

BNSSG CCG Governing Body Meeting

Date: Tuesday 5th November 2019

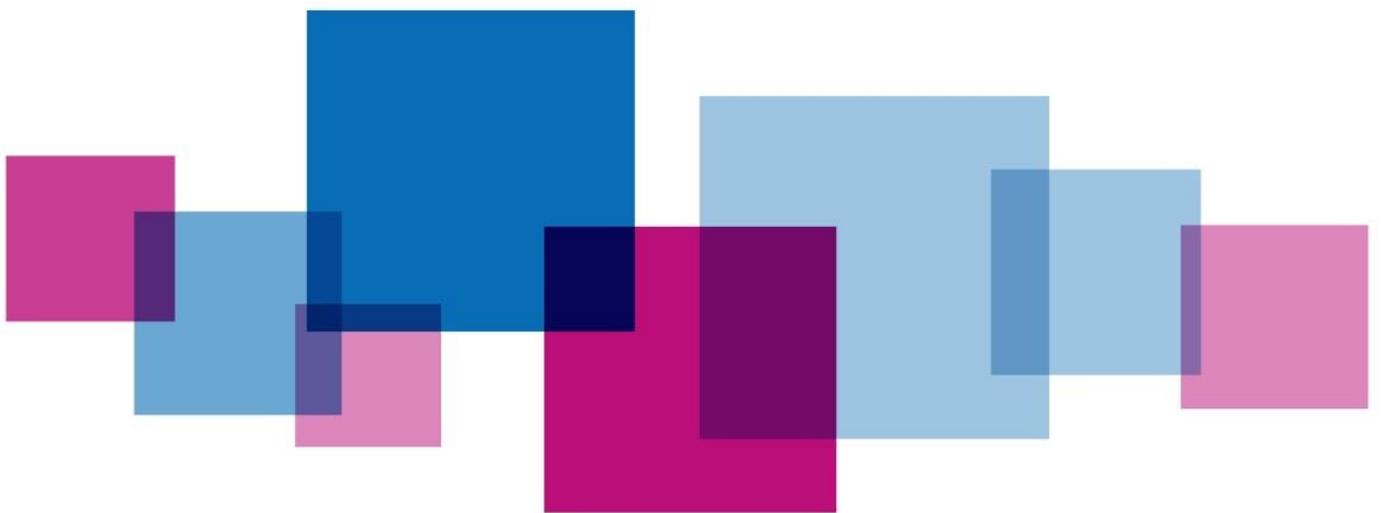
Time: 1.30pm

Location: The Vassall Centre, Gill Avenue, Downend, Bristol, BS16 2QQ

Agenda Number :	9.2
Title:	Domestic Abuse Policy
Purpose: Decision	
Key Points for Discussion:	
<p>The BNSSG Domestic Abuse policy outlines the procedure to be followed in supporting employees who are victims of domestic abuse. The policy aims to raise awareness of domestic abuse and develop a workplace culture which acknowledges that domestic abuse is unacceptable. The implementation of this policy can be found on page 14.</p>	
Recommendations:	The Governing Body is asked to approve the policy.
Previously Considered By and feedback :	Safeguarding Governance Group Quality Committee Staff Partnership Network
Management of Declared Interest:	None
Risk and Assurance:	There would be a risk to the CCG if the organisation is not compliant with legal responsibilities.
Financial / Resource Implications:	There are no direct financial implications arising from the work of the safeguarding team in 2019/20.
Legal, Policy and Regulatory Requirements:	BNSSG have a duty of care to its employees and is responsible for their health and safety under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulation 1992. This gives BNSSG legal responsibility should an employee be targeted at work.

How does this reduce Health Inequalities:	Domestic abuse cuts across class and ethnicity. The physical and mental health consequences of domestic abuse constitute a major public health problem and a source of significant health inequality
How does this impact on Equality & diversity	This policy has been considered in relation to having due regard to the Public Sector Equality Duty (PSED) 2011 of the Equality Act 2010 to: eliminate discrimination, harassment, victimisation; advance equality of opportunity; foster good relations. This can be evidenced in Appendices A, B, C and D of this policy.
Patient and Public Involvement:	There are no implications for public involvement outlined in the policy
Communications and Engagement:	To present the policy at the stand-up staff meeting to raise awareness of the policy To upload policy on the Hub and the CCG's website To deliver domestic abuse and coercive control training to all staff
Author(s):	Lucy Muchina
Sponsoring Director / Clinical Lead / Lay Member:	Julia Ross

Domestic Abuse Policy



Please complete the table below:

To be added by corporate team once policy approved and before placing on website

Policy ref no:	<i>to be added by corporate team once policy approved and before placing on website</i>
Responsible Executive Director:	<i>to be added by corporate team once policy approved and before placing on website</i>
Author and Job Title:	Safeguarding Team, BNSSG CCG
Date Approved:	<i>to be added by corporate team once policy approved and before placing on website</i>
Approved by:	
Date of next review:	

Policy Review Checklist

	Yes/ No/NA	Supporting information
Has an Equality Impact Assessment Screening been completed?	Yes	Attached
Has the review taken account of latest Guidance/Legislation?	Yes	
Has legal advice been sought?	Not applicable	
Has HR been consulted?	Yes	
Have training issues been addressed?	Yes	
Are there other HR related issues that need to be considered?	No	
Has the policy been reviewed by JCC?	No	
Are there financial issues and have they been addressed?	Not applicable	
What engagement has there been with patients/members of the public in preparing this policy?		Plan to send to the Domestic Abuse strategy group



	Yes/ No/NA	Supporting information
Are there linked policies and procedures?	Yes	
Has the lead Executive Director approved the policy?	Yes	Janet Baptiste-Grant
Which Committees have assured the policy?	Yes	This been reviewed at the safeguarding governance group and the Quality Committee where it was agreed to recommend to be present at Governing Body
Has an implementation plan been provided?	Yes	
How will the policy be shared?		Staff will be able to access the policy via the BNSSG staff intranet
Will an audit trail demonstrating receipt of policy by staff be required; how will this be done?		This is planned for Dec 2019

Version Control <i>please remove this box once approved and finalised</i>		
Version	Date	Consultation



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Bristol, North Somerset and South Gloucestershire CCG Domestic Abuse Policy 2019-2022



Domestic Abuse Policy

1. Introduction

NHS Bristol, South Gloucestershire and North Somerset Clinical Commissioning Group (CCG) is committed to supporting the domestic violence and abuse pledge which aims to raise awareness within the workplace of domestic abuse and ensure that employers are properly equipped to support any of their staff who are in abusive relationships. This policy represents a commitment to take all reasonable steps possible to combat the reality and impact of domestic abuse on those being abused and to challenge the behaviour of perpetrators.

For the purpose of this policy domestic abuse is defined as any violence or abuse between family members, current or former partners in an intimate relationship, whenever and wherever the abuse occurs.

2. Purpose and scope

The policy outlines the procedure to be followed to support employees who are victims of domestic abuse. The policy will also provide managers with information and guidance on how to support staff who are affected by domestic abuse.

The aim of this policy is to raise awareness of domestic abuse and develop a workplace culture which acknowledges that domestic abuse is unacceptable and:

- To demonstrate commitment by this organisation to, and support for, employees experiencing domestic abuse and thereby contribute to the values of the CCG and in particular that 'we do the right thing' and we 'work better together'..
- To raise awareness of domestic abuse, the forms it can take and its likely effects on the workforce.
- To raise awareness that perpetrators may be using the organisation's facilities, such as telephones or e-mail, to threaten, harass or abuse their victim. An employee may also intentionally misuse his/her authority to assist in perpetrating acts of domestic abuse or locate his/her victim.
- To contribute to the health and well-being of employees in order that they can enjoy fulfilling lives both at work and home.
- To support managers by offering training in dealing with domestic abuse, to enable them to support employees who are victims and to provide appropriate information and advice.
- To enable managers to be able to ask the question. Some victims may want to be asked about domestic abuse, as they are too afraid to initiate disclosure themselves.
- To offer clear and consistent information to employees experiencing domestic abuse.



- To establish and publicise support for employees experiencing domestic abuse.
- To offer clear and consistent advice to employees who are perpetrators of domestic abuse.
- Together with the above, the organisation aims to provide a framework of responsibilities, support and advice to affected employees, their managers and employees generally.

This policy is applicable to all employees of the CCG. This policy is to be used alongside safeguarding children and adults' procedures.

3. Duties and responsibilities

The CCG aims to design and implement policy documents that meet the diverse needs of our services, population and workforce, ensuring that none are placed at a disadvantage over others. It takes into account current UK legislative requirements, including the Equality Act 2010 and the Human Rights Act 1998, and promotes equal opportunities for all. This policy has been designed to ensure that no-one receives less favourable treatment due to their personal circumstances i.e. the protected characteristics of their age, disability, sex (gender), gender reassignment, sexual orientation, marriage and civil partnership, race, religion or belief, pregnancy and maternity. Appropriate consideration has also been given to gender identity, socio-economic status, immigration status and the principles of the Human Rights Act.

In carrying out its functions, the CCG is committed to having due regard to the Public Sector Equality Duty. This applies to all the activities for which the CCG is responsible, whether internal or on behalf of customers, including policy development and review.

4. Definitions of terms used

Domestic abuse is defined by the Home Office as:

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members (Family members are: mother, father, son, daughter, brother, sister and grandparents: directly related, in-laws or step family) regardless of gender or sexuality'

It is recognised that the advice given in these guidelines may apply wherever violence or abuse occurs within the domestic situation, e.g. men to men, women to men, women to women, children to parents and parents to children.

Domestic abuse can manifest itself in a number of ways. The following are examples but are in no way intended to be an exhaustive list:



- Controlling behaviour: involves a range of acts designed to make a person subordinate and /or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.
- Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.
- Physical violence/abuse can include kicking, beating, stabbing, burning, drowning, suffocation, which often lead to severe and possibly permanent injury or death.
- Sexual abuse can include rape, sexual assault, and sexual degradation often in conjunction with physical violence/abuse.
- 'Honour-based' violence/abuse which can include female genital mutilation, forced marriage.
- Psychological abuse can include bullying, intimidation, isolation, threats to kill or harm children, family members or friends, sleep deprivation.
- Emotional exploitation can include limited or denied access to visit family, friends, seek assistance and ostracism.
- Verbal abuse can include receiving repeated harassing and intimidating telephone calls, e-mails, text messages, unannounced visits, swearing, shouting, and degradation.
- Financial abuse can include deprivation of financial resources to pay bills, seek medical attention, and purchase staple household items and food.
- Domestic abuse may result in fear, depression, stress, physical injury, isolation, imprisonment, poverty, homelessness, removal of children from the home and death.

5. Guidance and Procedure

5.1 Information for Employees – If you are abused who can you turn to?

If you are being abused by someone you live with, or have had a relationship with, there are individuals and organisations that can give practical and emotional support, both inside and outside of the workplace. You can talk to your Manager, Employee Assistance programme, Human Resources, Mental Health First Aider, or your Trade Union representative for advice and guidance:

- Your manager can signpost to information and provide general advice about issues such as: special leave as covered in the Annual Leave and Other Leave Policy, temporary changes to working arrangements and Flexible working. Human Resources can provide support.
- Raising the issue of domestic abuse with your Manager will raise their awareness to the fact that your home circumstances could be impacting



upon your work performance and upon your health and safety in the workplace, and enable them to provide practical support.

Alternatively, if you would prefer, you could contact the CCG Safeguarding Team for advice and support.

Useful Contacts/Telephone Numbers:

- Staff-side Organisations – see Appendix B for contact information.
- Additional Sources of Help and Support, e.g.: Specialist Support Services; Domestic Violence Helpline – see Appendix C for contact information. Employee Assistance Programme – please refer to ConsultHR

Confidentiality and Safeguarding Adult and Children Concerns.

The CCG recognises that confidentiality is essential for an employee who is experiencing domestic abuse. However, if you give information which leads your manager to believe that a child has suffered or is at risk of suffering significant harm, they will have a responsibility to inform/refer to Children's Social Care and they will discuss this decision with you, (unless there is a concern that informing the employee of the need to inform/refer to Social Care could place the child at further risk of harm) Your manager will discuss the concern with their Line Manager and or the Designated Nurse for Safeguarding Children before sharing the concern / making a referral to Social Care.

It is recognised that living with domestic abuse is frightening for adults and children. Health and Social Care agencies aim to support you in protecting your child / children and will work with you to see if there is any help they can offer to prevent the situation deteriorating. Please contact your Children's Social Care Duty Social Worker for further advice. (See Appendix C - Sources of Help and Support). Alternatively you can seek the advice of the Designated Nurse for Safeguarding Children within this organisation.

Support

The organisation is concerned about the health, safety and well-being of all its employees and will therefore respond in an effective, confidential and sympathetic manner to any employee if s/he is experiencing domestic abuse.

Counselling

Confidential counselling is available through the organisation's Employee Assistant Programme or via a referral to Occupational Health. For contact details see Appendix B.

Adapting Working Arrangements

A change in working hours, work location, or other temporary measures for protecting your safety may be available.



Full consideration will be given to security arrangements for you, such as screening of telephone calls, not giving information about your work arrangements to callers and not sending correspondence to your home address. In certain circumstances it may be possible to consider redeployment from your existing job.

As your employer, we recognise domestic abuse may have a negative impact on your performance at work. You will not be discriminated against because of domestic abuse, however, it is important that you discuss any problems and needs with your Manager, Human Resources /or your Trade Union/Staff Organisation representative, in order that you can be fully supported.

5.2 Information for Managers and Colleagues

It is not always easy to recognise that an employee is experiencing domestic abuse and may require some support. Certain symptoms such as a sudden change in behaviour, depression, inability to concentrate, obvious injuries or regular but unexpected absence from work may be indicative of a variety of problems, of which domestic abuse may be one.

Managers should be aware that victims of domestic abuse may have changes to working behaviour such as chronic absenteeism or reduced productivity, and therefore should consider all aspects of an employee's situation when addressing performance and safety issues (see related policies).

The Responsibilities of the Manager

Managers have a responsibility for the health and safety of the employees that they manage. Domestic abuse will affect one in four women and one in six men in their lifetime and some of these victims will be employees of this organisation.

It is important for managers to respond sympathetically, confidentially and appropriately to an employee disclosing a problem of domestic abuse. Raising this issue may have taken a great deal of courage on behalf of the employee and the manager's response may be a crucial factor in determining whether an employee will seek further help.

There are a number of ways in which managers may support their employees:

- Try to develop an understanding and supportive climate within the working environment.
- To be approachable to employees – give employees the opportunity to talk confidentially both formally, through any regular one to one sessions, or informally.
- Make employees aware of the Domestic Abuse Policy.
- Be alert to and recognise warning signs of domestic abuse.



- Remember most managers will not be experts in this area, an understanding approach and offer of basic information is all that is required.
- Do not pressure a victim to leave the relationship - the nature of domestic abuse is that the victim will often stay within the relationship or return to it. Respect their decision. There may be increased risk to victims in the periods just before and just after leaving.
- If the victim is a parent/carer of children then ask about the welfare of the children.
- Signpost the member of staff to agencies or external organisations able to assist or support including the Employee Assistance Programme

Warning Signs

Managers should be aware that the following signs or issues with members of their employees may, in some instances, indicate a problem with domestic abuse:

- Coming to work repeatedly with injuries.
- Unusual number of calls from home and strong reaction to the calls.
- Late for work and needing to leave early.
- Secretive about home life.
- Frequent absenteeism.
- Emotional reactions such as tearful, angry, depressed, nervous, confused.
- Partner exerts unusual amount of control over their life.
- Partner makes demands over their work schedule.
- May be extremely passive or aggressive.
- May seem chronically depressed or depressed in cycles.
- May isolate themselves at work.
- Signs of substance misuse.

This is not an exhaustive list and different people will react in different ways. A more important sign is when an individual behaves in a way that is unusual for her or him. However there may be no outward signs at all.

Confidentiality and Safeguarding Children Concerns

Confidentiality is essential for an employee who is experiencing domestic abuse. It is important that the employee knows that whatever they tell their manager will remain confidential and will not be revealed to anyone without their permission. The individual's right to confidentiality can be breached if there are concerns



about risk of harm to a child or where there are serious concerns about the high risk of serious harm or domestic homicide.

If it is revealed that children are witnessing or being exposed to adult violence this confidentiality can be breached. Exposure to violence and abuse can have serious consequences for children's physical safety and emotional wellbeing. It is therefore essential that the manager make the employee aware of their duty to seek advice and share information about the situation with other professionals. This will involve seeking advice from the Designated Nurse for Safeguarding Children within this organisation, or referring to Children's Social Care if it is thought that children may be at risk of harm. All Agencies have a duty to support and safeguard victims and their children in these situations.

Confidentiality can also be breached if there are concerns that the employee is at risk of murder, death or significant harm and from which recovery, whether physical or psychological, can be expected to be difficult or impossible. This can result in a referral into the Multi Agency Risk Assessment Conference (MARAC) where information is shared about high risk domestic abuse victims to inform a safety plan. This referral can be made without the consent of the individual. A risk assessment should be undertaken with the victim if safe to do so using the Safelives DASH (Domestic Abuse Stalking and Harassment) Risk Identification Checklist

<https://www.dashriskchecklist.co.uk/>

Allowing time off work

An employee who is experiencing domestic abuse will almost certainly need to take time off work to attend legal meetings, counselling sessions, court hearings or to make alternative living arrangements etc. The type of leave that is possible and on what grounds will need to be discussed with the line manager on an individual basis and in line with the Other Leave Policy where applicable.

Managers are expected to respond positively and sympathetically to such requests under these circumstances. Refusal to allow time off may often add to the anxiety of the employee concerned.

Further advice and support can also be sought from your Human Resources Advisor, or Trade Union/Staff-side representative.

Adapting Working Arrangements

It may be that the most effective way a manager can help an employee is to change their working arrangements, potentially temporarily, but possibly on a permanent basis if appropriate. A telephone answering machine could be set up to screen calls to reduce harassment by the perpetrator. At particular times an employee may need to be more flexible about starting or finishing times and breaks to avoid unwelcome visits; a temporary relocation of workplace may be beneficial. Whatever the needs, it is important for managers to consider all options carefully and be as flexible as possible.



It should be recognised that domestic abuse may have a negative impact on the performance of the employee concerned. It is important that the employee is supported and positive consideration is given to measures and reasonable adjustments to temporarily alleviate work pressures. In certain exceptional circumstances the employee may require redeployment. Line managers should contact Human Resources to seek advice and discuss any changes to working patterns.

It is important to ensure that any action taken is discussed and agreed with the employee concerned and that they do not feel blamed or punished in any way. To minimise the potential for conflict in the workplace, any changes to working arrangements should be communicated in an appropriate way to colleagues whilst maintaining confidentiality.

Finance

An employee experiencing domestic abuse may request an advance of pay in an emergency situation where appropriate. This should be arranged through their line manager who will contact the Finance department to make the request for an advance.

Dealing with Perpetrators of Domestic Abuse

In some cases the abuser may actually harass an employee at the workplace. In these circumstances both the victim and their colleagues may be at risk. If this person has no legitimate reason to be in the workplace they are trespassing and may be escorted from the premises or consideration given to contacting the onsite security staff and/or the police.

Managers and colleagues of the victim should not agree to pass on messages from a perpetrator or disclose the address or whereabouts of an employee who has fled an abusive relationship. Such information is confidential and not to be shared in any circumstances.

There may be employees who are themselves perpetrators of domestic abuse. Creating an organisational culture in which domestic abuse is unacceptable will help to influence the behaviour of perpetrators. Managers must also be aware of where to refer a perpetrator for help should they request it.

If the perpetrator is employed in a role which has direct contact with children the situation should be discussed with the Local Area Designated Officer (LADO), in line with the organisations guidance on allegations against staff who work with children.

Employees who are Violent or Abusive

Employees who are abusing someone in any of the ways mentioned are committing a criminal offence. The individual has a responsibility to seek help.

If an employee is the subject of a formal complaint received by this organisation alleging that the employee is the perpetrator of domestic abuse, or if an

employee has been charged with committing an offence relating to domestic abuse, then the employee will be formally investigated under the terms of the Disciplinary Policy. This may result in a formal suspension from work and if appropriate include formal notification to a staff member's professional body if there is a resulting disciplinary investigation or criminal procedure.

Should the investigation conclude that the individual has carried out the allegation, appropriate disciplinary sanctions will be issued in line with the Disciplinary Policy. This may result in a formal written warning, final written warning or dismissal from employment.

If another employee of this organisation makes a complaint about a fellow employee's conduct then the Bullying and Harassment Procedure may be initially invoked.

6. Training requirements

Support is available from the Safeguarding Team in regard to the understanding the parameters of domestic abuse and how it can impact on individuals. Human Resources can provide support in regard to the application of provisions relating to staff welfare and absence associated with this policy and others.

7. Equality Impact Assessment

Equality and Diversity

This policy has been considered in relation to having due regard to the Public Sector Equality Duty (PSED) 2011 of the Equality Act 2010 to: eliminate discrimination, harassment, victimisation; advance equality of opportunity; foster good relations. This can be evidenced in Appendices A, B, C and D of this policy.

Monitoring and Review Date

This policy will be reviewed in three years' time or in light of organisational or legislative changes.

The application of this policy its effectiveness will be monitored by Head of Adult Safeguarding and HR as and when required. All records of applications and decisions will be kept on an individual's personal file.



8. Implementation Plan

Domestic Abuse Policy

Policy Owner: Lucy Muchina

Target Group	Implementation or Training objective	Method	Leads	Target start date	Target End date	Resources Required
All Staff	Launch at Stand up meeting Hub	Face to Face	PN/LM	10.2019	10.2019	Staff time, Comms
All Staff	Raising awareness of domestic abuse	Policy to be placed on website Information about the policy to be placed on the Hub Information about the policy to be communicated through internal newsletter Awareness raising item at Directorate team meetings	PN/LM	10.2019	12.2019	Staff time, Comms
HR Managers	Raising awareness of domestic abuse Understanding how to utilise the policy	Face to face training for one hour	PN/LM	11.2019	10.2020	Staff time
Managers – Managing teams	Raising awareness of domestic abuse Understanding how to utilise the policy	Face to face training for one hour Exploring options for e-learning	Safeguarding team	12.2019	12.2020	Staff time

9. Appendices

Appendix A

Safety Plan - for victims of domestic abuse

Safety plan

Suggestions for increasing safety - in the relationship

- I will have important phone numbers available to my children and myself.
- I can tell _____ and _____ about the violence and ask them to call the police if they hear suspicious noises coming from my home.
- If I leave my home, I can go (list four places):

_____.

_____.

_____.

_____.

- I can leave extra money, car keys, clothes, and copies of documents with _____.
- When I leave, I will take _____ with me.
- For safety and independence, I can:
 - Keep change for phone calls with me at all times
 - Ensure my phone is charged
 - Use a panic alarm
 - Open my own savings account
 - Alter my routes to/from _____
 - Rehearse my escape route with a support person; and review safety plan on _____ (date).

- When the violence begins which areas of the house should I avoid?

e.g. bathroom (no exit), kitchen (potential weapons)

_____.

Suggestions for increasing safety - when the relationship is over



- I can: change the locks; install steel/metal doors, a security system, smoke detectors and an outside lighting system.
- I will inform _____ and _____ that my partner no longer lives with me and ask them to call the police if s/he is observed near my home or my children.
- I will tell people who take care of my children the names of those who have permission to pick them up. The people who have permission are: _____, _____ and _____.
- When I make phone calls I can use 141 so my number cannot be traced.
- I can tell _____ at work about my situation and ask _____ to screen my calls.
- I can avoid shops, banks, and _____ that I used when living with my abusive partner. I can change my route to/from _____.

If I feel down and ready to return to a potentially abusive situation:

- I can call _____ for support.
- I can alter the route and/or times _____ appointments at the _____ service or attend _____ service as an alternative.

Important Phone Numbers

Police _____

Helpline _____

Friends _____

Refuge _____



Items to take checklist

- Identification
- Birth certificates for me and my children
- Benefit books
- Medical cards
- Phone card, mobile or change for a pay phone
- Money, bankbooks, credit cards
- Keys - house/car/office
- Keys to a friend or relative's house
- Medicine, medication or drugs
- Driver's license
- Change of clothes
- Passport(s), Home Office papers, work permits
- Divorce papers
- Lease/rental agreement, house deed
- Mortgage payment book, current unpaid bills
- Insurance papers
- Address book
- Pictures, jewellery, items of sentimental value
- Children's favourite toys and/or blankets
- Any proof of abuse, notes, tapes, diary, crime reference numbers, names and numbers of professionals

In an emergency, always call the police on 999

Appendix B

Employee Assistance Programme

The CCG Employee Assistance Programme is provided by Health Assured. Full details of how to access all of the EAP services can be found on the Hub and the Consult HR Portal

The EAP can be accessed via the website or telephone:

www.healthassuredeap.co.uk

Username: BNSSG

Password: CCG

Telephone: 0800 030 5182

Occupational Health

The CCG Occupational Health Service is provided by IMASS and there is a referral form on the CCG Hub.

Telephone Referral Service	Location	Contact Telephone number:
Referral via Line Manager or HR Manager	OH Form on CCG Hub	01752 835900

Mental Health First Aiders – information is available on the Hub



Union support – The Hub has details for local Staff Partnership Representatives, alternatively below are the national contact details:

Union	Contact Telephone	Website
UNISON	0800 0857857	www.unison.org.uk
UNITE	01332 548400	www.unitetheunion.org
British Dietetic Association	0121 200 8080	www.bda.uk.com
British Dental Association	020 7935 0875	www.bda-dentistry.org.uk
British Medical Association	0300 123 1233 Counselling service: 08459 200 169	www.bma.org.uk
Chartered Society of Physiotherapy	020 7306 6666	www.csp.org.uk
Community & District Nursing Association	020 8747 8944	www.cdna.tvu.ac.uk
Royal College of Midwives	020 7312 3535	www.rcm.org.uk
Royal College of Nursing	020 7409 3333	www.rcn.org.uk
The Society of Chiropractors and Podiatrists	020 7234 8620	www.feetforlife.org/
BUPA Employees Assistance Programme	0800 269 616	www.bupa.co.uk/eaponline

Appendix C

Sources of Help and Support

Agency	Support Offered/Details	Contact Details
Emergency Services (Fire, Police, Ambulance)	If you need to call out the police to a domestic abuse incident/crime or need emergency medical care.	999 <ul style="list-style-type: none"> If it isn't an emergency but you need to report a crime call the police on 101.
<i>Social Services</i>		
Adult Services	To report concerns relating to safeguarding or refer for help and support.	Bristol Care Direct – 0117 9222700 North Somerset Care Connect - 01275 888801 South GLos. Adult Care - 01454 868007 Emergency Duty Team (out of hours) - 01454 615165
Children's Services	To report concerns relating to safeguarding or refer for help and support.	Bristol First Response – 0117 903 6444 North Somerset – 01275 888 808 South Glos – 01454 866000 Emergency Duty Team (out of hours) - 01454 615165

Agency	Support Offered/Details	Contact Details
<p>BNSSG CCG</p> <p>Head of Safeguarding Children (Designated Nurse for Safeguarding Children)</p> <p>Head of Safeguarding Adults</p>	<p>For confidential advice and guidance only related to safeguarding.</p>	<p>0117 900 2670</p> <p>0117 900 2280</p>
<p>Next Link (Bristol and South Gloucestershire)</p>	<p>Crisis and community support and temporary supported housing for women and children experiencing abuse.</p>	<p>0117 925 0680</p> <p>www.nextlinkhousing.co.uk</p>
<p>Gemini (North Somerset)</p>	<p>Gemini provide support services for women, men and children experiencing domestic abuse.</p>	<p>0870 0664 234</p> <p>http://www.impactpathways.org.uk/Gemini-Services/Pathway-Services/</p>
<p>Victim Support South West</p>	<p>Free confidential support to male and female victims of all crimes including domestic abuse.</p>	<p>0845 456 6099</p> <p>www.victimsupport.org.uk</p>
<p>Northern Arc (North Bristol)</p>	<p>Offers support in North Bristol for women and men. They can help you to think through your choices to improve your safety.</p>	<p>0117 982 2495</p> <p>www.northern-arc.com</p>
<p>Southern Arc (South Bristol)</p>	<p>Offers support in South Bristol for women and men. They can help you to think through your choices to improve your safety.</p>	<p>0117 353 3853</p> <p>www.southern-arc.com</p>
<p>Opoka - Bristol</p>	<p>Eastern European Domestic Violence Support Centre to provide assistance and support to women and children who are experiencing domestic violence</p>	<p>0117 298 0671</p> <p>07980156187 (emergency contact)</p> <p>http://opoka.org.uk/kontakt/?lang=en</p>

Agency	Support Offered/Details	Contact Details
Bristol Against Violence and Abuse	Website that provides resources and advice for victims of violence and abuse.	http://www.bava.org.uk/
SafeLives UK	National charity dedicated to ending domestic abuse	http://www.safelives.org.uk/
National Services		
Domestic Violence Help line (24 hour free phone)	Freephone 24 Hour National Domestic Violence Helpline for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.	0808 2000 247
	Text phone - For those who are deaf or hard of hearing	0808 800 0341
Respect	National organisation that supports male and female perpetrators of domestic violence, young people who use violence and abuse at home and in relationships, and men who are victims of domestic violence.	0808 802 4040 www.respectphoneline.org.uk
Men's Advice Line	Advice and support for men experiencing domestic violence and abuse.	0808 801 0327 www.mensadviceline.org.uk