



**BISHOPSGATE
INSTITUTE**

**BRISTOL CRISIS SERVICE
FOR WOMEN
(BCSW)**

©Bishopsgate Institute
Catalogued by Colleen Goldspink, 2022-2023.

BCSW Bristol Crisis Service For Women Archive 1986-2022

Name of Creator: Bristol Crisis Service For Women/Self-Injury Support

Extent: 15 boxes, 22 digital files

Administrative/Biographical History: Bristol Crisis Service for Women (BCSW), was formed in 1986. The service started as a feminist collective that offered peer support to women struggling to cope with mental ill health, trauma and distress. The founders of BCSW had experience of self-injury, and knew how to support women like them. In January 1988, they opened a telephone helpline, staffed by volunteers. The helpline was at the heart of BCSW and shifts ran late into the night on Fridays and Saturdays, covering times when women might struggle to get the support that they needed. Helpline volunteers were supported by their colleagues and received an hour of counselling the day after a helpline shift.

Beyond the helpline, BCSW continued to expand its outreach, and in 1990 published its first pamphlet, 'Women and Self Injury', based on 76 interviews with women themselves. Throughout its history, individuals within BCSW have published ground-breaking reports and resources, focusing on themes such as: the experiences of women who self-injure; services for women who self-injure; self help groups; black and minority ethnic women and self-injury; and women who self-injure in prison.

BCSW also organised conferences and training sessions to educate and raise awareness of self-injury and mental health. They carried out regular internal training for volunteers and staff, but also became well established at providing training to professionals who worked with people who self-injure. Their expertise surrounding self-injury and mental health led to them delivering training across the UK and speaking at several European conferences.

In 2008, BCSW celebrated its 20th Anniversary with the launch of a Text and Email Support Service (TESS) for women under 25. A new website was also launched in 2010, and BCSW was awarded the Queen's Medal for Voluntary Service at a ceremony at Buckingham Palace. Despite the expansion of the service and the recognition it received, in 2011, the helpline was forced to close due to lack of funding. BCSW continued to develop its training, and in 2013 started new training for schools on working with young people who self-injure.

To better reflect its purpose, the organisation changed its name to, 'Self Injury Support' (SIS), in 2014. In the same year, the helpline reopened three days a week. Under its new name, the organisation continued to expand its outreach, working with other organisations to deliver training to more groups of individuals (2015), leading the Self Injury Network Group (SING) (2015), and adding a webchat facility to TESS (2016). The helpline was also expanded to five days a week in 2016, and an app developed in 2017. Bristol Crisis Service for Women/Self Injury Support celebrated its 30th anniversary in

2019. Today, Self Injury Support continues to carry out its mission of improving support and knowledge around self injury.

An oral history project 'Women Listening to Women' (<https://womenlisteningtowomen.org.uk>) to map the history of BCSW was carried out in 2020/2021, funded by the National Lottery Heritage Fund. The interviews form part of this collection.

Custodial History: Deposited with Bishopsgate Institute by Rosie Wild, June 2022

Scope and Content:

Oral histories, administrative papers, ephemera, photographs and logbooks relating to Bristol Crisis Service for Women (BCSW)/Self Injury Support (SIS). Material includes: oral history audio files and transcripts recorded as part of the 'Women Listening to Women' project; papers relating to BCSW projects; papers collected by Fiona Macaulay; administrative papers; helpline service records and admin; papers relating to helpline volunteers and papers relating to training, workshops and conferences [1974-2022].

N.B. The dates of the material within this archive pre-date the foundation of BCSW because it contains research literature published before 1986.

System of Arrangement: The Bristol Crisis Service for Women Archive is divided into the following sections:

- BCSW/1: 'Women Listening to Women' Oral History Project
- BCSW/2: BCSW Projects
- BCSW/3: Fiona Macaulay Papers
- BCSW/4: Administrative Papers
- BCSW/5: Helpline Service Records and Admin
- BCSW/6: Helpline Volunteers
- BCSW/7: Training, Workshops and Conference

Language/scripts of material:

English

Access conditions:

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. For more information contact: library@bishopsgate.org.uk

Copying conditions:

Photocopying, scanning and digital photography (without flash) is permitted for research purposes on completion of the Library's Copyright Declaration form and with respect to current UK copyright law.

Finding Aids:

Adlib catalogue and copy of handlist available in researcher's area.

Rules and Conventions:

Compiled in compliance with General International Standard Archival Description, ISAD(G), second edition, 2000; National Council on Archives Rules for the Construction of Personal, Place and Corporate Names, 1997.

BCSW

Bristol Crisis Service for Women and Self Injury Support Archive

1986-2022

Oral histories, administrative papers, ephemera, photographs and logbooks relating to Bristol Crisis Service for Women (BCSW)/Self Injury Support (SIS). Material includes: oral history audio files and transcripts recorded as part of the 'Women Listening to Women' project; papers relating to BCSW projects; papers collected by Fiona Macaulay; administrative papers; helpline service records and admin; papers relating to helpline volunteers and papers relating to training, workshops and conferences [1974-2021].

N.B. The dates of the material within this archive pre-date the foundation of BCSW because it contains research literature published before 1986.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk . Some files contain sensitive/personal information that may need to be removed before access can be given.

BCSW/1 **'Women Listening to Women' oral history project** **2020-2022**

Twenty-two oral histories with transcripts and summaries from women who were involved with Bristol Crisis Service for Women recorded as part of a HLF project titled, 'Women Listening to Women' (2020-2022)

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

APPLY TO ARCHIVIST

See individual files for more information.

BCSW/1/1 **Catherine Lucas** **2021**

Audio, transcript and interview summary of an oral history interview with Catherine Lucas, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Catherine Lucas
Interviewer: Ellen Wilson
Date of Recording: 27 July 2021
Length of Recording: 00:53:34

Summary: Started at BCSW in 2002; role at BCSW was Information Service Coordinator; role had three different parts; worked with young people on Rainbow journal; at least two other members of staff at BCSW plus volunteers; got to know some volunteers but they mainly worked on the helpline; staff and volunteers all confident women with shared purpose, good atmosphere; office set up didn't suit her and commute long, sometimes worked from home; no hierarchical management style, given independence; completed psychotherapy training for own healing; after left BCSW set up not-for-profit with vision to contribute to paradigm shift in mental health; while doing healing work while at BCSW, triggered crisis known as spiritual emergency; off work for two months, had the right support; completed Rainbow Journal work and then handed in notice; went to Buddhist retreat; went

on to write four books but none sold as many as Rainbow Journal; felt very welcome at BCSW, didn't need to hide or be ashamed of past.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/2

Catherine Sweet

2021

Audio, transcript and interview summary of an oral history interview with Catherine Sweet, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Catherine Sweet
Interviewer: Rosie Wild
Date of Recording: 21 April 2021
Length of Recording: 00:53:35

Summary: Started at BCSW as a volunteer in 2008; influenced by women's group that she volunteered for when travelling in India; moved to Bristol to find sense of community and wanted to do something outside of work to connect with what she had learnt while travelling; applied to volunteer with BCSW as it was project that helped women; attended weekly training which was focuses on understanding what self injury was; volunteered on helpline regularly; well supported by supervisors; had regular callers and felt frustrated that she couldn't help more; training and practice is what drew her to BCSW rather than feminism; as time went on, understood more why it was important to have an organisation where women could call in and be heard by women; after leaving BCSW, decided to start a counselling degree; BCSW strongly influenced her passion for therapy and talking; now works mainly with young people; made two good friends while volunteering, but no longer in touch; work at BCSW was very intense; lots of calls silent so were trained to help in these cases; skills she learnt she used in counselling work; learnt the importance of looking after herself through BCSW and therapist training; expresses importance of breaking cycle of shame which stops people from talking; referred people back to BCSW after

leaving; glad that it stayed a women's only organisation after name change; just because it was a women's only organisation wasn't necessarily feminist and wouldn't call herself a 'staunch feminist'; supervises counsellors at secondary school and there is a lot of panic surrounding self injury; training has helped her to dispel panic; friends concerned for Catherine volunteering at BCSW; feels there is something very empowering working with other women and women of different generations.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/3

Clare Peat

2021

Audio, transcript and interview summary of an oral history interview with Clare Peat, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Clare Peat

Interviewer: Rosie Wild

Date of Recording: 23 June 2021

Length of Recording: 01:02:13

Summary: Has worked as Support Services Manager at Self Injury Support since March 2018; before then volunteered on the helpline 2014-2017; when came back as an employee there had been changes to funding and services merged; trained on helpline when just restarting after loss of funding; merge of services meant more variety for volunteers and more skills gained through training; when helpline restarted there were shift supervisors as well as volunteers that ran it; various shift patterns when volunteering on helpline, very late shifts stopped after closure in 2011; started volunteering when doing a counsellors course after being made redundant; happy to be in women only organisations but not main priority; not active feminist although had feminist beliefs; explains volunteering process in detail; management of helpline changed on several occasions; Covid-19 had an impact on the helpline, training online, helpline closed just email and text service

running; when she first joined as volunteer for SIS (formerly BCSW) it was very small with not much hierarchy; funding at times was an issue, meant job didn't feel secure; friends and family reaction to job was mixed; still not much awareness of the organisation (SIS); lack of time and resources to raise profile so hard to find; issue of finding funding for women's organisations; shift of emphasis of calls during lockdown; recalls best memories of time at BCSW/SIS.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/4

Clare shaw

2021

Audio, transcript and interview summary of an oral history interview with Clare Shaw, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Clare Shaw

Interviewer: Rosie Wild

Date of Recording: 20 July 2021

Length of Recording: 01:04:20

Summary: First became aware of BCSW 25 years ago, saw booklet in early/mid 1990's; had been self injuring from an early age; BCSW booklet transformative for her, part of ownership of relationship with self injury; BCSW offered model which helped her; didn't use helpline as didn't feel relevant; set up own self help support group in 1995; became part of BCSW's national directory of self help groups; part of campaigns and groups which included men and were very different; felt important to be in women's only space, her support group had feminist focus; expresses distress that mental health is not a feminist issue; importance of user-led organisations; her group did it's own thing but would not have existed without BCSW's guidance and validation; importance of BCSW's messages and approach surrounding self injury; changes in understanding of self injury brought about by BCSW and other organisations; discussion of personal turning points; on

steering committee for the oral history project (Women Listening to Women); discussion about professional life as a writer; self injury still part of her story.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/5

EG01

2020

Audio, transcript and interview summary of an oral history interview with an anonymous interviewee, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2020)

Name: Anonymous
Interviewer: Ellie Grudgings
Date of Recording: 8 June 2020
Length of Recording: 00:35:42

Summary: Unavailable

CLOSED

BCSW/1/6

EW01

2021

Audio, transcript and interview summary of an oral history interview with an anonymous interviewee, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Anonymous
Interviewer: Ellen Wilson
Date of Recording: 14 June 2021
Length of Recording: 01:02:34

Summary: Started volunteering at BCSW around April 1993; active volunteer until 2000; listening motivated her to get involved with BCSW; was also quite feminist and wanted to work with women; turbulent childhood, nobody listened so wanted to listen to others; joined as trainee volunteer, training astonishing; like being in another work when volunteering, very different from day-to-day life; good supervision; used writing to offload calls she had listened to; recalls other volunteers using diary to recall; collective working very different, used to

hierarchy; did external training and set Mindline in Bristol based on BCSW model; discusses feminism and sexuality and the possibility that they are intertwined; asked to assist in training others; started certificate in counselling skills in 1993, then worked at Off The Record; later became network counsellor with a university; discusses helpline calls and how BCSW equipped her with skills to listen to all sorts of calls; lots of denial in her friendship group about the things that she was trained to deal with and listen to; changes in attitude towards self injury; worked from YWCA from 2003; worked at secondary school from 2010; people still very disbelieving of the amount of abuse that goes on; formally resigned from BCSW in 2002; had grown a lot from working with BCSW but wanted paid work in mental health; recalls memories that stand out from working at BCSW; recalls change of name and being a bit sad about it.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/7

Fiona Macaulay

2021

Audio, transcript and interview summary of an oral history interview with Fiona Macaulay, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Fiona Macaulay
Interviewer: Rosie Wild
Date of Recording: 7 July 2021
Length of Recording: 01:24:36

Summary: Started work at BCSW in 2004 as Information Worker; job was to produce resources for women in prison and BAME women; had previously volunteered at SANEline and worked at Norah Fry; job at BCSW was to make links with other organisations and gather information; worked on projects such as Hidden Pain and BAME project; hard to get access to visit prisons to speak to women; visited several prisons to work with groups of women and also wrote lots of articles for Women In Prison's

magazine; was on short-term contracts and moved from project to project; hard to keep paid workers in place at BCSW; not important for her to work at women only organisation; discussions were had about remaining women-only; would have identified as feminist when joined BCSW; way BCSW was run was informed by feminism more than day to day office work; BCSW pioneering about doing things based on needs of service users not funders; colleagues and structure of organisation discussed in detail; building and office set up discussed in detail; role at BCSW was part time, provided childcare vouchers and great flexibility surrounding childcare; Hidden Pain project discussed in more detail, project researchers experiences of people with learning disabilities; funding issues when returning from maternity leave in 2009, worked fewer days; impact of helpline closing discussed; discusses managing volunteers; draining nature of volunteer management lead to desire to leave BCSW; funding landscape changed after 2010; internet presence important so BCSW struggled; BCSW name change discussed; at the time of leaving BCSW awareness and rates of self injury had gone up; personal impact of working at BCSW/SIS discussed; left to move to Belgium, got a job as learning mentor in a school.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/8

Jenny Smith

2021

Audio, transcript and interview summary of an oral history interview with Jenny Smith, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Jenny Smith

Interviewer: Elin Dukes

Date of Recording: 3 August 2021

Length of Recording: 01:28:33

Summary: Became involved with BCSW in 2009, there for 4-5 years as a worker; formally

volunteered for Off the Record and worked for Bristol Mind; job was to set up text and email service (TESS); had a lot of autonomy when building up TESS; service started 2 nights a week but eventually expanded to 5 nights; targeted at over 18s but specifically funded for young women; service started with a dozen volunteers for pilot, then increased; at least half volunteer team had personal experience of self injury; process of recruiting and training volunteers very thorough; volunteers had lots of autonomy to find own style; TESS continued after leaving but was stripped back slightly possible down to funding; TESS advertised by poster and booklet; because it was voluntary organisation, BCSW was able to work with young people in a way that non-voluntary organisations were not; lived experiences of volunteers discussed; didn't realise how keen she was to be involved in a women's only/feminist organisation; feminism discussed a lot within the team; involved in environmental activist activities; family feelings about Jenny working for BCSW discussed; personal experiences of self injury and changes in public perception discussed; favourite memories and biggest challenges discussed; BCSW had a lot of kickback in the early days, including difficulty with the press; left service after moving away from Bristol; worked as a cleaner for a while and eventually did student mentoring; support and supervision given by BCSW very structured; change of name from BCSW to SIS discussed; importance of voluntary services expressed.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/9

Jess Puplett

2021

Audio, transcript and interview summary of an oral history interview with Jess Puplett, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Jess Puplett

Interviewer: Ellen Hammett

Date of Recording: 30 July 2021

Length of Recording: 01:03:29

Summary: Started volunteering in 2018; got job in 2019 as support services assistant; promoted to support services manager in 2020; found out about SIS after overcoming mental health issues and wanted to do volunteering; specifically wanted to do something related to mental health and women; at time of interview ran all support services at SIS, looks after volunteers, runs shifts and does data monitoring; working on new project with South Gloucester Clinical Commissioning Group; personal lived experience with mental health discussed; discusses training being an amazing experience; discusses how experiences of women's mental health have changed; feels that self-injury is still taboo and still lots of shame attached to it; discussion about how SIS is raising awareness of and educating people about self-injury; fewer volunteers than when Jess started, impact of Covid; discusses the office and atmosphere prior to the pandemic; Covid 19 led to the shutting of the office and helpline temporarily; boundaries important to SIS, in terms of what is discussed with service users and how work impacts personal life; recalls first call and being okay, very nervous beforehand; common themes for callers discussed; calls anonymous unless someone is at immediate risk of serious harm; no in-person groups, A&E service is first face-to face work SIS has done; funding a continuing struggle and biggest challenge for SIS; reflection on fond memories and events; discussion about SIS being life changing experience.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/10

JM02

2021

Audio, transcript and interview summary of an oral history interview with an anonymous interviewee, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Anonymous
Interviewer: Jessica Milton
Date of Recording: 6 August 2021
Length of Recording: 01:04:03

Summary: Unavailable
CLOSED

BCSW/1/11 Liz Garnham

2021

Audio, transcript and interview summary of an oral history interview with Liz Garnham, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Elizabeth Garnham
Interviewer: Jessica Milton
Date of Recording: 12 July 2021
Length of Recording: 01:04:03

Summary: Started volunteering at BCSW in 2005 when 24 years old; attracted to BCSW being a "free thinking" feminist organisation; wanted to make a difference to people's lives in a more tangible way; found BCSW by chance and wasn't aware of its pioneering work; started as a helpline volunteer and underwent thorough training; went on to train as a Peer Supporter to support other volunteers; discusses value of not being social services and there being no embarrassing repercussions for callers; helped callers feel comfortable telling whole story; reflects on importance of BCSW being a women only organisation; remembers helpline being explicitly open to transgender women; discusses the hours that the helpline ran and the atmosphere in the office; talks about it being radical for women who self-harmed to be listened to without judgement in the mid-2000s; acknowledgment that safeguarding regulations have changed now which may effect viability of the model of BCSW now; discusses personal relationships and how they helped her while working at the helpline; took breaks throughout time at BCSW to train at Circomedia; discusses how being a street performer was excellent training for being on the helpline; formed a feminist theatre company with two other women

and gathered information and stories through BCSW via questionnaire; now a counsellor for Women's Aid; recalls that people volunteering at the helpline would not necessarily have called themselves activists, volunteering was their activism; acknowledges that there was a need that the helpline was not able to fill but awareness of what it was able to offer is uplifting; left service to move back to Berlin.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/12 Lois Arnold

2021

Audio, transcript and interview summary of an oral history interview with Lois Arnold, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Lois Arnold

Interviewer: Rosie Wild

Date of Recording: 1 July and 4 August 2021

Length of Recording: Track 1: 00:42:23, Track 2: 01:29:06

Summary: Project work at BCSW, made links with lots of women's mental health organisations; helped start SHOUT magazine, had big circulation; discussion about BCSW helpline training and how it was different; discussion about ground-breaking '76 Women' report, which asked women who self injured why; wrote information booklets that women loved because there was not much information out there; discussion about management structure, one of 2 full-time staff; discussion about support received by helpline volunteers and herself; explains that decision making could be hard as mainly left down to her and other full-time staff member; describes office interior and exterior; saw advert for job at BCSW in The Guardian; had done counselling training and looking for job in that field; wanted to work only with women and had previous experience in women's organisations; surprised by lack of structure when joined BCSW, lack of

understanding and awareness about different projects; discusses personal experience on treatment for self harm, inspired desire to fight for better treatment; discusses Basement Project which she set up after leaving BCSW; wanted to set up services for women but not part of her remit at BCSW; discusses funding applications; discusses training in general and need for staff in services to express that they find it difficult to cope with being responsible for people; discusses specific examples of training that she has carried out including at Holloway Prison and Rampton Special Hospital; discusses 'Cutting out the Pain' conference; reflects on frustration of being a collective and making decisions at BCSW; discusses personal history; reflects on feelings from working at BCSW, expresses pride in work there. (N.B. interview not chronological due to technical difficulties)

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/13 Melinda Gray

2021

Audio, transcript and interview summary of an oral history interview with Melinda Gray, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Melinda Gray

Interviewer: Elin Dukes

Date of Recording: 29 June 2021

Length of Recording: 01:07:07

Summary: Began working with BCSW around 2003 for approx. 2 years; in the longer-term, wanted to get into counselling; not especially interested in working in women only organisation; worked as project worker on helpline; gave talks to encourage new volunteers with focus on increasing diversity; discusses powerful and rewarding training course for volunteers; discusses feminism appearing as background throughout the role; talks about BCSW feeling like 'gentle activism'; describes family and friends being very

supportive of her role at BCSW; explains that her perception of self-injury changed during her time at BCSW; explains that BCSW was about supporting people and suggesting alternatives rather than telling people to stop self injury; even though it was a Bristol based organisation, felt national; discusses Rainbow Journal and demand for it; left to move into world of motherhood; discusses challenges of BCSW, including full on nature of role; reflects on most prominent memories such as talking at conference in Northern Ireland and Christmas social events; discusses name change being workshopped while she was at BCSW; explains that once organisations had gone more national, having Bristol in the name didn't make sense anymore; also discusses necessity of being upfront about self-injury and perception changes playing a role in name change; expresses gratitude for being part of BCSW.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/14

RT01

2021

Audio, transcript and interview summary of an oral history interview with an anonymous interviewee, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Anonymous

Interviewer: Rosa Tyhurst

Date of Recording: 16 June 2021

Length of Recording: 01:14:30

Summary: Started working as a volunteer around 2005 when in mid-20s; motivated to start by a big break up; found out about BCSW after spotting flyer in shop; had own experience with statutory services which were quite brutal; discusses training being heavy but not putting her off; describes the different types of people that she met at the training and how she kept in touch with a few of them; didn't know much about feminism in teens/twenties, BCSW got her in to feminism; describes office and location;

when studying later in life, wrote a lot about feminist takes on mental health; discusses helpline and working on there for about 18 months in total; describes logistics of shifts on helpline; explains that there were supervision check-ins the day after a helpline shift and recalls women who she had supervision with; describes volunteer shifts and how volunteers were all very different so didn't stay in touch; explains that you didn't need to know everything to work on the helpline and that calls weren't constant but that there weren't many gaps either; family not hugely supportive, didn't understand why she worked on the helpline; explains that nobody seemed to talk about self-harm but feels that it has become more common; discusses the difference between male and female self-harm and the spectrum of self-harm; recalls doodling and drawing on notepad while on calls; explains that working at BCSW made a huge impact and changed her life; thought she would go back to helpline after social work training but never did; expresses importance to her of working on the helpline and receiving the calls as it turned her in direction that she cares about; never sure how story ended for those she spoke to; feels proud to have been a part of it.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/15

RW02

2021

Audio, transcript and interview summary of an oral history interview with an anonymous interviewee, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Anonymous

Interviewer: Rose Wild

Date of Recording: 16 June 2021

Length of Recording: 00:44:52

Summary: Saw advert asking for volunteers in the women's bookshop below BCSW office; started volunteering in 1988 when about 23/24 years old; had young children and wanted to do

something other than 'just be a mum'; also interested in being a counsellor; can't remember much of training but thinks that it was very 'of its time'; thinks it was brilliant thing to be a part of but thinks it would be very different getting something similar off the ground now; being feminist, women's only organisation was big part of appeal; still works in women's only organisation; involved in Greenham along with her mother and friends; recalls getting arrested at Greenham but released as she was 8 months pregnant; describes location and set up of BCSW when she started, and explains that it was of it's time; explains that doing the helpline was nerve-wracking; had a lot to learn but felt it was a supportive atmosphere; explains that there was someone to talk to the day after helpline but no other supervision; recalls that she was sometimes the day after counsellor to a volunteer; remembers meetings with other volunteers held in peoples houses; trained new volunteers in her living room but can't remember details; social element to training because it took place in homes; met a friend at BCSW and still friends 30 years on; reflects on collective working style and that even though it was exciting at the time, she wouldn't want to do it now; explains that she didn't have lived experience of self-harm so the experience was eye-opening; no a psychoanalytic psychotherapist and works with some women who self injure; discusses the knowledge that society had of self-injury in the 1980s; felt BCSW had a mixed impact at the time; discusses that self-injury is now well known about and BCSW and similar organisations must have had an impact on awareness; left when 27, did a counselling diploma and volunteered for Off The Record; working on the helpline was an eye opener; enjoyed having fun and laughing with other women; felt like she was part of something important; remembers BCSW being diverse in terms of sexuality and class but not really in terms of race; been at her current women-only organisation for 28 years, women-only organisations suit her; feels that women only organisations were more readily accepted in the 1980s than they are now; believes women-only organisations are still needed; discusses change of name; feels that name

change made organisation sound more modern; calls came from across the country, never a Bristol-only service; explains that BCSW has had an impact on how voluntary organisations and NHS approach self-injury; reflects on the fact that anonymity was the beauty of the helpline, but also thinks there were drawbacks to not being about the follow up callers.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/16

RW06

2021

Audio, transcript and interview summary of an oral history interview with an anonymous interviewee, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Anonymous

Interviewer: Rose Wild

Date of Recording: 9 July 2021

Length of Recording: 01:32:40

Summary: Found out about BCSW while volunteering on another helpline called SANeline, which closed down; started in 2004 when 23/24 years old; wanted to gain work experience in mental health after graduating in Psychology; compares SANeline and BCSW helpline training, both selective, but BCSW much more detailed with feminist perspective; recalls being shaken by an exercise at BCSW training; describes training schedule at BCSW, which was a huge commitment; seemed a lot of training for a casual volunteering role; training more focused on self-injury, suicidal ideation and sexual abuse than other organisations which focused on mental health more broadly; experience on helpline made her reassess her position as a woman, felt lucky that she got through life unscathed; callers profoundly affected her; describes training being emotional and trainers doing lots of checking in; describes different characteristics of callers, some silent, some sobbing and crying; explains how volunteers would try to get each others attention for support during shifts; describes dim lit and

cold environment during shifts; highlights peer support system model used by BCSW which they hadn't seen elsewhere; explains that she was lulled into a false sense of security that all mental health work would have the same support; recalls sense of 'sisterhood' but that it wasn't over-emphasised; gained an awareness of women's oppression at BCSW that she didn't have before; recalls other projects while she was there, didn't get involved as was working full time; met diverse group of women at BCSW; describes interesting people that she met while volunteering; describes office in detail; worked on helpline for 18 months and on standby list for last 6; recalls that she didn't tell anyone she was volunteering, encouraged by BCSW to be discreet and did not align with family attitudes; made friends at BCSW, best friend of almost 15 years was fellow volunteer; regards it as special opportunity that changed her life; not difficult decision to leave BCSW as she needed to move on to progress career; BCSW taught her how to look after herself; felt like service was drop in the ocean, magnitude of the problem was so great; explains that she believes helpline was best kept for women only, but men should have something too; discusses how public perception of self injury has changed due to social media, for good and bad; BCSW had special place in her heart and feels that she has much more than put in; discusses ethnic diversity at BCSW; small organisation so lack of diversity didn't surprise her; highlights that although Bristol is a diverse city, volunteering environments were generally not ethnically diverse; recalls that training covered how self-injury affected different ethnic communities; not aware of name change from BCSW to SIS; best thing about BCSW was meeting best friend and training.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/17 Sal Ball

2021

Audio, transcript and interview summary of an oral history interview with Sal Ball, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to

Women' (2021)

Name: Sal Ball

Interviewer: Hannah Horan

Date of Recording: 15 July 2021

Length of Recording: 01:43:16

Summary: Explains how she found out about organisation; organisation run entirely by volunteers as a collective; recalls being touched by the way that she was treated in volunteer interview; forged a career and had lots of personal development at BCSW; recalls what was involved in training for helpline; explains that one of the key bits of training was working with volunteers to work out how they would deal with calls being triggering; women-only nature of organisation led Sal to it; feminist focus key when she started but now become less defined; self-harm specialist organisation but women often talked about emotional pain and distress too; discusses research project talking to women about self-harm; explains that the helpline was key but education element also important; describes how many people who self-harmed in the 90s were diagnoses with Borderline Personality Disorder (BPD), the effects this had and how things haven't really changed; discusses experience of external training with BCSW and current Serenity Integrated Mentoring (SIM); recalls memories of training and the building that BCSW was located in; explains that in the 90s there was a strong self-harm network; describes being terrified before first shift and the supervision that she received afterwards; discusses biggest memory from calls was the number of women who talked about their experiences of sexual abuse as a child; took on a lot of trauma when first started but learnt how to guard herself; explains that BCSW has tried to broaden the demographics that they reach; talks about problems facing ethnic minority women using self-injury; describes how the collective worked and that some people were more involved than others; got heavily involved in the day-to-day running and took over a lot of the training; started delivering training for professional organisations and writing funding bids; discusses funding and how they always applied to organisations or funds that described

themselves as funding unpopular organisations as most mainstream funders were not interested; explains that it has always been challenging to fund organisations and always felt on the edge of closing; very passionate about telling people about self-harm; discusses the age ranges of callers and how it was hard for callers to get through at times so they would stop trying; describes various roles at BCSW including volunteer training and chair of management group; recalls management meetings as a collective being painful and wanting a more formal system; took a backseat from helpline after getting job at MIND; still delivered external training, and explains that they often went in pairs to deliver training as trainees could be hostile; discusses how people often have opinions of self-harm; explains that during training, there were often interesting discussions surrounding gender; became manager of the helpline after leaving MIND in 2006; describes worry surrounding having enough volunteers and constantly being on a cycle of recruiting them as people left; explains that difficult things would often happen which required new policies; discusses volunteers; lots of lived experience of self-harm in volunteer group; often got trainee counsellors or people that had experienced external training by BCSW volunteering; discusses the helpline closing; learnt that helpline needed paid worker time for it to be safe and there was no money to employ anyone; wanted dignified and planned ending, had about 4 months after finding out; discusses finding the closure very painful; left organisation and did mostly freelance training; came back to cover a maternity leave once the helpline was back open; discusses new name and explains why they decided to change it; explains that over the years, the organisation has become more formal; discusses feelings surrounding safeguarding's reporting requirements; expresses importance of not being an organisation that works in a self-harming way.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

Audio, transcript and interview summary of an oral history interview with Sarah Bishop, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Sarah Bishop
Interviewer: Sophie Saunder
Date of Recording: 25 June 2021
Length of Recording: 01:22:12

Summary: Started volunteering in 2003/2002; volunteered for 4-5 years, in her early 40s; started volunteering during career hiatus and stopped because she was working and caring for children; volunteered because of personal experience of crisis; not necessarily searching for a woman-only project; discusses helpline role and working hours; explains that there was no limit to number of calls but calls limited to an hour; explains that she was sad to give volunteer role up; explains that it was difficult to not give advice on helpline, inappropriate to give advice; discusses going down wrong path with career at early age; helpline allowed her to explore a different side to herself; recalls training being thorough and appreciated how much detail it went into; remembers different training sessions, including sessions relating to prejudice, disability, LGBTQ+ communities, and silent callers; discusses having a supervisor to talk to the day after a shift, and later becoming a supervisor herself; looked forward to offloading the day after a shift, felt like a relief; recalls strong personalities among BCSW staff and volunteers; women were from a lot of different backgrounds and life experience; women were very opinionated but common personality trait was open-mindedness; explains that some volunteers would tell callers their names and callers would come to know them and have preferences of who they wanted to talk to; recalls some callers being very caring and asking how volunteers were; misses the community of women most about the experience; remembers atmosphere in the office and routine of shift; recalls being terrified before

first shift; explains that feminism underpinned the whole service, although not discussed in itself; just having service for women was inherently feminist; describes staff set up; explains that after training, just did shift with two other people so not really aware of wider growth; told other people she was involved with BCSW, they were supportive and intrigued; recalls issues that callers discussed and how they would have to remind callers of the time they had left; found it difficult that calls had to be kept to an hour; discusses the impact that volunteering had on her, found experience eye-opening; feels that public perception of self-injury has changed since she was on the helpline, more understanding the topic; explains that she didn't know anything about it before volunteering; discusses BCSW memories that stick in her mind; would love to know how some of the callers are now; calls left the most lasting impact on her and training also stayed with her; states that she is not in contact with anyone from BCSW anymore; left BCSW as she started a new job; didn't know that name had changed to SIS; describes lasting impact of BCSW is support given to women; made her feel she was of value and it was good to be part of something valuable.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/19 Sarah Howard 2021

Audio, transcript and interview summary of an oral history interview with Sarah Howard, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Sarah Howard
Interviewer: Ellen Hammett
Date of Recording: 23 June 2021
Length of Recording: 01:01:02

Summary: Started work in Spring 1994, 34 years old; found BCSW in local listing magazine; joined because she wanted to give something

back and do something different; women-only organisation also made it attractive; explains that BCSW was a collective when she joined; recalls that training was directed at working on helpline although advised she would work on everything; explains that training covered issues like self-injury, listening skills and feminism; enjoyed meeting different people, got to know them quicker than normal circumstances; discusses training and trainers; feels that public perception of self injury changed a lot during her time there, but still not understood as well as could and should be; often had to explain what self-injury was and why people might be doing it; explains that helpline callers didn't always talk about self-injury, also other issues that self-injury had caused; took time off helpline but still did 'day after counselling'; discusses becoming a trustee and getting legal advice of BCSW becoming a company limited by guarantee; explains reasons why BCSW moved away from being a collective, decision making not always done right; recalls a number of financial crisis and continually applying for grants and funding; discusses issue with recruiting for new Chair, she stood as Co-Chair after some complications; feels becoming a limited company with management board took away from BCSW being the feminist collective that it started as; didn't discuss feminism, lived it; expresses that she still sees a need for female-only spaces; explains that they did training relating to ritual and satanic abuse; although callers weren't identified, couldn't help remembering people; recalls feeling very lucky having 'day after counselling', talking about it was enough for her to put what she had heard aside; building relationships with callers discouraged; not allowed to hand call over if caller asked for particular person; explains that helpline was always busy and regular callers worked out best time to get through; explains that she was unhappy when she left and didn't leave in a good way; thought BCSW was in very good shape when she left; discusses painful process of changing name of organisation in 2014, difficult to find name that everyone agreed on; felt that BCSW didn't indicate what charity did and made it sound local; best thing about working at BCSW was meeting women she

wouldn't otherwise have met; discusses challenges of working at BCSW, including, doing something she had never done before, difficult decisions as part of management group, and lack of money; would have liked organisation to have been better known and to have been able to do more training; can't remember her first call, remembers other early calls and being terrified; feels that BCSW has had significant influence on getting understanding of self-injury out there; SIS still important as the reason for the organisation is still happening.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/20 Stephanie Betschart

2021

Audio, transcript and interview summary of an oral history interview with Stephanie Betschart, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Stephanie Betschart
Interviewer: Ellen Wilson
Date of Recording: 19 August 2021
Length of Recording: 00:30:44

Summary: Started volunteering from BCSW in 1995, was 25; looking for volunteering opportunities in magazines; role was helpline volunteer for women; wanted to do more volunteering that directly helped people; not particularly looking for women's only organisation; discusses volunteering schedule; recalls the types of calls that they would receive; explains that there were regular callers to the helpline; discusses 'amazing' and 'thorough' counselling training; explains that volunteers had a lot of support from each other while in the room together and support from more experienced volunteer given the next day; doesn't remember any strong personalities amongst volunteers, just supportive and kind; discusses office set up; explains that location was kept secret as they didn't have capacity for users to turn up asking for help; recalls a 'keep

all men out the office' feeling and feminism not being discussed in training but being informally discussed; discusses involvement with Buddhism; saw volunteering at BCSW as part of her life having meaning; after 2 years involved in training new volunteers and on board of management for a while; recalls board meetings, felt to young to handle them and was overwhelmed; stopped all volunteering at the same time, was getting more involved with Buddhism; discusses different job roles after BCSW; now a therapist; volunteering had strong impact on her; still likes working with groups in mental health, influenced by her experience; recalls the best thing about volunteering was the care; discusses vivid memory of getting to office via back alley, up tiny stairs; recalls finding out about name change, feels that it makes sense; fond of her experiences and memories; glad to see how organisation has grown, it was so small that she didn't know if it would carry on.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/21 Suzanne Pearson

2021

Audio, transcript and interview summary of an oral history interview with Suzanne Pearson, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Suzanne Pearson
Interviewer: Rosa Tyhurst
Date of Recording: 09 August 2021
Length of Recording: 01:32:15

Summary: Thinks she started working with BCSW around late 90s, early 00s; had a part-time job when first encountered BCSW at umbrella organisation for voluntary sector in Bristol; met co-ordinator at BCSW through job; invited to BCSW to deliver information to staff and gradually started delivering training for BCSW as a freelance trainer; also part of Self Injury Self Help (SISH); had various roles regarding mental health, including mental health nurse and working with homeless people with

mental health needs; later worked for both the NHS and voluntary sector; aware of BCSW before interacting directly; signposted BCSW to people when she was a nurse; reflects that BCSW as a woman-only organisation was very much needed at the time; recalls the prejudice, stigma and misunderstanding towards people who self-harmed, particularly women; discusses delivering training for BCSW; explains that training was being given nationally, that it was very well received, and the types of organisations that were having training; never spent much time in the BCSW office as there was no need; describes 'pokey' office space of BCSW which was local and national asset; discusses SISH, set up in the mid-late 90s when there wasn't much understanding of self-harm; group of women set up support group for themselves but felt that needed some facilitation and approached BCSW; Suzanne asked to support SISH group on weekly basis; discusses how she heard about SISH and ground rules of organisation; mentions possibility of SIS joining with SISH, but SIS women-only and SISH a group for all; SISH also still running; in her experience, predominantly women using self-injury services; discusses family/friends response to her working with BCSW and SISH; attitudes improved dramatically over time but with some exceptions; explains that she also has experience of giving training in prison service; discusses governmental changes and Thatcher government schemes allowing voluntary sector to grow; growth of voluntary sector allowed for new grassroots, user-led services; explains that more recent governments have made things more tricky for voluntary sector, organisations constantly having to change to access money; discusses BCSW finances; expresses thoughts on connection between government education policies and increasing levels of self-harm; BCSW one of the few organisations that she's had such a long-term relationship with; significant as women-only organisation; first and only place for long time that she felt completely comfortable with/inspired by when delivering training; discusses name change being positive and too-long coming; national resource so new name was inaccurate; discusses big question of moving from women-

only to non-gender specific; reflects on work with BCSW and SIS; memories of quality of service provided by volunteers when she observed and listened in (2019); some callers phoned with very traumatic scenarios and were provided with amazing service.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/1/22 Tessa Willow

2021

Audio, transcript and interview summary of an oral history interview with Suzanne Pearson, recorded as part of a Heritage Lottery funded project by Self Injury Support titled, 'Women Listening to Women' (2021)

Name: Tessa Willow

Interviewer: Ellie

Date of Recording: 13 August 2021

Length of Recording: 01:50:57

Summary: Started working with BCSW in 1994, aged 33; unsure whether she began working as admin support or helpline volunteer; learned about service through existing involvement with Bristol Women's Centre and the Samaritans; passionate about benefits of telephone support services; strong network between voluntary, mental health and women's services at the time; discusses experience as a trainer; feels everything came together as she was working two part-time jobs in field of mental health support, both with telephone line aspect; explains that sector felt more competitive post-2011 when lots of funding got cut; recalls complications of running a service based in Bristol which was designed to deliver nationwide on a small budget; most training she delivered was external across England and Wales; describes topics covered in training; felt pride in training pack that was created and recalls exercises that were particularly powerful; explains that she found delivering training incredibly rewarding; recalls peer support model used for debriefing after helpline shift; describes office, particularly remembers it being quite bare; remembers helpline phone ringing during

the day, difficult not to answer but was out-of-hours; discusses structure of helpline shifts; talks about her own boundaries and how she managed to keep herself well while working with emotive content; talks about content discussed on helpline; explains preparing for influx of calls because of certain moments in the media, e.g. Princess Diana and Martin Bashir interview; discusses reaction of others to her work with BCSW, only told people she was very close to; talks about development of communication skills around difficult topics; can see the impact that working at BCSW and Mind had on the rest of her life; feels lucky to have been involved with BCSW and honoured that people shared their stories with her; explains that she left BCSW because she moved away from Bristol; describes conference for professionals and survivors of sexual abuse, irresponsible content led to her creating a safe space in another room; her future partner helped her create the safe space; finds it hard to identify particularly favourite memories, difficult to choose; dedication of helpline volunteers was striking; recalls there being more demand than the service could meet, difficult decisions to be made around which services to prioritise; describes biggest challenge as delivering training to people who had been instructed to attend; if she ever returns to Bristol, would like to re-join service; explains that her next step after BCSW was to set up a network of Mental Health agencies and volunteer networks in Merseyside and develop a model of peer interviewing; also worked for several different charities, working in large charity not something she wants to repeat; discusses BCSW name change, very much in favour of the decision; doesn't recall specific conversations about feminism but felt it was natural to assume that if you worked there, you were likely a feminist; discusses feeling that there is an unfortunate chance that women's services are as essential today as they were in the 1990s; pleased to have seen progress in the world of LGBT rights but more work to do; expresses concerns that self-injury has been trivialised somewhat as a 'phase' that people go through, particularly teenagers; highlights concern about the impact of pandemic on services; feels BCSW had huge impact on public

understanding of suicide and self-injury; expresses need for training providers to deliver stigma-tackling training at early stages of practitioners careers; describes poor experiences with media in getting word out about self-injury.

Note: digital material is stored in the digital drive and can be consulted in the researcher's area.

OPEN

BCSW/2

BCSW Projects

1992-2012

Papers relating to projects carried out by Bristol Crisis Service for Women (BCSW), including: Hidden Pain Project; Local Needs Analysis Project; Evaluation Project; Lois Arnold Projects/Mental Health Foundation; Self Injury Information Service Project; Out of Hours Crisis Support Project; Accessible Leaflets Project; Young People with Mental Health Problems Project; Opportunities for Volunteering Schemem Project; Development of Guidelines for Prevention and Treatment of Self-Injury Project; and Unsuccessful Funding Applications (1992-2012)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk . Some files contain sensitive/personal information that may need to be removed before access can be given.

BCSW/2/1

Hidden Pain Project

2006-2010

Papers relating to the 'Hidden Pain' project, carried out by Bristol Crisis Service for Women and the Norah Fry Research Centre (University of Bristol). The project focused on the perspectives of people with learning disabilities who self injure. Papers include: external publications relating to people with learning disabilities who self-injure and making information accessible to people with learning difficulties; ephemera relating to project; funding reports and forms; notebooks featuring handwritten project notes; applications and correspondence relating to the Research Ethics Committee; correspondence regarding finding participants for research; data protection forms and certificates; notes from meetings relating to project; project information packs and drafts; project launch materials; conference papers; publication packs produced by project and order forms; and project policies and guidelines (2006-2010)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/2/2 Local Needs Analysis Project 2000

Papers relating to, 'Local Needs Analysis Project', which examined the needs of women who self-injure in the Avon and Western Wiltshire Trust area in 2000. Papers include: Final report and drafts produced by project titled, 'Local Needs Analysis: The Current Service Needs of Women Who Self-Injure', researched by Natasha Du Rose for Bristol Crisis Service for Women; and research statistics (2000)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/2/3 Evaluation Project 1994-1995

Papers relating to, 'Evaluation Project', a project which reviewed the work of Bristol Crisis Service for Women in 1994/1995. Papers include: project report titled, 'Needing Attention: an evaluation of services for women who self-injure' researched and written by Hilary Lindsay for Bristol Crisis Service for Women; project plans; progress report; correspondence relating to finance; and completed questionnaires relating to BCSW information service (1994-1995)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/2/4

**Lois Arnold Projects/Mental Health
Foundation**

1994-1997

Papers relating to projects and conferences involving Lois Arnold and supported by the Mental Health Foundation, including: 'Women and Self Injury: a survey of 76 women', a two year project aimed to increase understanding of self-injury; 'Cutting Out the Pain: National Conference on Self-Injury', 26 September 1995; and 'Research and Information Project', which aimed to increase understanding of self-injury and explore and offer training for care workers [1996-1997]. Papers include: Final and draft copy of report titled 'Women and Self-Injury: a survey of 76 women: A report on women's experience of self-injury and their views on service provision', written and researched by Lois Arnold for BCSW; correspondence thanking BCSW for session in Holloway Prison; articles relating to myths and reality of self-harm and self-injury and psychiatric services; ephemera, conference proceedings, completed evaluation forms, and correspondence from 'Cutting Out the Pain: National Conference on Self-Injury'; cassette tape, 'You and yours, Self injury 1994'; copy of 'Women and Self-Injury Research & Information Project : Final Report', Written by Lois Arnold for Bristol Crisis Service for Women; ephemera, research information, correspondence and questionnaires relating to 'Research and Information Project'; Self-Injury Project newsletter; Summary reports, and progress reports for 'Research and Information Project'; applications to MHF General Projects Committee; programmes and information for BCSW Conference Workshops; MHF briefing relating to BCSW funded project regarding training, research and information on self-harm; and reports from, 'Working With Self Injury: A Regional Conference', 20 May 1997, featuring a talk by Lois Arnold (1994-1997)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered

7 days before consultation can take place).

BCSW/2/5 Self Injury Information Service Project 2002-2005

Papers relating to 'Self Injury Information Service' project, funded by the Department of Health. Papers include: grant applications and evaluations for project; budget estimates; statements of income and expenditure; correspondence between BCSW and Department of Health regarding spending grant money; and project progress reports (2002-2005)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/2/6 Out of Hours Crisis Support Project 2000-2003

Papers relating to 'Out of Hours Crisis Support' project, funded by the Department of Health. Papers include: copy of grant application; statements of income and expenditure; budget estimates; correspondence relating to the receiving funds; and progress reports (2000-2003)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/2/7 Accessible Leaflets Project 2000-2001

Papers relating to 'Accessible Leaflets' project, funded by the Department of Health. Papers include: correspondence relating to spending grant money; statement of income and expenditure; and copies of various information leaflets created by BCSW (2000-2001)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

- BCSW/2/8** **Young People with Mental Health Problems Project** **2012**
Project Monitoring Form for 'Young People with Mental Health Problems' project funded by Comic Relief (2012)
APPLY TO ARCHIVIST
- Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk**
- BCSW/2/9** **Opportunities for Volunteering Scheme Project** **1992-2005**
- Papers relating to 'Opportunities for Volunteering Scheme' project, funded by the Department of Health and sponsored by MIND. Papers include: correspondence between BCSW and MIND regarding funding from Department of Health; application forms for funding; correspondence supporting BCSW's application and project progress reports (1992-2005)
APPLY TO ARCHIVIST
- Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk**
- BCSW/2/10** **Development of Guidelines for Prevention and Treatment of Self-Injury Project** **1996-1999**
- Papers relating to 'Development of Guidelines for Prevention and Treatment of Self-Injury' project, funded by the Department of Health. Papers include: Project Report July 1999; annual progress reports; statements of income and expenditure; and application form for project grant (1996-1999)
APPLY TO ARCHIVIST
- Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk**

BCSW/2/11 Unsuccessful Funding Applications

2000-2005

Papers relating to various unsuccessful funding applications for grants from the Department of Health (DoH). Papers include: correspondence from the DoH and funding application relating to 'Self Injury Training & Development' project; correspondence from the DoH and funding application relating to 'Self Injury Training & Information' project; correspondence from the DoH and funding application relating to 'Young Women and Self Injury' project; and correspondence from the DoH and funding application relating to General Scheme of Grants to Voluntary Organisations Core Grant (2000-2005)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/3

Fiona Macaulay Papers

1974-2013

Papers of Fiona Macaulay relating to the work of BCSW during her time there, including: The Pain Inside Project; Women from Black and Minority Ethnic Groups and Self Injury; Young People and The Rainbow Journal; Research file on ethnic minorities and mental health; The Opal Project and Indigo Project; Evaluation of Services Project; Self-injury support & self-help groups; Comic Relief funded projects; Women-only services - secondary research; University Studies/ Reports on Self-Injury, 1974-1989; National self-injury stats overview pack; secondary literature; Self Injury Network (Young People)/young people and self-injury; BCSW resources and worksheets; various projects, conferences and training; miscellaneous handwritten notes; and Emotional Wellbeing Health Ambassador [1974-2013]

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation.

Files can be ordered by emailing:

library@bishopsgate.org.uk . Some files

contain sensitive/personal information that may need to be removed before access can be given.

BCSW/3/1

'The Pain Inside' project

1997-2009

Papers relating to 'The Pain Inside' project, which focused on self-injury in women prisoners. The project included the publication and distribution of a self-help book titled, 'The Pain Inside: women and self-injury in prison', co-produced by Fiona Macaulay and female prisoners in 2005. Papers include: publications and reports relating to self-harm and the UK prison setting; publications relating to gender and justice; press cuttings relating to the prison system, mental health and self-harm; forms and research relating to the Assessment, Care in Custody and Teamwork Plan; correspondence regarding research information; publications and briefings created by and for individuals in the prison system; bibliographies; research and project reports; ephemera relating to the project;

correspondence relating to prison visits, assistance with the project and resources; handwritten notes [created at prison visits]; webpage designs; material created by BCSW and used during project; programmes, correspondence and agendas from related conferences and events; research findings; research notes; order forms and correspondence relating to the publication 'Pain Inside' (1997-2009)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/3/2

Women from Black and Minority Ethnic Groups and Self Injury

2000-2007

Papers relating to publications and events produced and organised by BCSW regarding women from Black and Minority Ethnic Groups and Self Injury. Papers include: copy of self-help booklet, 'Women from Black and Minority Ethnic Groups and Self-Injury' by Fiona Macaulay; draft text and designs for publication; correspondence, ephemera and attendance forms for 'Supporting Black and Minority Ethnic Women in Bristol' event, organised by BCSW in 2005; ephemera created by BCSW; BCSW action plans; webpages and ephemera from organisations who provide services relating to mental health and racism to Black and Minority Ethnic people; press releases and articles regarding drama series highlighting self-injury among Asian women; newsletters and bulletins featuring information about BCSW; ephemera and correspondence from various conferences featuring BCSW; and general publications and articles relating to Women from Black and Minority Ethnic Groups, self-harm and mental health (2000-2007)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/3/3 Young People and The Rainbow Journal 1999-2002

Papers relating to research into young people and self-harm and 'The Rainbow Journal', created by BCSW in 2003. Papers include: publications and reports; information booklets; and ephemera regarding mental health services for young people and The Rainbow Journal (1999-2002)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/3/4 Research file on ethnic minorities and mental health 1997-2004

Papers relating to research on ethnic minorities and mental health from organisations such as; Mind, Health Education Authority, National Institute for Mental Health in England and the Sainsbury Centre for Mental Health. Papers include: factsheets related to mental health promotion; mental health bulletins and journals relating to mental health, community development and the voluntary sector; ephemera relating to various support groups and organisations for ethnic minorities; articles relating to self-harm and mental health in different ethnic communities; programmes and registration forms from seminars and events; ephemera promoting a project relating to black carers; resource lists; information sheets relating to the Race Relations Act 2000; outlines from various projects relating to mental health in different ethnic communities; publication and notes relating to minority ethnic young people; and training resources relating to volunteer training and anti-discriminatory practice (1997-2004)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered

7 days before consultation can take place).

BCSW/3/5 The Opal Project and Indigo Project [2008]

Two journals containing poetry, information, space for notes and space for sketches created for young people as part of the Opal Project and Indigo Project [2008]

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/3/6 Evaluation of Services Project 2006

Papers relating to 'Evaluation of Information Service' project, carried out by BCSW with guidance from Time Step Consulting. Papers include: Printed and digital copy of Final Project Report, May 2006; advert for consultancy; consultancy agreement; correspondence between consultant and BCSW; presentation by consultancy regarding project and progress report (2006)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/3/7 Self-injury support & self-help groups 2004

Draft information booklet titled, 'Self-injury support & self-help groups', 2004 edition (2004)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/3/8 Comic Relief funded projects [2012]

Papers relating to Comic Relief funded projects. Papers include: agenda and correspondence relating to Comic Relief Project Learning Day; and training notes relating to starting Comic

Relief funded projects [2012]

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation.

**Files can be ordered by emailing:
library@bishopsgate.org.uk**

BCSW/3/9 Women-only services - secondary research 2000-2011

Secondary research papers relating to women-only services. Papers include: web articles from Psychiatric Bulletin and Nursing Times.net regarding women only environments; extracts from various publications regarding evidence and benefits of women-only services; Department of Health Expert Briefing relating to women-only and women-sensitive services, Summer 2003; copy of publication by National Mental Health Development Unit regarding women's wellbeing; National Equality Partnership briefing on Equality Act 2010; and a publication from the Women's Resource Centre titled, 'why women?' regarding women's voluntary and community sector (2000-2011)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation.

**Files can be ordered by emailing:
library@bishopsgate.org.uk**

**BCSW/3/10 University Studies/Reports on Self-Injury – 1974-1989
1974-1989**

Various university studies and reports, most published in academic journals and books, relating to self-injury. Some of the publications that studies feature in include: Mental Health Today, AM J Psychiatry; Current Science Ltd; British Journal of Psychiatry; Journal of Advanced Nursing; Journal of Forensic Psychiatry; and Hospital and Community Psychiatry (1974-1989)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation.

**Files can be ordered by emailing:
library@bishopsgate.org.uk**

BCSW/3/11 National Self Injury Stats overview pack 2002-2010

Papers put together in a pack titled 'National self-injury stats overview', and related articles and project documents. Papers include: general self-injury articles; articles regarding self-injury in young people; letter to TESS supporting the reinstatement of helpline; programme for UK Mental Health Social Work CPD Conference 2009; Follow on Fund Proposal regarding self-injury in people with learning disabilities; and articles relating to rising numbers of people self-injuring (2002-2010)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/3/12 Secondary literature 1997-2006

Various articles, information documents, extracts and publications relating to self-injury and mental health. Papers include articles relating to self-injury and young people; men and self-injury; gender and self-injury; mental health care for women; therapy programmes; literature reviews; booklet from seminar regarding suicide and self-harm; briefing from The Women's Therapy Centre; mental health in rural communities; mental health of minority ethnic communities; self-harm and disability services; and self-harm in older people (1997-2006)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/3/13 Self Injury Network (Young People)/Young People and self-injury [2011-2013]

Minutes from a Self-Injury Network Group (Young People) meeting and handwritten notes

from [meetings with young people] regarding
mental health and self-injury [2011-2013]
CLOSED

**Files are not able to be accessed for
research until further notice due to data
protection and/or sensitivity.**

BCSW/3/14 BCSW resources and worksheets 2011

Worksheets and information documents created
by BCSW as part of 'promoting recovery and
wellbeing for people who use self-injury'
resources (2011)

APPLY TO ARCHIVIST

**Files are kept in offsite storage so will need
to be pre-ordered 7 days before consultation.
Files can be ordered by emailing:
library@bishopsgate.org.uk**

BCSW/3/15 Various projects, conferences and training 2000-2012

Papers relating to various projects, conferences
and training relating to BCSW. Includes:
Correspondence regarding membership to
National Self Harm Network; 'Flesh Wounds?
New Ways of Understanding Self-Injury' project
outline; programme from conference 'Self Harm
– Understanding the Behaviour in the Search for
Self' organised by the Counselling Forum;
information pack from conference, 'From Harm
to Hope' organised by Harmless; and
handwritten appreciation document from TESS
training (2000-2012)

APPLY TO ARCHIVIST

**Files are kept in offsite storage so will need
to be pre-ordered 7 days before consultation.
Files can be ordered by emailing:
library@bishopsgate.org.uk**

BCSW/3/16 Miscellaneous handwritten notes [2010]

A5 notebook and loose handwritten note,
including: to-do lists, contact details, and project
notes [2010]

CLOSED

**Files are not able to be accessed for
research until further notice due to data**

protection and/or sensitivity.

BCSW/3/17 Emotional Wellbeing Health Ambassador 2009

Papers relating to Fiona's expression of interest for being Emotional Wellbeing Health Ambassador on a consultancy basis for the Foyer Federation. Includes: correspondence regarding expression of interest; advertisement for role; CV; copies of presentation by Fiona for the role (2009)

CLOSED

Files are not able to be accessed for research until further notice due to data protection and/or sensitivity.

BCSW/4

Administrative Papers

1988-2019

Administrative papers relating to the Bristol Crisis Service for Women, including: Annual Reports; Final Accounts; Planning Meeting Minutes 1992-1995; Planning Meeting Minutes 1995 - 1997; AGM Minutes; Management Group Meetings 2012-2017; Management Group Meetings 2007-2011; Management Group Meetings 2002-2007; Management Group Meetings 2000-2002; Papers from various meetings 1996-2000; Office and Internal Calls and Messages Log Book, November 2002-March 2006; Office and Internal Calls and Messages Log Book, March 2006-May 2008; Office and Internal Calls and Messages Log Book, May 2008 - July 2011; External Phone Calls and Messages Log Book, October 2004-March 2005; External Phone Calls and Messages Log Book, March 2005-July 2005; External Phone Calls and Messages Log Book, July 2005-November 2005; External Phone Calls and Messages Log Book, November 2005-March 2006; External Phone Calls and Messages Log Book, March 2006-September 2006; External Phone Calls and Messages Log Book, September 2006-February 2007; External Phone Calls and Messages Log Book, February 2007-October 2007; External Phone Calls and Messages Log Book, October 2007-August 2008; External Phone Calls and Messages Log Book, August 2008-June 2009; External Phone Calls and Messages Log Book, June 2009-April 2010; External Phone Calls and Messages Log Book, April 2010-November 2011; External Phone Calls and Messages Log Book, November 2011-October 2013; and External Phone Calls and Messages Log Book, November 2015-April 2019 (1988-2019)

BCSW/4/1

Annual Reports

1989-2013

Bristol Crisis Service for Women Annual Reports, including: Annual Report April 1989 – March 1990; Annual Report April 1990 – March 1991; Annual Reports April 1991 – March 1992; Annual Report April 1992 – March 1993; Annual Report 1994-1995; Annual Report 95/96; Annual

Report 96/97; Annual Report 1997-1998; Annual Report 1998/99; Annual Report 1999/2000; Annual Report 2000/2001; Annual Report April 01 – July 02; Annual Report August 2002 – March 2003; Annual Report April 2003 – March 2004; Annual Report April 2004 – March 2005; Annual Report April 2005 – March 2006; Annual Report April 2006 – March 2007; Annual Report April 2007 – March 2008; Annual Review 08-09; Brief review of the year April 2010 – March 2011; Highlights of the year 2012-2013 (1989-2013)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/4/2

Final Accounts

1988-2011

Annual final accounts and balance sheets of Bristol Crisis Service for Women, including; Balance Sheet as at 31st March 1988 and Income and Expenditure Account; Balance Sheet as at 31st March 1989 and Income and Expenditure Account; Balance Sheet as at 31st March 1990 and Income and Expenditure Account; Balance Sheet as at 31st March 1991 and Income and Expenditure Account; Accounts for the year ended 31st March 1994; Accounts for the year ended 31st March 1995; Accounts for the year ended 31st March 1996; Accounts for the year ended 31st March 1997; Financial Statements 31st March 1998; Financial Statements 31st March 1999; Financial Statements 31st March 2000; Financial Statements 31st March 2001; Financial Statements 31 July 2002; Financial Statements 31 March 2003; Summarised Financial Statements 31st March 2003; Financial Statements 31st March 2004; Summarised Financial Statements 31st March 2004; Financial Statements 31 March 2005; Financial Statements 31 March 2006; Financial Statements 31 March 2007; Financial Statements 31 March 2008; Summarised Financial Statements 31 March 2008; Financial Statements 31 March 2009; Summarised Financial Statements 31 March 2009; Financial

Statements 31 March 2010; Financial
Statements 31 March 2011 (1988-2011)
APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/3 Planning Meeting Minutes 1992-1995 1992-1995

Minutes from BCSW Planning Meetings, 29 April 1992 – 23 January 1995, and other related papers including: Notes on Training Meeting, 16 January 1994; Notes on Training Group Meeting, 12 December [1993]; Special Meeting to Amend Constitution, 27 September 1993; handwritten letter with extract from a book attached regarding 'Regulation of Charities', 31 August 1993; handwritten notice regarding planning meeting not going ahead due to lack of attendance, 8 June 1993; BCSW Training Group Meeting, 29 April 1993; and BCSW Training Group Meeting, 19 April 1993 (1992-1995)
APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/4/4 Planning Meeting Minutes 1995-1997 1995-1997

Minutes from BCSW Planning meetings, 23 March 1995 – 5 February 1997, and other related papers, including: Minutes from the first collective Moot, 24 November 1997; BCSW Working Group Meeting Notes, 6 December 1997; BCSW Working Group Meeting Notes, 10 January 1998; Minutes from the Moot 19 January 1998; BCSW Working Group Meeting Notes, 14 February 1998; BCSW Working Group Meeting Notes, 7 March 1998; Minutes of E.G.M., 29 April 1996; correspondence regarding items for agenda of E.G.M, April 1996; Notice regarding dates of training and meetings; Notice regarding volunteers; Collective Meeting

Minutes, 22 July 1996; notice regarding Line Procedures; and handwritten notes regarding input from an individual who cannot attend a meeting, and list of tasks (1995-1997)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/4/5 AGM Minutes 1990-1994 1990-1994

Minutes and related papers from BCSW AGM's, including: Minutes of AGM, 1 July 1990; Minutes of AGM, 1991; Review of year April 90 – March 91; Minutes of AGM, 3 September 1992; Minutes of AGM, 20 October 1993; Brief review of year 1993-1994; agenda for AGM 24 October [1994] (1990-1994)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/4/6 Management Group Meetings 2012 -2017 2012-2017

Agendas, minutes and related papers from Management Group meetings of Bristol Crisis Service for Women (up until 2014) and Self Injury Support (from April 2014) (2012 – 2017)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/7 Management Group Meetings 2007 -2011 2007-2011

Agendas, minutes and related papers from Management group meetings of Bristol Crisis Service for women (2007-2011)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/8 Management Group Meetings 2002-2007 2002-2007

Agendas, minutes, updates from various projects and sections of BCSW, and related papers from Management Group meetings of Bristol Crisis Service for Women (2002-2007)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/9 Management Group Meetings 2000-2002 2000-2002

Minutes and related papers from Bristol Crisis Service for Women Management Group meetings and planning meetings. Related papers include: correspondence and publications from the Charity Commission, and notes relating to the Management Group awayday (2000-2002)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/10 Papers from various meetings (1996-2000) 1996-2000

Minutes, agendas and related administrative papers from various Bristol Crisis Service for Women meetings. Papers include: minutes from Management Group meetings; minutes from Volunteers' Meeting; minutes from planning

meetings; minutes from emergency and crisis meetings; MOOT Minutes; AGM minutes 1999; notices for volunteers regarding events, recruiting new volunteers and rotas; helpline rotas; list of volunteers; printed calendar pages; report relating to The Support Project; Working Group meeting records and notes (1996-2000)
APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/11 Office and Internal Calls and Messages Log Book (November 2002 – March 2006) 2002-2006

Notebook containing handwritten messages between volunteers and staff at the office and messages and notes from calls coming in from volunteers and Management Committee (November 2002 – March 2006)
APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/12 Office and Internal Calls and Messages Log Book (March 2006 – May 2008) 2006-2008

Notebook containing handwritten messages between volunteers and staff at the office and messages and notes from calls coming in from volunteers and Management Committee (March 2006 – May 2008)
APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered

7 days before consultation can take place).

BCSW/4/13 Office and Internal Calls and Messages Log Book (May 2008 – July 2011) 2008-2011

Notebook containing handwritten messages between volunteers and staff at the office and messages and notes from calls coming in from volunteers and Management Committee (May 2008 – July 2011)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/14 External Phone Calls and Messages Log Book (October 2004 – March 2005) 2004-2005

Notebook containing handwritten messages recorded from external calls made to the Bristol Crisis Service for Women office (October 2004 – March 2005)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/15 External Phone Calls and Messages Log Book (March 2005 – July 2005) 2005

Notebook containing handwritten messages recorded from external calls made to the Bristol Crisis Service for Women office (March 2005 – July 2005)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please

contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/16 External Phone Calls and Messages Log Book (July 2005 – November 2005) 2005

Notebook containing handwritten messages recorded from external calls made to the Bristol Crisis Service for Women office (July 2005 – November 2005)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/17 External Phone Calls and Messages Log Book (November 2005 – March 2006) 2005-2006

Notebook containing handwritten messages recorded from external calls made to the Bristol Crisis Service for Women office (November 2005 – March 2006)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/18 External Phone Calls and Messages Log Book (March 2006 – September 2006) 2006

Notebook containing handwritten messages recorded from external calls made to the Bristol Crisis Service for Women office (March 2006 – September 2006)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more

information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/19 External Phone Calls and Messages Log Book (September 2006 – February 2007) 2006-2007

Notebook containing handwritten messages recorded from external calls made to the Bristol Crisis Service for Women office (September 2006 – February 2007)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/20 External Phone Calls and Messages Log Book (February 2007 – October 2007) 2007

Notebook containing handwritten messages recorded from external calls made to the Bristol Crisis Service for Women office (February 2007 – October 2007)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/21 External Phone Calls and Messages Log Book (October 2007 – August 2008) 2007-2008

Notebook containing handwritten messages recorded from external calls made to the Bristol Crisis Service for Women office (October 2007 – August 2008)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed

before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/22 External Phone Calls and Messages Log Book (August 2008 – June 2009) 2008-2009

Notebook containing handwritten messages recorded from external calls made to the Bristol Crisis Service for Women office (August 2008 – June 2009)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/23 External Phone Calls and Messages Log Book (June 2009– April 2010) 2009-2010

Notebook containing handwritten messages recorded from external calls made to the Bristol Crisis Service for Women office (June 2009 – April 2010)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/24 External Phone Calls and Messages Log Book (April 2010 – November 2011) 2010-2011

Notebook containing handwritten messages recorded from external calls made to the Bristol Crisis Service for Women office (April 2010 – November 2011)

APPLY TO ARCHIVIST

Files contain some sensitive/personal

information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/25 External/Internal Phone Calls and Messages Log Book (November 2011 – October 2013) 2011 - 2013

Notebook containing handwritten messages recorded from external and internal, (from February 2013), calls made to the Bristol Crisis Service for Women office (November 2011 – October 2013)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/26 External/Internal Phone Calls and Messages Log Book (November 2015 – April 2019) 2015-2019

Notebook containing handwritten messages recorded from external and internal, calls made to the Bristol Crisis Service for Women office (November 2015 – April 2019)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/27 BCSW Development Plans [1998-2008]

Copies of two developments plans produced by BCSW, including: Development Plan 1999-2002, and Development Plan, April 2005 – March 2008. Plans include information such as background information, strategic aims, budgets, future trends, and action plans [1999-2008]

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/4/28 Charitable Status and Trust Papers 1988-1989

Papers relating to the Charitable Status of BCSW and the organisation becoming a Trust. Papers include: correspondence between BCSW and solicitors regarding charitable registration and establishing The Jane Hartley Trust; correspondence from Charity Commission regarding registration; notes from meetings regarding Charitable Status; notes from meetings regarding The Jane Hartley Trust; and ephemera relating to The Jane Hartley Trust and providing information about the Trust and promoting events, discussion and workshops (1988-1989)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/4/29 Other Organisations

Records, information and ephemera, created and collected by BCSW regarding other organisations related to women, health, wellbeing and mental health. Organisations are categorised with the following headings: UK-wide; Wales; Scotland; Northern England; Southern England and Channel Islands; New Groups and Folded Groups.

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/29/1 UK-wide 1998-2008

Papers relating to records that BCSW kept on UK-Wide self-harm projects and organisations. Projects and organisations include: Survivors of Abuse and Self-Harm (S.A.S.H.) and National Self-Harm Network (1999-2008)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/29/2 Wales 1998-2007

Papers relating to records that BCSW kept on self-harm projects and organisations in Wales. Projects and organisations include: The Amber Project; The Basement Project (South Wales); Self-Injury Support Group (Conwy County, North Wales); Llanelli Self-Harm Support Group (West Wales) and KIM Project (Flintshire Wales) (1999-2007)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/29/3 Scotland 2004-2007

Papers relating to records that BCSW kept on self-harm projects and organisations in Scotland. Projects and organisation include: Aberdeen Self-Harm Project; Fife Early Response Self-Harm Project; and Scottish Self-Harm Forum (2004-2007)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed

before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/29/4 Northern England

1999-2007

Papers relating to records that BCSW kept on self-harm and mental health projects and organisations in Northern England. Projects and organisations include: 42nd Street (Manchester); Berwick Youth Project (Berwick-Upon-Tweed); Cutting Back (Nottingham); Daily Afternoon Drop In (Bootle); In Depth Eye (Birmingham); Echo Group (Stoke on Trent); Leeds Mind Supported Housing Project (Leeds); PUSH – People Understanding Self-Harm (Manchester); Salford Women's Centre (Salford); Self Injury Support Group (Stockport); S.C.A.R. Group (Birmingham); Unnamed Group (Shropshire); SHUSH (Self Harm Group Uniting Self Harmers) (Blackpool); SIS (Self-Injury Support in North Cumbria) and Support for Self-Harm (Bolton) (1999-2007)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/29/5 Southern England

1999-2007

Papers relating to records that BCSW kept on self-harm and mental health projects and organisations in Southern England. Projects and organisations include: GAP Project (London); I Wish (Isle of Wight); HUSH (Hidden Universe of Self Harm) (London); Inside Out (Hemel Hempstead); Plymouth Self-Harm Support Group (Devon); Self-Harm Support Group (London); SISH (Self-Injury Self Help) Group (Bristol); Support Group For Those Who Self-Injure (Herts); Supportline (Essex); and Zindaagi (London) (1999-2007)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/29/6 Channel Islands

1999-2002

Papers relating to records that BCSW kept on self-harm and mental health projects and organisations in the Channel Islands, including: Guernsey Self-Harm Support Group (1999-2002)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/29/7 Folded Groups

1998-2007

Papers relating to records that BCSW kept on self-harm and mental health projects and organisations that had stopped running and closed down. Projects and organisations include: The Self Harm Prevention Group (Norfolk); Trust – support for people who self-harm (Leeds); Wow (Leicester); Wounded Wings (Edinburgh); The Coping Zone (Greater Manchester); The Fftnon Project (Carmarthenshire); Threshold Women's Mental Health Initiative (Brighton); Project SPEAR – Self Preservation Encouraging Active Response (Swindon); Steps (Liverpool); Breaking Free (UK-wide); GASH – Group Around Self-Harm (Lanarkshire); SH Support Group (Birkenhead); Self-Injury Support Group (Suffolk); Self-Injury Project (Dundee); Reach Out (Glasgow); Self Harm Alliance National (Gloucestershire); Self-Harm Support Group (Devon South); Inner Scream (Suffolk); Self Harm Prevention Group (Norfolk); The Dolphin Group (Glamorgan); YPAS Male Self harm

Group (Liverpool); CEDARS (Colchester); Cleveland Rape and Sexual Abuse Counselling Service (Cleveland); Apollo (Glasgow); The Monday Group (Cardiff); Pandora's Box (Derbyshire); and WASH (Women And Self Harm Group) (Manchester) (1998-2007)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/29/8 Possible new groups/updating information 2000-2002

Correspondence and related papers between BCSW and various individuals regarding potentially starting new self-help groups for individuals who self-harm, and providing updated information for self-harm support groups (2000-2002)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/29/9 Self-injury groups list, 1999, 2001, 2008 [1999-2010]

Printed lists of Self-Injury Groups created by BCSW, and papers related to compiling the lists. Lists include: July 1999; October 2001; January 2008; and completed new group forms [and draft list], 2010 [1999-2010]

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/4/29/10 Document templates [2003]

Templates for forms and letters sent out by BCSW in order to gather information for Self-Injury Group Lists [2003]

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/4/29/11 Promotion contacts [2009]

Lists and contact details of organisations used by BCSW for promotion and to connect with [2009]

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/4/29/12 Miscellaneous [2013]

Ephemera, website print-outs and publications relating to various self-help groups and projects, including: The Mental Health Foundation; Samaritans; Crisis Recovery Unit; Zest; The Testimony Project; Birmingham Voluntary Service Council; Beat – beating eating disorders; and the Women and Mental Health Network [2013]

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/5 Helpline service records and admin 1988-2013

Papers relating to the self-injury helpline operated by Bristol Crisis Service for Women, including: Telephone Data Book, February 1988-September 1990; Telephone Data Book, August 1990-May 1992; Telephone Data Book, April 1992-November 1992; Telephone Data Book, November 1992-August 1999; Telephone Data Book, August 1999-September 2003; Telephone Data Book, September 2003-December 2006; Telephone Data Book, January 2007-September 2007; Line Night Book, 2004-2009; Helpline monitoring forms, October 2009-February 2011; TESS Communication Book, 2008-2010; TESS Diary 2009; TESS Diary 2010; Published guidelines for mental health helplines; Monitoring information for helpline and TESS; TESS training; Helpline feedback; and National Open College Network (NOCN) (1988-2013)

APPLY TO ARCHIVIST

Some files contain some sensitive/personal information that may need to be removed before access can be given. Files are stored offsite so will need to be pre-ordered 7 days before consultation can take place. For more information on accessing these files, please contact: library@bishopsgate.org.uk

BCSW/5/1 Telephone Data Book (February 1988-September 1990) 1988-1990

Notebook containing handwritten information regarding calls received and made by the Bristol Crisis Service for Women (1988-1990)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

- | | | |
|-----------------|---|--------------------|
| BCSW/5/2 | Telephone Data Book (August 1990 - May 1992) | 1990-1992 |
| | <p>Notebook containing handwritten information regarding calls received and made by the Bristol Crisis Service for Women (1990-1992)
APPLY TO ARCHIVIST</p> <p>Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).</p> | |
| BCSW/5/3 | Telephone Data Book (April 1992 - November 1992) | 1992 |
| | <p>Notebook containing handwritten information regarding calls received and made by the Bristol Crisis Service for Women (1992)
APPLY TO ARCHIVIST</p> <p>Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).</p> | |
| BCSW/5/4 | Telephone Data Book (November 1992 - August 1999) | 1992 - 1999 |
| | <p>Notebook containing handwritten information regarding calls received and made by the Bristol Crisis Service for Women (1992-1999)
APPLY TO ARCHIVIST</p> <p>Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).</p> | |

BCSW/5/5 Telephone Data Book (August 1999-September 2003) 1999-2003

Notebook containing handwritten information regarding calls received and made by the Bristol Crisis Service for Women (1999-2003)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/5/6 Telephone Data Book (September 2003-December 2006) 2003-2006

Notebook containing handwritten information regarding calls received and made by the Bristol Crisis Service for Women (2003-2006)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/5/7 Telephone Data Book (January 2007-September 2007) 2007

Notebook containing handwritten information regarding calls received and made by the Bristol Crisis Service for Women (2007)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/5/8 Line Night Book 2004-2009 2004-2009

Notebook and loose papers containing handwritten notes regarding issues that BCSW volunteers wanted to share about working on the nightline, including: notes about the office and it's maintenance, messages and handover notes between staff and summaries of calls with follow up actions and queries (2004-2009)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/5/9 Helpline Monitoring Forms (October 2009 – February 2011) 2009-2011

Monitoring forms, filled in by volunteers when taking helpline calls, including information such as call length, wait times and issues discussed during calls (2009 – 2011)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/5/10 TESS Communication Book (2008-2010) 2008-2010

Notebook containing handwritten notes relating to the Bristol Crisis Service for Women Text and Email Support Service, including: tips, information, thoughts and reflections on the service (2008-2010)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more

information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

- | | | |
|------------------|---|--------------------|
| BCSW/5/11 | TESS Diary 2009 | 2009 |
| | <p>2009 A5 diary, used to record volunteer work availability for Bristol Crisis Service for Women's Text and Email Support Service (2009)
APPLY TO ARCHIVIST</p> <p>Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk</p> | |
| BCSW/5/12 | TESS Diary 2010 | 2010 |
| | <p>2010 A5 diary, used to record volunteer work availability for Bristol Crisis Service for Women's Text and Email Support Service (2010)
APPLY TO ARCHIVIST</p> <p>Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk</p> | |
| BCSW/5/13 | Published guidelines for mental health helplines | 2003-2006 |
| | <p>Copy of 'The Mental health Helplines Partnership: Quality Standard Workbook', by the National Institute for Mental Health England, and 'Guidelines for telephone counselling and psychotherapy', published by the British Association for Counselling and Psychotherapy' (2003-2006)
APPLY TO ARCHIVIST</p> <p>Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk</p> | |
| BCSW/5/14 | Monitoring information for helpline and TESS | [2007-2011] |
| | <p>Papers relating to monitoring of the Helpline service and Text and Email Support Service,</p> | |

including: summary of training 2009-2010; various TESS statistics such as messages per month, new and unique contacts, and annual email and text figures; TESS summary and notes; Helpline feedback for annual report and funding; statistics for helpline, enquiries and BCSW literature requests April 2009 – March 2010; confidential monitoring 2008; and workshop booking form [2007-2011]

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/5/15 TESS training 1997-2012

Papers mostly relating to training for BCSW's Text and Email Support Service (TESS), including: agendas and timetables for training, worksheets from training; example text conversations; statistics and information produced by BCSW regarding self-injury; poster advertising TESS; training slides; and reports on TESS for the Tudor Trust which make reference to training course (1997-2012)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/5/16 Helpline feedback 2004-2013

Papers relating to feedback given about the helpline, including: responses and statistics relating to a client survey, April 2013; correspondence from helpline users regarding experience; completed feedback forms for helpline; and statistics relating to the feedback forms (2004-2013)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more

information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/5/17 National Open College Network (NOCN) 1999-2010

Papers relating to Bristol Crisis Service for Women being recognised as a centre to deliver NOCN qualifications, including: certificate from the National Open College Network; learning programme plan for mental health helpline worker training; programme information; OCN West standards and membership agreement; NOCN qualification guide; visit reports and feedback from OCN South West Region; completed Centre approval application; correspondence regarding Centre compliance visits; NOCN recommendations for Centre approval; annual moderation reports; handwritten notes from meetings with moderators; correspondence responding to moderators reports; information about students taking BCSW programmes; recommendations for the award of credit; National Open College Network newsletter; invoices; NOCN Credit and Qualification Framework Centre Handbook; and information and guidelines for gaining OCN accreditation (1999-2010)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/6 Helpline Volunteers 1992-2012

Papers relating to the volunteers who worked on the helpline at BCSW, including: Volunteer Handbook; Training notes and certificates; Correspondence regarding closure and pictures of volunteers; BCSW volunteer records; BCSW newsletter; Volunteer meetings; Peer Supporter's meetings; Practical information for volunteers; Mental Health Helplines Partnership Quality Standard; and general admin (1992-2012)

APPLY TO ARCHIVIST

Some files contain some sensitive/personal information that may need to be removed before access can be given. Some files are closed completely for research until further notice. All files are stored offsite so will need to be pre-ordered 7 days before consultation can take place. For more information on accessing this file, please contact: library@bishopsgate.org.uk

BCSW/6/1 Volunteer Handbook 2005-2010

Bristol Crisis Service for Women Volunteer Handbook, featuring: guidelines and policies relating to calls (e.g. silent calls, confidentiality, repeat callers and child protection); guidelines and information regarding volunteers (e.g. practical information about shifts, rotas, address lists and peer support policy); and useful resources for reference (2005-2010)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/6/2 Training notes and certificate 2001-2011

Training notes and certificates belonging to an individual helpline volunteer, including:

certificate recognising achievement in completing helpline training ; certificate recognising being shortlisted for Helpline Volunteer of the Year; notes and guidelines on issues such as, abusive calls, complaints and feedback, and PEER support; circular regarding likely closure of helpline; printed notes regarding topics such as, model of supervision, counselling skills, group development, dialogue, and therapeutic approaches to self-injury; handwritten notes regarding various topics such as, discernment, identity, dialogue and game theory; correspondence to volunteer from BCSW management thanking them for their hard work and dedication, particularly with closure of helpline; and an invitation to a celebration for all helpline volunteers (2001-2011)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/6/3

Correspondence regarding closure and pictures of volunteers

2011-2012

Correspondence and related papers regarding the closure of the BCSW helpline, including: correspondence and comments received by BCSW expressing sadness and gratitude over the closure of the Helpline service; draft guidelines for helpline closure; correspondence regarding consultation over the future of the helpline and closure plan; draft closure plan and timetable; and photographs of various volunteers (2011-2012)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/6/4 BCSW volunteer records 2004-2010

Personal records and work records of Bristol Crisis Service for Women volunteers, including: volunteer records sheets; application forms; Assessment sheets; reference requests; and review forms (2004-2010)

CLOSED

Files cannot be accessed for research until further notice due to data protection and/or sensitivity.

BCSW/6/5 BCSW newsletter 2008-2010

Monthly Newsletters and related correspondence by Bristol Crisis Service for Women. Newsletters include information such as: rota news, introducing new volunteers, thanking leaving volunteers, event and workshop details, notices regarding the office setting, dates for the diaries, and reminders about policies and guidelines (2008-2010)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/6/6 Volunteer meetings 2008-2010

Agendas, minutes and correspondence relating to Volunteer Meetings at Bristol Crisis Service for Women (2008-2010)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/6/7 Peer Supporter's Meetings 2008-2009

Agendas, minutes and correspondence relating to Peer Supporter's Meetings at Bristol Crisis Service for Women (2008-2009)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation.

Files can be ordered by emailing:

library@bishopsgate.org.uk

BCSW/6/8 Practical information for volunteers 1992-2001

Papers used to provide information for helpline volunteers, including: policy documents; casual guidelines; aims and objectives; volunteer contracts; ephemera, information documents and articles on various subjects including sexual abuse and self-harm; training documents on questions, responses and listening; criteria for accepting new women onto the line; training course timetables; correspondence regarding an individual expressing interest in joining the line; leaflets created by BCSW; lists of self-injury groups; various documents titled, 'Practical Information for Volunteers'; notes from volunteer training; Shout, Vol.1 No.1; and information regarding self-injury research (1992-2001)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation.

Files can be ordered by emailing:

library@bishopsgate.org.uk

BCSW/6/9 Mental Health Helplines Partnership Quality Standard 2006

Papers relating to BCSW achieving the Mental Health Helplines Partnership Quality Standard, including: Report of assessment against the Mental Health Partnership Quality Standard; correspondence confirming BCSW being accepted for accreditation of the Mental Health Helplines Partnership Quality Standard; and a certificate of achievement (2006)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/6/10

General admin

2006-2011

General administrative papers relating to volunteers at Bristol Crisis Service for Women, including: correspondence regarding dealing with complaints; correspondence regarding rotas; correspondence regarding news and updates; correspondence regarding Peer Support; ephemera encouraging volunteers to get involved; article regarding 'not knowing'; correspondence regarding office management; co-working charter; information about using interpreters; instructions for preparing night service; rotas; meeting schedules; notices regarding helpline stats; records of applications received; volunteer contact notes; correspondence and notes regarding getting new telephone connection/system; and leaflet drafts (2006-2011)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/7 Training, Workshops and Conferences 1993-2014

Papers relating to Training, Workshops and Conferences created, delivered and completed by BCSW, including: Training Pack: 'Working With People Who Self-Injure' (1st edition); Training Pack: 'Working With People Who Self-Injure' (2nd edition); Workshops, 2012-2013; Training materials; 'In-house' training April 2013 – March 2014; 'In-house' training April 2010 - March 2012; 'In-house' Training Enquiries; Training reports; 'In-house' training April 2012 – March 2013; External Training Evaluation Forms, April 2003-March 2004; External Training Evaluation Forms, 1996 - 2003; External Training Evaluation Forms, April 2004 – March 2005; Miscellaneous external training papers; Conference papers (1993-2014)
APPLY TO ARCHIVIST

Some files contain some sensitive/personal information that may need to be removed before access can be given. All files are stored offsite so will need to be pre-ordered 7 days before consultation can take place. For more information on accessing this file, please contact: library@bishopsgate.org.uk

BCSW/7/1 Training Pack: 'Working With People Who Self-Injure' (1st edition) 1997

Training pack and resources titled, 'Working With People Who Self-Injure', developed and written by Lois Arnold at Bristol Crisis Service for Women, 1st edition (1997)
APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/7/2 Training Pack: 'Working With People Who Self-Injure' (2nd edition) 2007

Training pack and resources titled, 'Working With People Who Self-Injure', published by Bristol Crisis Service for Women, 2nd edition (2007)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/7/3 Workshops, 2012-2013 2011-2012

Papers relating to one-day workshops, titled, 'Working with People who Self-injure, and 'Working with People with Learning Disabilities who Self-injure' that were organised and run by Bristol Crisis Service for Women. Paper include: plan document for 2012 workshops; course briefs and booking forms; correspondence relating to pricing; lists of people attending the workshops; correspondence regarding workshop bookings; invoices; notes regarding marketing contacts; list of people and organisations contacted about workshops by BCSW; workshops requests; correspondence regarding booking venues; venue booking forms; information about venues; training handouts checklist; workshop outlines; and list of past training sessions and prices (2011-2012)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/7/4 Training materials 2007-2013

Papers relating the training materials used by Bristol Crisis Service for Women and the need to update them, including: correspondence regarding updating handouts for training; checklist of handouts for training; examples of updated training material from 2012 used for 'Working with People who Self-injure' training; handout of information from training course titled, 'Supporting people with learning difficulties who are at risk of self-injury' (2004); and case studies created in 2007, used by BCSW for

'Working with People who Self-injure' training
(2007-2013)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/7/5

'In-house' training 2013 - March 2014

2013-2014

Papers relating to training sessions that Bristol Crisis Service for Women provided 'in-house' in various organisations, April 2013 – March 2014. Papers include: list of training bookings 2013-2014; correspondence relating to booking arrangements; booking confirmation forms; invoices; and trainer information documents featuring information about each venue (2013-2014)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/7/6

'In-house' training April 2010 - March 2012

2010-2012

Papers relating to training sessions that Bristol Crisis Service for Women provided 'in-house' in various organisations, April 2010 – March 2011 and April 2011 – March 2012. Papers include: notes from prep phone calls before training sessions; training enquiry forms; correspondence regarding the arrangements for training sessions; invoices; handwritten notes relating to sessions; handwritten booking sheets; and trainer information documents featuring information about each venue (2010–2012)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed

before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/7/7 'In-house' training enquiries 2013-2014

Completed booking enquiry forms and related papers and correspondence regarding planning and organising BCSW delivered training at various different organisations (2013–2014)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/7/8 Training reports 2010-2014

Reports and summaries regarding BCSW delivered training, prepared for various Management Group meetings and for trustees (2010 – 2014)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/7/9 'In-house' training April 2012 – March 2013 2012-2013

Papers relating to training sessions that Bristol Crisis Service for Women provided 'in-house' in various organisations, April 2010 – March 2011 and April 2011 – March 2012. Papers include: training session checklists; training enquiry forms; correspondence relating to planning and organising training sessions; purchase orders; booking confirmation forms; notes from prep phone calls before training; and trainer information documents featuring information about each venue (2012-2013)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/7/10 External Training Evaluation Forms April 2003-March 2004 2003-2004

Completed training evaluation forms from various BCSW delivered training sessions (April 2003 – March 2004)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/7/11 External Training Evaluation Forms, 1996-2003 1996-2003

Completed training evaluation forms from various BCSW delivered training sessions (1996-2003)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered 7 days before consultation can take place).

BCSW/7/12 External Training Evaluation Forms, April 2004-March 2005 2004-2005

Completed training evaluation forms from various BCSW delivered training sessions (April 2004–March 2005)

APPLY TO ARCHIVIST

Files contain some sensitive/personal information that may need to be removed before access can be given. For more information on accessing this file, please contact: library@bishopsgate.org.uk (Files stored offsite so will need to be pre-ordered

BCSW/7/13 **7 days before consultation can take place).**
Miscellaneous external training papers **1997-2009**

Various papers relating to external training and workshops mostly delivered by Bristol Crisis Service for Women, including: external training summaries; booking forms for workshops, 'Working with people who self-injure' and 'For family and friends of people who self-injure'; plan for workshops 'Evening discussion for GPs'; checklist of training handouts; papers relating to travel to training session; correspondence, application form and course outline for 'Working with People Who Self-Injure' delivered at Sheffield University; and training course outline and notes (1997-2009)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

BCSW/7/14 **Conference papers** **1993-1998**

Papers and ephemera from various conferences relating to self-injury and mental health, some of which BCSW took part in. Papers include: programmes and booking forms; copies of papers presented at conferences; list of workshops, training and conferences given by BCSW; resource lists for people who self-harm; correspondence relating to conferences; resource packs provided at conferences; copies of conference proceedings (1993-1998)

APPLY TO ARCHIVIST

Files are kept in offsite storage so will need to be pre-ordered 7 days before consultation. Files can be ordered by emailing: library@bishopsgate.org.uk

