

# Survive (South Gloucestershire)

A friendly, locally based agency run by women who care deeply about helping those who are in an abusive relationship. Survive can provide refuge accommodation, emotional and practical support, the Freedom Programme and services for children and young people.

Survive are open Monday to Friday, 9am-4pm. Otherwise there is an answer phone which is checked regularly and someone will call you back.

Tel: 0117 961 2999  
Website: [www.survivedv.org.uk](http://www.survivedv.org.uk)

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

# Independent Domestic Violence Advocates (IDVAs)

The BRI (Bristol Royal Infirmary Hospital) Emergency Department has an IDVA service for male and female victim/survivors Monday – Sunday 9am – 5pm.

Telephone: 0117 342 1495 / 0117 342 1496.

Visit BAVA for more local information: <http://www.bava.org.uk/types-of-abuse/domestic-violence-and-abuse/>

## *Trafficking*

# Unseen

Unseen initiates and leads projects to help survivors of trafficking and run secure accommodation for adult women who are classified as survivors/victims of human trafficking for sexual exploitation or domestic servitude.

<http://www.unseenuk.org>

## *Self-Harm*

# Self Injury Support (formerly Bristol Crisis Service for Women)

Run by a Bristol charity, this national organisation supports girls and women in emotional distress – particularly women who harm themselves.

TESS Text and Email Support, for girls and young women under 25 who self-injure. Open Monday – Friday 7pm-9pm.

Text: 0870 047 2908

Email via online form <http://www.selfinjurysupport.org.uk/tessform/>

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

Support groups for people who self-injure. Run by Bristol MIND.

Men and women’s mixed group (18+) Tuesday evenings 630-8pm.

Monthly wellbeing workshops on Saturday mornings..

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

[sishbristol@gmail.com](mailto:sishbristol@gmail.com)

## *Female Genital Mutilation (FGM)*

Local medical help for FGM is available:

# African Women’s Clinic

Charlotte Keele Health Centre, Seymour Road, Easton BS5 0UA. Drop in or telephone:

0117 342 6900

# Bristol Community Rose Clinic at Lawrence Hill Health Centre

Provides support for women experiencing any health problems as a result of FGM as well as ‘opening’ surgery.

Email: [bristolrose.clinic@nhs.net](mailto:bristolrose.clinic@nhs.net)

Telephone: Dr Katrina Darke 07813 016911

Visit BAVA for more local information: <http://www.bava.org.uk/types-of-abuse/female-genital-mutilation/>

## *Forced Marriage*

# The Sky Project

Based in Bristol and offering information and support for professionals, communities and individuals on issues around forced marriage.

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

Visit BAVA for more local information: <http://www.bava.org.uk/types-of-abuse/forced-marriage/>

## *Women trapped in or vulnerable to street-based prostitution*

# One25

A night outreach service, a drop-in and one-to-one casework support for women trapped in, or vulnerable, to street sex work supporting exit from violence, poverty and addiction.

One25

[www.one25.org.uk](http://www.one25.org.uk/)

0117 909 8832