



Who is TESS and how does it work?

Tess is a text and email support service that is run by Bristol Crisis Service for Women, (BCSW). BCSW have been supporting girls and women who self-injure for over twenty years. TESS was started in October 2008 and has been set up to offer support to girls and young women affected by self-injury.

The TESS team is made up of women from lots of different backgrounds and ages, some with personal experience of self-injury and some not. Everyone who works on TESS has gone through the same training and has a good awareness of self-injury and young people, and is supported in their work to offer the most effective service possible. You won't always be in contact with the same worker, there is a team of us and collectively we call ourselves TESS. Everyone in our team works under the same philosophy which is to support you to find your own answers rather than give out advice.

We are based in Bristol but you can contact our service from anywhere. You will be charged at your normal rate for texts and emailing is free.

We respond as quickly as possible to all messages. If we are texting with you in a shift you should get replies from us within half an hour of sending us your message. For emails you should get a reply from us the next time we are open. Sometimes we are very busy and then people do have to wait for both texts and email replies until the next shift. We do have a list of other organisations that you can contact for support [here](#)

Our main aim is to support you to find what is helpful for you. There are no magic answers or cures for self-injury but with support and encouragement people can understand themselves better and make the choices that work best for them.