

Bristol Crisis Service for

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

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.

Helpline service

The helpline provides a national listening service to women of all ages in distress. The helpline is open:

Friday & Saturday 9pm - 12.30am
Sunday 6pm - 9pm

Who calls the helpline?

Many of our calls are from women of all ages who have suffered sexual abuse, or who injure themselves as a way of coping with feelings. Other reasons why women call include:

- ◆ mental health issues
- ◆ suicidal feelings
- ◆ relationships
- ◆ eating distress
- ◆ rape
- ◆ illness
- ◆ isolation

Why call a helpline?

Sometimes you may feel there is no-one you can talk to about how you are feeling. Fear of being judged, upsetting someone or them not understanding what you are going through, can lead to bottling up what you feel inside, and feeling isolated, frustrated or depressed. Yet talking to someone can really help. The Helpline is a confidential listening service, you can call and speak to us in complete confidence. We are non-judgemental and will listen to you without giving advice. You can speak to a female volunteer for up to one hour per evening.

How confidential is the helpline?

All calls are treated in complete confidence. We will not pass on your details to anyone outside of BCSW, unless there is a terrorist threat. Calls are not recorded, and our phone technology does not allow us to know what number is calling, therefore we cannot call someone back. We do not ask you questions to find out any information. The information we keep will not identify you and is kept for monitoring purposes only, information like your age, reason for call and the area you are calling from.

Who answers the phones?

The helpline is run by female volunteers, who have been through an eight week accredited training course run by BCSW. They receive support after each evening, which enables them to talk through how they feel, and helps develop their skills and monitor their performance. The volunteers come from a variety of backgrounds, ages, experiences and cultures. Some volunteers go on to train as professional counsellors or to work in other caring professions.

Access to the Helpline

Callers with a hearing impairment

Our volunteers are ready to receive calls from callers using the *Typetalk* service.

Callers who speak another language;

Our helpline has access to *Language Line*. If a caller wishes to speak in a language other than English, we can immediately get a confidential interpreter on the line who will translate the call. (Callers need to be able to say in English which language they would like to speak in and give their telephone number).

Our Helpline

Young Callers

Young women often call the helpline, sometimes as young as 10-11 years. We also get calls from young women put through to our helpline from *Get Connected*. *Get Connected* is a national helpline for young people who need to talk. Calling them is free, and calls put through to us will not show up on a phone bill. They are open from 1pm-11pm every day.
Tel: 0808 808 4994.

What our callers have said...

"I couldn't have got through without the helpline, it means the world to me to have someone listen and believe me..."

"I can't remember the name of the woman I spoke to on the phone, but I would just like to let her know how much I appreciated her time and understanding in listening to me when I was so very upset a few weeks ago. Thank you for the invaluable service that you provide."

"Your phone line is probably more of a life line than you know."

Other Support

We have a website with information leaflets and information that can be downloaded. The web address is;
www.selfinjurysupport.org.uk

Helpline for Women

0117 925 1119

Fridays & Saturday evenings
9.00pm-12.30am
Sundays 6.00pm-9.00pm
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 information and 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 & self-help groups
5. Women from black and minority ethnic groups and self-injury (available in Bengali, Chinese, Punjabi and Urdu).



Helpline for Women

Bristol Crisis Service for Women

Helpline: 0117 925 1119

Friday and Saturday evenings

9.00 pm – 12.30 am

Sundays 6.00 pm – 9.00 pm

BCSW 2008

Bristol Crisis Service for Women

PO Box 654 Bristol BS99 1XH

www.selfinjurysupport.org.uk

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Office/Admin: 0117 927 9600

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