

The logo for ukgoldbookonline features a stylized arch above the text. The word 'uk' is in a gold color, 'goldbook' is in black, and 'online' is in gold. The arch is a simple, thick gold line.

## An introduction

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## ukgoldbook online – about the site

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**The *ukgoldbook online* is the only widely available online resource that updates information about domestic and sexual violence services every day of the year.**

In the constantly changing world of domestic and sexual violence service providers, it is no longer possible to print a directory of services without it becoming out of date within weeks. Services are constantly facing funding and tendering challenges which can mean significant changes during short periods of time.

In response to this, at Women's Aid we have created an exciting new online resource which is updated daily with new information as changes happen within the sector. This online resource will be an essential tool for all professionals working with survivors of domestic violence.

*ukgoldbook online* contains information on domestic/sexual violence service providers throughout the whole of the UK. The information on the site is updated regularly by Scottish Women's Aid, Welsh Women's Aid, Women's Aid England and Women's Aid Federation of Northern Ireland to ensure that the information you are accessing is current. Our information comes directly from the services themselves so we can be sure it is accurate and new services are added to the site regularly as they go live.

You can search on any combination of the criteria for the most appropriate domestic and sexual violence service available in the UK, which includes geographical area; sexuality and gender; accessibility; languages; specialist services for Black and minority ethnic women and specialist services for men. This will mean that you can find the best possible service for the survivors you are working with and be assured that the information you are using is completely up-to-date.

The purpose of this guide is to give you more information on the site so you can see how it would benefit your organisation.

### **subscriptions**

We are offering a range of single year and two year subscription packages, depending on the needs of your organisation, which start at a very affordable £125 plus VAT for a single user for a year's subscription. We have different packages available depending on the needs of your organisation, please see below for pricing options

**1 user** – 1 year £125 + VAT (including VAT £150)  
2 years £195 + VAT (including VAT £234)

**2 users** – 1 year £175 + VAT (including VAT £210)  
2 years £270 + VAT (including VAT £324)

**3 users** – 1 year £225 + VAT (including VAT £270)  
2 years £345 + VAT (including VAT £414)

**4 or more users** – please contact [goldbook@womensaid.org.uk](mailto:goldbook@womensaid.org.uk) so that we can provide you with a customised quote for your subscription needs.

*The ukgoldbook online is funded by Communities and Local Government and Comic Relief*

# ukgoldbook online – how the site works

## accessing the database

Once you take out a subscription you will receive an invitation by email to activate your account. From then on you will login to the site with your email address, password and the answer to a security question chosen by you. You may wish to register a generic email address such as [admin@domain.com](mailto:admin@domain.com) and share this amongst staff. If you require multiple users to have access simultaneously to the site you will need a multi user subscription.

When you first log on to *ukgoldbook online* you will see a screen like the one below:

ukgoldbookonline info@womensaid.org.uk (Subscriber)  
[Print page](#) | [Help](#) | [Contact](#) | [Logout](#)

SEARCH SERVICES YOUR ACCOUNT

UK GOLD BOOK ONLINE  
Welcome to UK Gold Book Online.

SHORTCUT LINKS

- [Basic search](#)
- [Advanced search](#)

## services listing

Once you are logged into *ukgoldbook online* you can find a complete listing of these services by clicking on the “Services” tab at the top left of the screen. You will then see a grid, like the one below, which shows you a summary listing of all the services currently included in the database.

ukgoldbookonline sarah\_uk\_8@yahoo.co.uk (Subscriber)  
[Print page](#) | [Help](#) | [Contact](#) | [Logout](#)

SEARCH SERVICES

[All services](#) [Print version history](#)

[Create a print version from these 469 services](#)

SERVICES

Id	Service	Country		Status	Area(s)	Type(s)
5739	<a href="#">24 Hour Domestic and Sexual Violence Helpline</a>	Northern Ireland		Published	NORTHERN IRELAND	helpline
5741	<a href="#">Aberconwy Domestic Abuse Service</a>	Wales		Published	WALES	refuge floating support helpline outreach project based resettlement/follow-up dedicated Service for Children/Young People
6060	<a href="#">ADVANCE Advocacy Project</a>	England		Published	LONDON	project based IDVA
6193	<a href="#">Al-Hasaniya Moroccan Women's Project</a>	England		Published	LONDON	project based
6209	<a href="#">All Wales Domestic Abuse and Sexua</a>	Wales		Published	WALES	helpline

The grid shows a few key pieces of information on the service, not the full extent of detail held. This information shown in the grid includes:


1. Name of service,
2. Country
3. Region
4. Type of service
5. An “i” icon by the service name to referral procedure and contact information on the service in an easy to view pop up screen.

You will see a similar grid with any search results you generate on the database. All grid listings can be sorted by any of the columns by clicking on the heading. You can also filter the list by any column by typing all or part of a word into the text box under the heading.

## viewing individual service details

When you have found a service on you wish to know more about, just click on the service name. This will call up a page showing the full details held on the database for them.

The example below for the National Domestic Violence Helpline will give you an idea of the level of information and the information on the advanced search in this guide will give you a further idea.

**FREEPHONE 24HR NATIONAL DOMESTIC VIOLENCE HELPLINE [6210]**  
[Service details](#) | [Referral procedure](#) | [Service users \(refuge-based services\)](#) | [Service users \(non-refuge-based services\)](#) | [Support Facilities for disabled women and children](#) | [Further information](#)

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**Service details**

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Service name	Freephone 24hr National Domestic Violence Helpline
Service type	<ul style="list-style-type: none"><li>• National helpline</li></ul>

**Referral procedure**

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Public Contact Details	<table border="1"><tr><td>Phone</td><td>Public</td><td>0808 2000 247</td><td>Helpline: 24hr</td></tr></table>	Phone	Public	0808 2000 247	Helpline: 24hr
Phone	Public	0808 2000 247	Helpline: 24hr		
Email	-				
Website	<a href="http://www.nationaldomesticviolencehelpline.org.uk">www.nationaldomesticviolencehelpline.org.uk</a>				
Details of referral procedure	For referrals to refuges require woman's name, date of birth, danger areas, details of any support needs and gender/ages of any children.				
Referrals accepted (non-refuge)	<ul style="list-style-type: none"><li>• self referrals</li><li>• any agency</li></ul>				

**Service users (refuge-based services)**

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Offer financial/practical help for women with NRPF	None
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**Service users (non-refuge-based services)**

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Service users	Women and children experiencing domestic violence including...
Types of abuse	<ul style="list-style-type: none"><li>• Abuse by partner</li><li>• Abuse by same sex partners</li><li>• Abuse by other family members</li><li>• Elder abuse</li><li>• Female genital mutilation</li></ul>

# ukgoldbook online – how to find a service

In order to enable users to successfully navigate almost 500 services to find the most suitable for their client, *ukgoldbook online* has two types of search function available. The basic and the advanced searches, both of which are available by clicking on the “Search” tab.

## basic search

You can use this option to carry out two types of search.

**name search** - Enter all or part of the name into the “Name” text field to see a list of matching results.

**search by criteria** - You can also choose to search from some basic criteria.

- *Type of service*: select one or more service type to be included in your results from the drop down list.
- *Area*. To search by area you can do the following:
  - Select from one or more government regions
  - Select from one or more local authority.
- *Special needs*
  - Select one or more option to look for a service that provides support for women from black and minority ethnic groups, disabled women and children, women with no recourse to public funds and women with drug, alcohol or mental health support needs.

## advanced search

When looking for a service you may need to find something suitable for women with more complex needs. The advanced search enables you to select a service using a very wide range of criteria in order to find the most suitable help for your client’s needs. The advanced search is a sophisticated tool which enables you to do just that.

The screenshot shows the 'ukgoldbookonline' website interface. At the top right, there is a user email 'sarah\_uk\_8@yahoo.co.uk (Subscriber)' and links for 'Print page | Help | Contact | Logout'. The navigation bar includes 'SEARCH' and 'SERVICES' tabs, with 'SEARCH' selected. Below the navigation bar, there are two search options: 'Basic search' and 'Advanced search', with 'Advanced search' selected. The main content area is titled 'ADVANCED SEARCH' and includes a brief instruction: 'You may enter multiple choices in a category and the search will find results containing any of them. Any category that you enter some criteria for must match at least one selected option.' Below this, there is a 'Search' section with a radio button for 'Services' selected. The 'SERVICE' section contains several search criteria, each with a dropdown menu and a plus icon: 'Service type', 'Area Search' (with a detailed instruction: 'You can search by Region and/or Local Authority. If you search using both fields, results will appear that match selections from either. You can also type the name of a region (e.g. "North East") into the Local Authority field to see only the possible choices from that region.'), 'Region', 'Local authority', 'Region to avoid', and 'Local authority to avoid'. Each dropdown menu contains the text '(Select one or more)' and a plus icon. The 'Region' and 'Region to avoid' dropdowns also include a link for 'Add all English regions'.

## fields in the advanced search

This list of fields will give you a good understanding of the level of detail contained on *ukgoldbook online*.

### Service

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- *Service type*
- *Area Search* - to search by area you can do the following:
  - *Select from one or more region*
  - *Narrow your search further by local authority.*
  - *Select an area to avoid (ie exclude danger areas from your search).*

### Referral

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- *Referrals hours* – enables you to search for services which accept out of hours referrals
- *Able to accept* (refuge services and non-refuge services) – select one or more option from these two boxes if you need a service which will accept women with specific support issues such as women with drug/alcohol support needs or ex-offenders.

### Support

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- *Staff cover* (refuge services only) – to narrow your search by staff availability on-site/on-call in refuge.
- *Support offered* – select one or more options from these two drop down lists to narrow your search by support provision.
- *Languages* – to narrow your search by access to interpreters and languages offered.

### Service User

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- *Types of abuse* – to narrow your search by type of abuse suffered (eg. honour based violence, abuse by same sex partner)
- *Area of acceptance* – these options tell whether a service accepts referrals from local area/other than local area.
- *Specialist services by:*
  - *a particular ethnic group*
  - *support issues such as mental health or substance misuse*
  - *sexuality*
  - *religion*
  - *other specialist services (ie specialist support for other groups such as traveler women or young women)*
- *Age* (of both the woman and of her oldest male child)
- *Whether the service will accept women with no recourse to public funds*

## **Children**

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- Types of support available from services for children
- Facilities available for children (eg. Crèche, play equipment etc)

## **Disabled Women and Children**

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- Disabled facilities including wheelchair access, hearing impairment, visual impairment and other accessibility support

## **Services for men**

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- Service – select whether you wish to see service for male victims or male perpetrators.
- Service type – search the same service types as with services for women.

## **Refuge Facilities**

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- Accommodation type– select one or more of the options from the drop down list
- House rules (eg. Whether alcohol is permitted on premises, are pets allowed and a wide range of other criteria)

When you have finished choosing your criteria, click on the “Search” button at the bottom of the screen and your results will be displayed in a grid format as shown on page 3 of this guide and you will be able to filter and sort them as required.


## printing options

We understand that sometimes you will need to have access to information in a location which does not enable you to have access to the internet. In order to accommodate this need *ukgoldbook online* gives you the option to create customized print versions of service listings. The database gives you two options for printing information:

- Click on “Print page” to print a printer friendly version of the page you are currently looking at. The print version will print without the menus, so that the screen prints out easily on A4 paper without going off the edge of the page
- Use the “create print version” function to create a printable verions showing full information on your search results which can be printed directly from the site. Each new service will start on a fresh page and you will have the option to name your document so that you can come back to it in future and *ukgoldbook online* will store it for you. This enables you to have an up to date hard copy created to your specifications at any time.

Service type	<ul style="list-style-type: none"><li>• outreach</li><li>• floating support</li><li>• project based (drop in, counselling)</li><li>• IDVA</li><li>• information and advice</li></ul>
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**FREEPHONE 24HR NATIONAL DOMESTIC VIOLENCE HELPLINE [6210]**

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**SERVICE DETAILS**

Service name	Freephone 24hr National Domestic Violence Helpline
Service type	<ul style="list-style-type: none"><li>• National helpline</li></ul>

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**REFERRAL PROCEDURE**

Public Contact Details	<table border="1"><tr><td>Phone</td><td>Public</td><td>0808 2000 247</td><td>Helpline: 24hr</td></tr></table>	Phone	Public	0808 2000 247	Helpline: 24hr
Phone	Public	0808 2000 247	Helpline: 24hr		
Email	-				
Website	<a href="http://www.nationaldomesticviolencehelpline.org.uk">www.nationaldomesticviolencehelpline.org.uk</a>				
Details of referral procedure	For referrals to refuges require woman's name, date of birth, danger areas, details of any support needs and gender/ages of any children.				
Referrals accepted (non-refuge)	<ul style="list-style-type: none"><li>• self referrals</li><li>• any agency</li></ul>				

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**SERVICE USERS (REFUGEE-BASED SERVICES)**