

Local Services for those experiencing

# Domestic Violence and Abuse



Interpersonal  
Violence & Abuse  
Strategic Partnership



in Bath and North East Somerset

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# What is domestic violence and abuse?

## What is domestic violence and abuse?

Domestic violence and abuse can be physical, emotional, sexual or financial abuse. If you are physically or verbally threatened, or made to feel afraid of someone you love, you may be experiencing abuse; there are services in Bath & North East Somerset that can help you.

You may experience domestic violence and abuse from your partner or ex-partner, or from a family member. These could include your children or siblings. You do not have to be straight to experience abuse from your partner, you could be in a gay or bisexual relationship.

Children and young people also experience domestic violence and abuse not just in their own relationships, but by trying to intervene to protect a parent, loved one or pet, or by hearing or seeing abuse taking place in their family.

Domestic violence and abuse can happen to anyone. It cuts across all boundaries of class, wealth, religion, culture, ethnicity, age, disability and sexual identity.

## Interpersonal Violence & Abuse Strategic Partnership

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The Partnership Against Domestic Violence & Abuse (PADVA) is part of the Bath & North East Somerset's Community Safety and Drugs Partnership. It is made up of statutory and voluntary sector organisations working together to:

- Improve the provision of services of support to survivors/victims, both adults and children
- Work for the prevention of domestic violence and abuse
- Improve protection under the law

## Safety Planning - Plan your Safety

Domestic violence and abuse can result in serious injury and even death. Here are some pointers but remember every situation is different. If an abuser wants to do you harm, there may well be nothing you can do to stop it. However, with planning and thinking ahead, you may be able to increase your chances of staying safe or getting away from violence.

### During a violent incident

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- Try to stay out of rooms where weapons are available/ or that can be locked.
- If you are on good terms with a close neighbour, consider setting up a signalling system.
- If you have a child who is old enough, talk to them so that they know it's ok to run to a neighbour's house or call the police if they think you or they are in danger.
- Practice how to get out of your home safely and quickly, including your children and pets.
- Plan ahead where you would go in an emergency or how to get to a safe place, try not to go to a place that the abuser knows and might follow.
- If the incident happens in public, ask people present to call the police.
- Trust your judgment – there may be warning signs that you recognise. You have the right to protect yourself (and your children).



## After an incident

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- Get medical help if you or anyone else is injured.
- If you decide that your abuser cannot be allowed into your house, the Police or housing association may be able to help with strengthening doors and windows.
- If you call the Police, they will usually arrest the abuser and take him or her away, if only for a short time, which could give you time to get to a safer place.
- Phone a local support agency or a national helpline for advice and support.

## Leaving safely

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- Try to have some money in a safe place for transport. The Police may be able to get you to a safe place or Social Services may provide a travel warrant if you have children.
- Put important documents in a safe place – such as birth certificates, passports, marriage certificate, any court orders, benefit books, cheque books and credit/debit cards – so that you can take them in a hurry. Keep a note of important reference numbers in case you can't take your documents.
- Have a spare house key and car key hidden for an emergency.
- Take any essential medicines – try to have spare supplies hidden for an emergency.
- If you have to leave important things behind, ask the police to escort you back to collect them.
- If you have a mobile phone, make sure that you can't be traced through it or change your number, to prevent harassment calls.
- Think about where you could go – to a friend or family member, to a women's refuge.



## Housing Options and Homelessness Team

Bath and North East Somerset Council  
Lewis House  
Manvers Street  
Bath BA1 1JG

Tel: 01225 477 000  
[www.bathnes.gov.uk](http://www.bathnes.gov.uk)  
[housing@bathnes.gov.uk](mailto:housing@bathnes.gov.uk)  
Open - 8.30am - 5pm

### Service Description:

The Housing Options and Homelessness Team provides advice to people in the B&NES area on their housing options: emergency accommodation, getting on the housing register, and how to make a homeless application.

If you are seeking to move to the area from elsewhere, or need to be re-housed due to domestic violence, you can apply to us.

A domestic violence victim can complete a statement of fact detailing the violence and abuse they are experiencing with the help of support agencies they are in contact with.

This statement of fact will inform housing advisors of the nature and danger of the abuse. This could help you be prioritised for re-housing.

### Who is this Service for?

Anyone can access this service. Joint assessments are carried out with Social Services for those under 18 years.

### Accessibility:

We have access to provisions made available through the Council including home visits for those clients who have mobility issues, interpretation services for non English speakers and trained staff in sign language. There is a minicom system in Lewis House. These offices are wheelchair accessible.



## Libra Project - Women's Refuge / Temporary Accommodation

PO Box 3979  
Bath, BA1 0DH

Tel: 01225 354 661

### Service Description:

We provide safe and supported short-term accommodation for women and children experiencing domestic violence abuse.

Women can stay for a short period or longer term whilst they look for safe new housing.

Staff provide a range of support for women including access to benefits, housing and legal advice to enable women to make their own decisions.

Women moving on from the Libra Project are offered support with settling into their own accommodation. The Libra Project also provides a 24 hr on-call service for women staying at the Libra Project.

### Who is this Service for?

Women 18 years and over with or without children. The Libra Project offers support to women who have additional support needs with drug/ alcohol use or mental health. We accept self of agency referrals. The project will also consider families with pets but will need to access the impact and risk to other residents and staff before accepting pets. Additionally, the Libra Project is able to accept women with no recourse to public fund subject to funding and circumstances.

### Accessibility:

We have capacity to work with women with complex needs and women from outside the area. We do not have wheelchair access.





## Next Link - Domestic Violence Services

PO Box 4128  
Bath BA1 0FW  
Tel: 01225 466 989  
Open: 9am - 5pm  
Monday to Friday

In an emergency and out of hours, contact the Police who will contact us  
enquiries@nextlinkhousing.co.uk  
www.nextlinkhousing.co.uk

### Service Description:

We provide safe temporary accommodation for women and children who have experienced domestic abuse. Each woman has a support worker who helps her draw up an individual support plan which is reviewed regularly.

Practical and emotional support is given and includes making safety plans, finding new accommodation, help with parenting issues, benefits and

income, and with recovering from the impact of abuse. All children are offered help with finding schools and nurseries, making friends, liaising with health visitors and social workers etc.

We offer a Resettlement and Tenancy Support Service to families moving from any temporary accommodation and to families wanting to stay in their property.

### Who is this Service for?

We work with women 18 years and over who have experienced domestic abuse and their children, aged 0-16.

### Accessibility:

We provide interpreters and BSL signers when necessary. We cover the whole of B&NES and welcome families from urban and rural areas. Unfortunately we have no wheelchair access due to the age of our building.



## Referral and Assessment Team

Bath & North East Somerset Council  
Children and Families Team  
Lewis House  
Manvers Street  
Bath  
www.bathnes.gov.uk

Tel: 01225 477 000  
Open: 8.30am - 5pm  
Monday to Friday - out of  
hours: 01454 615 165  
childcaredutyteam@  
bathnes.gov.uk

### Service Description:

Two referral and assessment teams are the first point of contact with Children Services at Social Services and Housing. We help children aged 0-16 who are in need or at risk of harm.

We offer advice to anybody who may have concerns about their own, or anybody else's, child(ren). Our aim is to promote the safety and well being of children and put

families in touch with services to meet their needs.

Within the team we have a domestic violence social worker who works specifically with families with children experiencing domestic violence/abuse. She is happy for people to contact her direct to talk about their experiences and offer advice and support.

### Who is this Service for?

We work with families with children who have experienced domestic violence and abuse in the past, or are still living with it. Referrals can be made directly to the Domestic Violence Social Worker or through the duty social worker.

### Accessibility:

We undertake home visits and can meet with families in venues closer to their home. We have links with other organisations and teams who can work with people who have specific needs, such as the Children's Disability Team and the Young Homeless and Leaving Care Team. Our offices are wheelchair accessible and we have a lift.



## Barnardo's Children's Services

10 Redfield Road  
Midsomer Norton  
Bath and NE Somerset  
BA3 2JN

Tel: 01761 410413  
Opening Hours: 9am - 5pm  
Monday to Friday  
[www.barnardos.org.uk/southwest](http://www.barnardos.org.uk/southwest)

### Service Description:

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- Counselling services for parents/carers
- Direct recovery work with children
- A children's therapeutic group for those affected by domestic abuse
- 'Opportunities for Volunteering' Scheme which has a focus on reaching out to families affected by Domestic Abuse
- Support and advice to schools dealing with pupils who may have experienced domestic abuse in their home

### Who is this Service for?

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Barnardo's domestic abuse services are for children aged 0-11 years, and non-abusive parents, from the B&NES area.

### Accessibility:

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We try to provide transport to children who need to come to our family centre in Midsomer Norton. We have wheelchair access. We provide services to assist those with visual and aural impairments, in addition to those with learning disabilities. Work can be carried out in various accessible buildings across B&NES.



## Off the Record

113a High Street  
Midsomer Norton  
Bath BA3 2DA  
[www.offtherecord-banes.co.uk](http://www.offtherecord-banes.co.uk)

Freefone 0800 389 5551  
Tel: 01761 414 100  
[dvas@offtherecord-banes.co.uk](mailto:dvas@offtherecord-banes.co.uk)  
Open: 9am -5pm Wednesday to  
Friday

### Service Description:

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A free, confidential advice, support and advocacy service to children and young people aged between 11 and 18 years, living in the B&NES area. We offer an unlimited amount of support sessions at a variety of venues to suit the young person. We also provide domestic abuse education in secondary schools.

### Who is this Service for?

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Young People aged 11-18 years, living in the in Bath and North East Somerset area, who have experienced domestic abuse in the past or may still be living with it. This could be through their own personal relationships or through their relationships with their parents and/or siblings.

Telephone or email from the above details. We accept referrals directly from the young person or from a third party with the young person's consent.

### Accessibility:

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We are able to travel to see the young person in any safe place. We can assist people with learning disabilities, visual and aural difficulties. Our Bath office has wheelchair access. We can provide interpreting services.



## Bath Child Contact Centre

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

Tel: 07791 482 030

### Service Description:

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Supported contact in a safe, friendly environment for up to two hours every Saturday between children and their non-resident parent.

### Who is this Service for?

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The centre is designed for people with children. We do not accept clients with a criminal conviction for violence. We also do not accept people who are under the influence of alcohol or drugs.

Referrals are accepted from Solicitors, CAFCASS and Social Services and Housing.

### Accessibility

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Accessibility: We have wheelchair access at the contact centre. We endeavour to accommodate all access requirements. Please call ahead



## Southside Family Project

Meade House  
Wedgewood Road  
Twerton  
Bath BA2 1QN

Tel: 01225 331 243  
Opening hours: 9am - 5pm  
Monday to Friday

### Service Description:

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We represent the interests of victims of domestic abuse and their children. Our main services include;

- Risk assessment and safety planning.
- Detailed information and help with housing, benefits, civil and criminal legal options.
- Arranging and attending meetings between clients and solicitors, benefits officers, housing services and Social Services and Housing.
- Detailed explanation of child protection procedures.
- Supporting clients through the civil, criminal and family courts.
- Helping and supporting clients to build their own networks and helping people find other services to support them.
- Link work with drug and alcohol agencies to support women experiencing DV who are also misusing substances.

### Who is this Service for?

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Girls, women and children who have been affected by domestic abuse.

### Accessibility:

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Whatever your needs are we will try and meet them. We can access interpreters in some languages, and can visit you in your own home if it is difficult for you to get out and about. Our offices are wheelchair accessible.



## Victim Support

36 Dean Lane,  
Bristol  
BS3 1BS

Tel: 0845 45 66 099  
8am - 8pm Monday to Friday  
admin.bristol@  
victimsupport.org.uk

### Service Description:

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We support victims of crime, and we have Victim Care Officers who (via the telephone line) can help you assess the risk posed to you by your abuser and find out what your initial support needs might be.

We can refer you to agencies who can help, or one of our volunteers can provide you with emotional and practical support.

### Who is this Service for?

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We work with ALL victims of domestic violence and abuse – men, women, those who suffer abuse from children, abuse in same sex relationships or older people who may experience abuse from carers or family members.

You can contact us yourself or ask another agency to refer you to us. They can do this by phoning the number above.

### Accessibility:

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We conduct rural outreach. We have some volunteers who speak languages French, Punjabi, Hindi and Portuguese. We work with people who have visual or audial impairments and cater for those who have other specific disabilities. We have wheelchair access at our office. We can carry out outreach interviews for those who cannot attend our office.



## Adult Duty Team - Social Services and Housing

Bath & North East Somerset Council  
Lewis House  
Manvers Street  
PO Box 3343  
Bath BA1 2ZH  
www.bathnes.gov.uk

Tel: 01225 477 000  
Emergency Duty Line (can  
be used out of hours):  
01454 615 165  
adult\_duty@bathnes.gov.uk

### Service Description:

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We are a 'first stop shop' for information, advice and signposting to a range of services available for people who are vulnerable to abuse due to age or mental/physical capacity.

We also run a duty telephone help line taking Social Services and Housing referrals for a range of services including: Social Work, Occupational Therapy, Community Meals, Home Care and other community based services.

We are a responsive social work service dealing with urgent referrals and crisis situations.

### Who is this Service for?

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Adults 18 years and over who are subject to abuse and are vulnerable because: they have a physical or sensory disability or illness, they are elderly and frail, they have a learning disability (formerly known as mental handicap), they have a mental health problem.

### Accessibility

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Our offices are wheelchair accessible and we can carry out interviews at your home. You can reach us by phone and we have minicom for those with a hearing impairment. We have a loop system and British Sign Language is available by appointment.





## The New Way Project

117 Newbridge Hill  
Bath  
BA1 3PT

Tel: 01225 421686

### Service Description:

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The service is run by Bath and North East Somerset Social Services and Housing. We work with both the victim and perpetrator of domestic violence.

The work helps parents to understand the impact of domestic violence and abusive behaviour on themselves and their children and how to keep their children safe. Work with the perpetrator focuses on taking responsibility for abusive behaviour and finding new ways of relating to family members.

### Who is this Service for?

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We work with couples who have children who may have experienced domestic abuse in the past, or are still living with it now. We work with a wide range of people including those who have drug/alcohol issues, mental health issues, learning disabilities and convictions for violence.

We do not work with people going through the criminal justice system because of domestic abuse or directly with children.

Referrals should be made to Maggie Ward, Domestic Violence Social Worker on 01225 396324. Please ring Maggie to discuss referrals. Self-referrals are accepted.

### Accessibility

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We have wheelchair access to the ground floor and have disabled parking. We work with people with visual and aural impairments in conjunction with other social services teams. We can carry out work in different locations across B&NES.



## Emergency Duty Team

Mon - Thurs 5:00pm - 8:30am  
Fri 4:30pm - Monday 8:30am  
(24 hour Saturday - Sunday)  
Bank Holiday 24hour

Tel: 01454 615 165  
Minicom: 01454 618 966  
[www.bathnes.gov.uk](http://www.bathnes.gov.uk)

### Service Description:

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If you have had an emergency – you may be at Accident & Emergency, or you may want to find accommodation in the middle of the night – you can call the Emergency Duty Team.

If you live in Bath North East Somerset, Bristol or South Gloucestershire you can telephone this South Gloucestershire based phone number and ask for temporary accommodation, such as a Bed & Breakfast or refuge place, and they will try and accommodate you quickly. If you live in North Somerset, a duty housing officer is on call, out of hours, who you can contact through North Somerset Council (01945 622669). The Emergency Duty Team can provide temporary accommodation until the next working day.

If you can, try to call the Police and ask them to call this number for you, so that they can escort you to safe accommodation.



## Focus Counselling

St Michael's Church Crypt  
Broad Street,  
Bath BA1 5LJ

Tel: 01225 330 096  
Open Mon - Thurs  
focusbath@yahoo.co.uk

### Service Description:

This is a confidential, safe counselling service provided by professionally qualified and skilled counsellors. We work with a range of issues including: domestic abuse, rape, couples and depression.

We also work with children aged 5 years and above who are experiencing a wide range of issues, including domestic abuse in the home.

Many of our clients are subsidised. For those who can pay, there is a fee for each session: £30 for a child or adult, £35 for couples.

Telephone for an initial interview or informal chat. We do have a lift for wheelchair users and others who are unable to use the stairs. We can work with visually impaired clients.

## Survivors After Rape and Abuse (SARA)

Tel: 07947 277 848

sara-survivors@hotmail.co.uk  
www.sara.btik.com

### Service Description:

We are a facilitated support group run by women, for women who have experienced rape or sexual abuse, of any form, at any time in their lives. We run a confidential group for women in Bath & North East Somerset who are over 18 years of age. Sessions run on Monday evenings from 6:30pm - 8:00pm at a location in South Bath easily accessed by car and public transport. Our venue is wheelchair accessible and we work with visually impaired clients. For more information please call or e-mail.



## Help from the Police

The Police have a duty to investigate any complaint you make because someone is hurting or threatening to hurt you or your children. Officers should arrest and remove your abuser or hold them in another room while they talk to you separately. If there is enough evidence they will press charges against the abuser and bail conditions can be imposed that require them to keep away from the victim(s).

If you are able, always report instances of abuse or violence, as it helps build up information on your case, even if there is no further action at the time.

- Police – ask for local domestic violence officer - 0845 456 7000
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- In an emergency, dial 999
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## Legal Options

Whether or not you decide you want to leave your partner, you have the right to be protected under the law. There are a number of legal options open to you, under both the criminal law and the civil law. The two systems are separate and administered by separate courts:

- The civil law is primarily aimed at protection (or in some cases compensation). A survivor of domestic violence can make an application for an injunction (a court order) either to the family proceedings court or the county court (usually through your solicitor).

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- Other family proceedings, such as child contact or divorce, take place in the county court.

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- The criminal law is primarily aimed at punishing the offender. Police, together with the Crown Prosecution Service (CPS), initiate the process. Criminal cases are heard in either the Magistrates' or the Crown Court depending on the severity of the charge.

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## Getting an injunction

You could try to gain some protection from your abuser by applying for a civil injunction or protection order. An injunction is a Court Order that requires someone to do, or not to do something. There are two main types of injunctions available under Part IV of the Family Law Act 1996:

- a non-molestation order

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- an occupation order

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**A non-molestation order** is aimed at preventing your partner or ex-partner from using or threatening violence against you or your child, or intimidating, harassing or pestering you, in order to ensure the health, safety and wellbeing of yourself and your children.



**An Occupation Order** regulates who can live in the family home and can also restrict your abuser from entering the surrounding area. If you do not feel safe continuing to live with your partner, or if you have left home because of violence, but want to return and exclude your abuser, you may want to apply for an occupation order.

Under new legislation, a breach of a non-molestation order is now a criminal offence; however, you should still be able to take your abuser back to the civil court for breaking the order, if you prefer this. If you already have an injunction, you may have a **power of arrest** attached, and you can also have **powers of arrest** attached to an occupation order. These powers come into effect if your abuser breaks the order.

You will need to speak to a solicitor. If you are on low income, your solicitor's costs may be paid from the Community Legal Services Fund (formally Legal Aid). Try to find a solicitor who is a member of 'Resolution'.

## Community Legal Services

Tel: 0845 345 4 345

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

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

For independent and impartial information, advice and advocacy on issues including financial, housing and employment, the **Citizen's Advice Bureau** has offices throughout Bath & North East Somerset

2 Edgar Buildings, Bath, BA1 2EE

Tel: 0844 848 7919

Fax: 01225 481 667

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

Town Hall, The Island, Midsomer Norton, Somerset, BA3 2HQ

Tel: 01761 418 599

Fax: 01761 410 853

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

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



**List of some of the local solicitors in the area, this is *NOT* an exhaustive list.**

Alsters  
Brock Street  
Bath  
Tel: 01225 321821

Angell and Company  
5 Pierrepont Street  
Bath  
Tel: 01225 484244

B, L and B,  
1 Edgar Buildings  
Bath  
Tel: 01225 462871

Burningham and Brown  
20 Queens Square  
Bath  
Tel: 01225 310704

Faulkners  
Norton House  
High Street  
Midsomer Norton  
Tel: 01761 417575

LHP Law  
27 Gay Street  
Bath  
Tel: 01225 315055

Moger and Sparrow  
24 Queens Square  
Bath  
Tel: 01225 444882

Mowbray Woodwards  
3 Queen Square  
Bath  
Tel: 01225 485700

Patrick Crossman and Co  
1 Shambles, Wells Road  
Radstock  
Tel: 01761 431688

Thatcher and Hallam  
Island House  
Midsomer Nortong  
Tel: 01761 414646

Stone King  
13 Queens Square  
Bath  
Tel: 01225 337599

Thrings Townsend  
Midland Bridge  
Bath  
Tel: 01225 340000

Withy King  
5 Northumberland Buildings  
Bath  
Tel: 01225 425731

# Telephone Helplines



## National Domestic Violence

24-hour freephone helpline for women

0808 2000 247

E-mail: [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

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

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

## Respect

A phonenumber for perpetrators of domestic violence and abuse.

0845 122 8609

E-mail: [phonenumber@respect.uk.net](mailto:phonenumber@respect.uk.net)

Website: [www.respect.uk.net](http://www.respect.uk.net)

Opening hours: Monday, Tuesday, Wednesday, Friday

10am - 1pm & 2pm - 5pm

## Men's Advice Line and Enquiries (MALE)

For male victims of domestic violence and abuse.

0808 801 0327

E-mail: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

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

Opening hours: Monday, Tuesday, Wednesday

10am - 1pm & 2pm - 5pm

## Broken Rainbow – for lesbian, gay, bisexual or transgender

People experiencing domestic violence and abuse.

08452 60 44 60

E-mail: [mail@broken-rainbow.org.uk](mailto:mail@broken-rainbow.org.uk)

Website: [www.broken-rainbow.org.uk](http://www.broken-rainbow.org.uk)

Opening hours: Monday & Thursday 2pm - 8pm

Wednesday 10am - 1pm