

Future Work

We aim to identify current gaps in information provision about self-injury and develop resources accordingly. We are also looking into increasing our helpline opening times and developing other forms of support.

We are also aiming to extend our services by updating and extending our training programme, providing consultancy and carrying out research.

How we work

Bristol Crisis Service for Women is run by a management group. The helpline is staffed by volunteers, who receive full training and support for their work. Volunteers work alongside paid workers in carrying out many aspects of the organisation's work.

How we are financed

We get funding from a wide range of sources, including charitable trusts, central and local government agencies, the Lottery and individuals. Much of this funding is in the form of one-off grants for specific projects.

We are trying to develop more long-term funding. This will help us to continue our work, expand our services and respond effectively to the increasing need for crisis support in the community.

Helpline for Women

0117 925 1119

Friday and Saturday evenings

9.00 pm – 12.30 am

Sundays 6.00 pm – 9.00 pm

Call from anywhere in the UK

We offer any woman who rings the opportunity to talk through her feelings in complete confidence. Many of our calls are from women who have suffered sexual abuse, or who injure themselves as a way of coping with feelings. (Interpreters are available)

We have a range of publications, including a series of booklets:

- 1 Understanding self-injury
- 2 Self-help for self-injury
- 3 For friends and family
- 4 Self-injury support and self-help groups
- 5 Women from black and minority ethnic groups and self-injury*

*Available in Bengali, Chinese, Punjabi and Urdu

Please contact us for more information about our work, training or publications.

BCSW 2008



Bristol Crisis Service for Women

PO Box 654 Bristol BS99 1XH
www.selfinjurysupport.org.uk

Helpline: 0117 925 1119
Office/Admin: 0117 927 9600

Registered charity 1092299

Bristol Crisis Service for Women

is a voluntary organisation. We were set up in 1986, to support women in emotional distress.

We particularly help women who self-injure (often called self-harm). This is how some people cope with their feelings and problems.

Our aims

- ◆ To offer support to women in emotional distress, and particularly to those who self-injure.
- ◆ To develop services and raise awareness of self-injury and mental health issues through training and providing information.

We have carried out a lot of research into the experiences and needs of women who self-injure. As well as helping to shape our own services, this work has also helped people:

- ◆ get a better understanding of self-injury.
- ◆ find the best ways of working with women who self-injure.

We have also written 'good practice' guidelines for working with people who self-injure.

What we do

A wide range of women use our services. Some have long-term mental health needs and must have out-of-hours support to cope in the community. Others are facing a more immediate crisis and need to talk through their experiences and feelings. They may also need to get information about appropriate local services and resources. Many of our helpline calls are about self-injury or sexual abuse.

Helpline

We run a helpline for women of any age in emotional distress. We offer any woman who rings a chance to talk through her feelings in confidence, without fear of being judged or dismissed. We also have interpreters for women who would like to speak in a language other than English. (Women need to be able to say in English which language they would like to speak in and give their telephone number).

Training

We offer one day workshops and training courses to professionals such as social workers, accident and emergency staff, mental health teams, prison staff, rape crisis lines and to groups of service users. Our external training programme can be shaped around the needs of particular organisations.

Information

We produce a range of publications about self-injury, including leaflets, booklets and research. We also have resources for specific groups of women. 'The Rainbow Journal' is a self-help book for young people that self-injure. We also have information about self-injury for women from black and minority ethnic (BME) groups in English, Bengali, Chinese, Punjabi and Urdu. For women in prison who self-injure we have a self-help book called 'The Pain Inside'.

We are currently working with the Norah Fry Research Centre (University of Bristol) on a research project looking into self-injury and people with learning difficulties.

Current projects

In 2008 we are starting a new project to set up a text and e-mail support service for young women who self-injure.

Groups

We support self-injury support groups locally and have a UK wide list of self-injury support groups.