

# City of London Domestic Abuse & Sexual Violence Support Directory 2018-19

<b>Protective marking</b>	<b>Not protectively marked</b>
<b>Owner/author</b>	<b>City of London DA&amp;SV Forum</b>
<b>Version</b>	<b>V1.2 January 2018</b>
<b>Review</b>	<b>December 2018</b>
<b>FOI exempt</b>	<b>No</b>
<b>Approval</b>	<b>CoLC DV&amp;SV Forum</b>

This service directory contains details of services available to the City of London community and some National services.

This directory was compiled by the City of London Domestic Abuse & Sexual Violence Forum as part of the City of London Safer City Partnership who work to improve services related to domestic abuse and sexual violence in the City of London.

If you know any information is incorrect, please forward any updates to [safercity@cityoflondon.gov.uk](mailto:safercity@cityoflondon.gov.uk)

Unless stated otherwise, services listed in this Directory are believed to be **free of charge**

**Clicking on the hyperlink for further information.**

City services contents:

<a href="#">Vulnerable Victim Advocate</a>	Specialist service for men and women who live and work in the City of London experiencing domestic abuse, sexual violence and hate crime
<a href="#">The Haven's</a>	Specialist centres in London for people who have been raped or sexually assaulted
<a href="#">Iris Project</a>	Work with GP surgeries to provide support for women experiencing domestic abuse
<a href="#">Imece Women's Centre</a>	Provide specialist services for women on Harmful Practices, Forced Marriage, "Honour" Based Violence, Female Genital Mutilation, Faith Based abuse
<a href="#">Iranian &amp; Kurdish Women's Rights Organisation</a>	Service helping women from all Middle Eastern backgrounds, providing advocacy, training and counselling for women and girl clients
<a href="#">East London Rape Crisis</a>	Emotional and practical support, signposting and onward referral into appropriate support services
<a href="#">Police Public Protection Unit</a>	Provides service to vulnerable victims including people who have experienced domestic abuse and honour based violence, rape and sexual assault, child abuse and sexual exploitation
<a href="#">City of London Children's Social Care</a>	Provide care for a child or young person who may be experiencing harm alongside other support including Early Help
<a href="#">City of London Adult Social Care</a>	Provides help and advice for adults experiencing abuse or neglect, or those who feel someone may be at risk
<a href="#">City of London Housing Advice</a>	Provides housing advice to keep people safe when they are experiencing domestic abuse, including providing emergency accommodation
<a href="#">WDP City of London: Square Mile Health</a>	Holistic interventions tailored to individual need, and provision of structured, recovery-focused interventions for those wishing to reduce or abstain from substance and alcohol misuse and stop smoking
<a href="#">Toynbee Hall - City Advice</a>	Free, confidential and impartial advice service for City residents and workers on issues such as debt issues, employment problems, family, housing, welfare benefits, health and wellbeing
<a href="#">Toynbee Hall – City Wellbeing</a>	Offers support and assistance on housing and social care issues advice on benefits, pensions, debt and money management social, cultural and leisure activities and community volunteering opportunities
<a href="#">City Carers Service</a>	Provides support to carers alongside information and advice on rights and services

National services contents:

<a href="#">National Domestic Violence Helpline</a>	National service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. Offers advice and emergency accommodation
<a href="#">Men's Advice Line</a>	Confidential helpline for any man experiencing domestic violence and abuse from a partner or ex-partner (in heterosexual or same-sex relationship)
<a href="#">National LGBT Domestic Abuse Helpline</a>	Emotional and practical support for LGBT people experiencing domestic abuse
<a href="#">Rape Crisis England and Wales</a>	Offer help if someone has experienced rape, child sexual abuse and/or any kind of sexual violence, and details of your nearest Rape Crisis services
<a href="#">Survivors Trust</a>	Offers support for adult men (18 and over) who have experienced rape or sexual abuse at any time in their lives
<a href="#">Karma Nirvana</a>	Provide helpline supporting people experiencing, or at risk of, honour-based abuse and forced marriage
<a href="#">National Centre for Domestic Violence</a>	Provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation
<a href="#">The Dogs Trust Freedom Programme</a>	Provides a dog fostering service for people who are fleeing domestic abuse in Greater London, Hertfordshire, Essex and Yorkshire

## City-based Services

### City of London Vulnerable Victim Advocate (VVA)

#### Contact details

Address Victim Support, 2<sup>nd</sup> Floor Octavia House, 50 Banner Street, London, EC1Y 8ST  
Telephone VVA Mobile 07944 634946 office hours

Email [col.vva@victimsupport.org.uk](mailto:col.vva@victimsupport.org.uk)  
Website [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Hours Supportline 08 08 16 89 111 Monday- Friday 8pm-8am, weekends are 24 hours

#### Service details

**Brief description** The Vulnerable Victim Advocate provides a specialist service to victims of domestic abuse, sexual violence and hate crime for those who live and work within the City of London.

Victim Support services are tailored to individual needs. They help anyone affected by crime, not only those who experience it directly, but also their friends, family and any other people involved.

Victim Support is an independent charity and people can talk to them whether or not they have reported the crime to the police and support is free and confidential. It doesn't matter when the crime took place – people can get support at any time, and for however long is needed.

**Target group** Victims of crime

**Languages** A variety including English, French, Spanish, German, Turkish, Polish and Chinese

**Disabled access** Victim Support is able to meet clients at a place convenient, accessible and safe for them. The Victim Support office has disabled access.

Available to Anyone who has been a victim of crime at some point in their life.

[Back to the top](#)

## Latin American Women Rights Service

### Contact details

Address

**Main office:** 52-54 Featherstone St, London EC1Y 8RT

**LAWRS in the South:** ATD Fourth World, 1 Addington Square, London, SE5 0HF

Tel: 020 7358 7028

07708 133 886

**LAWRS in the North:** The Laurel's Healthy Living Centre, C/O Bridge Renewal Trust Room 19 1st Floor,  
256 St Ann's Road  
Tottenham, N15 5AZ

Tel: 020 8442 7646

07532 203 827

Telephone

020 7336 0888

Website

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

Opening hours

Monday to Friday: 10am to 6pm. Closed between 1pm and 2pm

### Service details

Brief description of the organisation

Offer support the immediate and long term needs of Latin American women migrants in the UK through specialist advice, advocacy, information and counselling services in a personalised, confidential and impartial manner. All services are free, held in Spanish and Portuguese and in women-only settings.

Target group

Latin American women migrants

Languages spoken

Spanish, Portuguese and English

How to refer

Through telephone number or website

Disabled access

Contact for more information

Available to Latin American women in need of support.

[Back to the top](#)

## Iris Project

### Contact details

Address London, N1 3XP  
Telephone 020 7683 1270  
Email [info@niaendingviolence.org.uk](mailto:info@niaendingviolence.org.uk)  
Website [www.niaendingviolence.org.uk](http://www.niaendingviolence.org.uk)

### Service details

Brief description of the organisation Improving the quality of care given by GP surgeries to women experiencing domestic violence. IRIS at NIA includes a partnership delivering a national implementation programme and local delivery in the City  
Target group Women experiencing domestic abuse  
Languages spoken Access to interpreter services  
How to refer Through GP practice, speaking with your Doctor.

[Back to the top](#)

## Imece Women's Centre

### Contact details

Address 2 Newington Green Road  
London N1 4RX

Telephone 020 73541359

Email For general inquiries: [info@imece.org.uk](mailto:info@imece.org.uk)  
For Violence Against Women & Girl referral: [VAWGReferral@imece.org.uk](mailto:VAWGReferral@imece.org.uk)

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

Opening hours Monday to Friday 9.30am to 5.30pm

### Service details

Brief description of the organisation IMECE Women's Centre assists women survivors of Violence and Against Women & Girls through provision of wide range services in a safe secure and women only space.

Target group IMECE also provide specialist services on Harmful Practices, Forced marriage, "Honour" Based Violence, Female Genital Mutilation, Faith Base abuse etc.  
Women & Girl, Black, Asian, Minority Ethnic and Refugee women

Languages spoken English, Turkish  
Email to [VAWGReferral@imece.org.uk](mailto:VAWGReferral@imece.org.uk)

How to refer Referral form download and submit at [www.imece.org.uk](http://www.imece.org.uk)  
Self-referral telephone to: 020 7354 1359

Disabled access Yes

Available to All

[Back to the top](#)

## Iranian Kurdish Women's Rights Organisation

### Contact details

Address	5 London wall buildings, Finsbury circus, EC2M 5NS
Telephone	020 7920 6460
Email	<a href="mailto:Nazira.Mehmari@ikwro.org.uk">Nazira.Mehmari@ikwro.org.uk</a>
Website	<a href="http://ikwro.org.uk">http://ikwro.org.uk</a>
Opening hours	Mon-Fri 9:30 to 17:30

### Service details

Brief description of the organisation	<p>A service helping women from all Middle Eastern backgrounds, providing advocacy, training and counselling for women and girl clients.</p> <p>Provides resources to support the rights of women and girls to ensure their safety.</p> <p>Provide advice and support to professional organisations such as the social services, schools and police. IKWRO established the first Middle eastern refuge for single women in 2015.</p>
Target group	Support and promote those women and girls who are at risk of honour based or forced marriage, child marriage, female genital mutilation and domestic violence.
Languages spoken	Arabic, Farsi, Dari, Kurdish, Pashto, Turkish and English
How to refer	Open to Self-referral and referral from professionals phone 02079206460 Online via <a href="http://ikwro.org.uk">ikwro.org.uk</a>
Disabled access	Our office has easy access as we have a lift on the 1 <sup>st</sup> floor down to ground floor.
Available to	Women and girls from the Middle Eastern countries and Afghanistan



[Back to the top](#)

## East London Rape Crisis

### Contact details

Address PO Box 58203, London, N1 3XP  
Telephone Helpline: 0800 160 1036 (service users) 020 7683 1210 (professionals)  
Email rapecrisis@niaendingviolence.org.uk  
Website www.niaendingviolence.org.uk  
Helpline Opening Hours:  
Opening hours Monday / Tuesday / Friday / Saturday 10am -12pm. Monday / Wednesday / Thursday / Friday 2.30-4.30pm Tuesday / Wednesday / Thursday 6-8pm

### Service details

Brief description of the organisation 1:1 counselling, for women and girls 13 years upwards.  
Group workshops, for women and girls 13 years upwards.  
Advocacy: Emotional and practical support. For women and girls 14 years upwards.  
Education: Awareness-raising and training for community and professionals.  
Information & Referral Line: Emotional and practical support, signposting and onward referral into appropriate support services. For women and girls/boys and men: 14 years upwards.

Target group Women and girls 13 years upwards

How to refer We encourage self-referrals but can also take referrals from professionals (client's name & safe telephone number only), providing that the client has given consent and knows to expect a call from us.

[Back to the top](#)

## City of London Police Public Protection Unit

### Contact details

Address	Bishopsgate Police Station 182 Bishopsgate London EC2M 4NP
Telephone	0207 601 290 (0800 – 1800hrs, Monday to Friday) 101(24 hrs, 7 days a week) 999 (in an emergency)
Email	<a href="mailto:Publicprotectionunit@cityoflondon.pnn.police.uk">Publicprotectionunit@cityoflondon.pnn.police.uk</a>
Website	<a href="http://www.cityoflondon.police.uk">www.cityoflondon.police.uk</a>
Opening hours	0800 – 1800hrs

### Service details

Brief description of the organisation	City of London Police
Target group	Provides service to vulnerable victims including victims of domestic abuse and honour based violence, rape and sexual assault, child abuse and sexual exploitation. Investigates offences, identifying and bringing perpetrators to justice. Offers safety planning advice, conducts risk assessments and make referrals to support agencies including Victim Support and Rape Crisis.
Languages spoken	English. However, interpreters will be made available for other languages.
How to refer	Through contact details above, or make a report at any police station.
Disabled access	Yes
Available to	All

[Back to the top](#)

## City of London Children's Social Care

### Contact details

Address Community and Children's Services, North Wing, Guildhall, PO Box 270, London, EC2P 2EJ  
Telephone 020 7332 3621  
Email [children.duty@cityoflondon.gov.uk](mailto:children.duty@cityoflondon.gov.uk)  
Website [www.cityoflondon.gov.uk/services/children-and-families/children-social-care-early-help/Pages/referrals.aspx](http://www.cityoflondon.gov.uk/services/children-and-families/children-social-care-early-help/Pages/referrals.aspx)

Opening hours [www.cityoflondon.gov.uk/services/children-and-families/Documents/Thresholds-of-need.pdf](http://www.cityoflondon.gov.uk/services/children-and-families/Documents/Thresholds-of-need.pdf)  
9am to 5pm Monday to Friday

### Outside office hours - Emergency only

Tel: 020 8356 2710 or 020 8356 2710  
Email: [emergency.duty@hackney.gov.uk](mailto:emergency.duty@hackney.gov.uk)

### Service details

Brief description of the organisation

**Safeguarding:** If anyone is concerned about a child or young person who may be experiencing harm, contact the Children's Social Care Team.

### If a child is at immediate risk, you should contact the Police directly on 999

If you wish to find out more about the referrals process or the Thresholds of Need, please phone the Children and Families Team on 020 7332 3621.

**Early Help:** offers a range of support services tailored to individual circumstances and needs. Some common services include:

- Advice and advocacy

- Signposting to universal or specialist services
- One-to-one practical and emotional support for children, young people or parents
- Play therapies and direct work with children
- Parenting support
- Short breaks for children with additional needs and for young carers.

Target group	Families, children and young people
Languages spoken	Access to interpreter services
How to refer	<ul style="list-style-type: none"> <li>• 020 7332 3621 (Monday to Friday, 9am-5pm)</li> <li>• email: <a href="mailto:children.duty@cityoflondon.gov.uk">children.duty@cityoflondon.gov.uk</a></li> </ul>
Disabled access	Yes
Available to	All

[Back to the top](#)

## City of London Adults Social Care

### Contact details

Address Community and Children's Services, North Wing, Guildhall, PO Box 270, London, EC2P 2EJ  
Telephone **020 7332 1224**  
Email [adultsduty@cityoflondon.gov.uk](mailto:adultsduty@cityoflondon.gov.uk)  
Website [www.cityoflondon.gov.uk/services/adult-social-care/Pages/safeguarding-adults.aspx](http://www.cityoflondon.gov.uk/services/adult-social-care/Pages/safeguarding-adults.aspx)

Opening hours Call **020 7332 1224** - 9am - 5pm, Monday to Friday

Call **0208 356 2300** - for all other times, including weekends and Bank Holidays

Call **999** if you think a person is at risk of immediate harm

### Service details

Brief description of the organisation Safeguarding is protecting an adult's right to live in safety, free from abuse and neglect.

Some adults with care and support needs are not always able to protect themselves.

If you are an adult experiencing abuse or neglect, or if you are worried about an adult you think may be at risk, please contact the **Adult Social Care Team**.

Target group Vulnerable adults  
Languages spoken Access to interpreter services  
How to refer

- 020 7332 1224 (Monday to Friday, 9am-5pm)
- email: [adultsduty@cityoflondon.gov.uk](mailto:adultsduty@cityoflondon.gov.uk)

  
Disabled access Yes  
Available to All

[Back to the top](#)

## City of London Housing Advice

### Contact details

Address	City of London Corporation, The Guildhall, Gresham Street, EC2V 7HH
Telephone	0207 332 1804
Email	homeless@cityoflondon.gov.uk
Website	<a href="http://www.cityoflondon.gov.uk/services/housing/homelessness/Pages/Help-available.aspx">www.cityoflondon.gov.uk/services/housing/homelessness/Pages/Help-available.aspx</a>
Opening hours	Monday 9.30am - 4pm Tuesday 2pm - 5pm Wednesday 9.30am - 4pm Thursday 9.30am - 4pm Friday 9.30am - 4pm

If someone wishes to be seen in person, we strongly advise for an appointment to be arranged so we can make sure someone is available to help.

If there is an emergency outside normal office hours, please call 0208 552 9587.

Assistance will be provided over the phone and temporary accommodation arranged for the night or over the weekend. A full assessment by the Advice and Homelessness Officer will take place on the next working day.

### Service details

Brief description of the organisation	<ul style="list-style-type: none"><li>• Emergency accommodation for people experiencing domestic abuse</li><li>• Sanctuary Scheme to keep people safe in their homes</li><li>• Advise you on your rights of occupation</li><li>• Give you debt and benefit advice</li><li>• Advise you on finding somewhere else to live</li></ul>
Target group	All
Languages spoken	Access to interpreter services
How to refer	Telephone or email
Disabled access	Yes

[Back to the top](#)

## London Sexual Assault Referral Centres - The Haven's

### Contact details

Address	<p><b><i>Whitechapel Haven in east London</i></b> Near to The Royal London Hospital E1 5DG</p> <p><b><i>Camberwell Haven in south London</i></b> Near to King's College Hospital SE5 9RS</p> <p><b><i>Paddington Haven in west London</i></b> Near to St Mary's Hospital W2 1NY</p>
Telephone	<p>Urgent advice and referrals Tel: 020 3299 6900 – 24/7</p> <p>Non-urgent advice and referrals Tel: 020 3299 1599 – 9am – 5pm, Monday to Friday (not public/bank holidays)</p>
Email	N/A
Website	<a href="http://www.thehavens.org.uk">www.thehavens.org.uk</a>
Opening hours	<p>Sexual assault referral centres (SARCS) provide medical help and advice as well as forensic medical examinations 24 hours a day, 7 days a week.</p> <p>Open Monday to Friday, 9am to 5pm, for follow-up services such as check-ups for sexually transmitted infections (STIs), counselling and practical support.</p>

## Service details

### Brief description

The Havens are specialist centres in London for people who have been raped or sexually assaulted.

Support 24 hours a day, seven days a week.

When The Havens need to see someone urgently, such as for a forensic medical examination (FME), they aim to see them within 90 minutes.

The Havens also offer follow-up care, including counselling, tests and treatments.

The medical and emotional support services are confidential. That means they won't tell anyone someone has contacted them or visited unless someone wants them to. Services can be used without involving the police.

If someone is assaulted more than 12 months ago, The Havens can provide people with information on other organisations that can help

### Target group

The Havens see anyone in London who has been raped or sexually assaulted in the past 12 months: men, women, young people and children of all ages.  
They treat you as an individual because everyone's experience is different.  
Key importance is an individual's wellbeing, not ethnicity, gender, religion, sexual orientation.

### Languages spoken

English and access to interpreter

### Available to

All

### [Back to the top](#)



## WDP City of London: Square Mile Health

### Contact details

Address	Satellite Services across City of London including: <ul style="list-style-type: none"><li>• Guild Hall (Managers and Administrative Office)</li><li>• Neaman Practice</li><li>• Health E1</li><li>• Street Outreach Services</li><li>• Criminal Justice premises including; Bishopsgate Police Station &amp; City of London Magistrates Court.</li></ul>	
Telephone	0300 303 2715 (24 hour telephone support line)	
Email	City.enquiries@wdp.org.uk	
Website	www.wdp.org.uk www.squaremilehealth.org.uk	
Opening hours	Working Day: 9-5pm	Monday - Friday
	Bishopsgate Police Station 8am-10pm	Monday - Friday

### Service details

Brief description of the organisation	<p>Drug &amp; Alcohol Intervention Assessment, referral, brief intervention and treatment of adults resident or rough sleeping in the City of London, who present with alcohol and substance misuse issues.</p> <p>Holistic interventions tailored to individual need, and provision of structured, recovery-focused interventions for those wishing to reduce or abstain from substance misuse.</p> <p>Smoking Cessation Provision of Smoking Cessation Services to residents and the working people of the City of London,</p>
---------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

available at a range of stop smoking clinics and all the sixteen pharmacies within the square mile.

Target group	<p>Drug/Alcohol Intervention All adult residents and rough sleepers in City of London, presenting with alcohol and substance misuse needs.</p>
Languages spoken	<p>Smoking Cessation All adults working or living in the City of London.</p>
How to refer	<p>Interpreting services bookings may be available on request. Call for details and further information. Email <a href="mailto:City.enquiries@wdp.org.uk">City.enquiries@wdp.org.uk</a> for referral form and <a href="mailto:clinicbookings@qmul.ac.uk">clinicbookings@qmul.ac.uk</a> for Smoking Cessation clinic bookings. Online self-referral available at <a href="http://www.squaremilehealth.org.uk">www.squaremilehealth.org.uk</a></p>
Disabled access	<p>Disability access available at a range of satellite services.</p>
Available to	<p>All adults living or working in the City of London.</p>

[Back to the top](#)

## Toynbee Hall - City Advice

### Contact details

Address Toynbee Hall, The Community Centre, 52 Old Castle Street, E1 7AJ  
Telephone Resident Adviceline - 0207 392 2919

Worker Adviceline - 020 3475 5080

Email [city.advice@toynbeehall.org.uk](mailto:city.advice@toynbeehall.org.uk)  
Website [www.toynbeehall.org.uk/city-advice](http://www.toynbeehall.org.uk/city-advice)  
Opening hours Mon-Fri (hours vary)

### Service details

Brief description of the organisation City Advice is a free, confidential and impartial advice service that can help you resolve a wide range of everyday problems from debt issues to employment problems, family, housing, welfare benefits, health and wellbeing amongst other things.

City Advice is a free service is available to anyone who lives, works or studies on The City of London.

Target group Anyone living, working or studying in the City of London, plus tenants of the City of London on their outlying estates.

Languages spoken Bengali, Spanish, English (also use Language Line - so access to many other languages)

How to refer People can self refer by emailing, telephoning or coming to various drop in sessions, but we also accept formal referrals from partners and practitioners.

Referral form for services are available on request and will also accept emails.

Disabled access Some venues we use have it, others do not - main Toynbee Hall advice centre does

Available to Anyone living, working or studying in the City of London, plus tenants of the City of London on their outlying estates.

[Back to the top](#)

## Toynbee Hall – City Wellbeing

### Contact details

Address	Toynbee Hall, The Community Centre, 52 Old Castle Street, E1 7AJ
Telephone	020 7392 2987 / 07432 736495
Email	<a href="mailto:Helena.toms@toynbeehall.org.uk">Helena.toms@toynbeehall.org.uk</a>
Website	<a href="http://www.toynbeehall.org.uk">www.toynbeehall.org.uk</a>
Opening hours	The Outreach Coordinator is available Tuesday to Friday.

### Service details

Brief description of the organisation	Toynbee Hall's vision is a future free from poverty. Its mission is to support people and communities to break down the barriers that trap them in poverty or prevent them accessing support and advice. City Wellbeing is a support and signposting services for adults residing in the Square Mile. It is a community outreach service that ensures residents access the appropriate support and guidance on a range of issues including: health and wellbeing, sport and leisure, social care, income maximisation, housing, employment support, learning and community volunteering.
---------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Target group	Adults 18+
Languages spoken	Interpreters can be arranged where required.
How to refer	By contacting the Outreach Coordinator by email or phone: <a href="mailto:Helena.Toms@toynbeehall.org.uk">Helena.Toms@toynbeehall.org.uk</a> 020 7392 2987 / 07432 736495
Disabled access	Toynbee Hall's main office has disabled access. Most community venues have disabled access – check prior to booking appointments.
Available to	City residents aged 18+

[Back to the top](#)

## City Carers Service

### Contact details

Address	Toynbee Hall, The Community Centre, 52 Old Castle Street, E1 7AJ
Telephone	07980 744 511
Email	<a href="mailto:Rose.Bernstein@carers-network.org.uk">Rose.Bernstein@carers-network.org.uk</a>
Website	<a href="http://carers-network.org.uk">http://carers-network.org.uk</a>
Opening hours	Mondays, Tuesday and Wednesdays

### Service details

Brief description of the organisation	<p>Provide support for people who are looking after a friend or family member who is an adult and has a disability or health condition, a mental health need, who misuses drugs or alcohol or who is elderly.</p> <p>Offer support to manage to those with a caring role and help them to balance it with other things in their life.</p> <p>Information and advice on rights and services</p>
Target group	Anyone who provides help and support to a partner, relative, friend or neighbour who could not manage without this help
How to refer	Telephone or email

[Back to the top](#)

## National services

### National Domestic Violence Helpline (including Refuge)

#### Contact details

Telephone	0808 2000 247
Website	<a href="http://www.nationaldomesticviolencehelpline.org.uk">www.nationaldomesticviolencehelpline.org.uk</a>
Opening hours	24 hours a day

#### Service details

Brief description of the organisation National service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf

Offers advice and emergency accommodation

All calls are completely confidential.

Languages spoken Translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing are available

[Back to the top](#)

## Men's Advice Line

### Contact details

Telephone	Freephone <b>0808 801 0327</b> (free from landlines and from mobiles using the O2, Orange, T Mobile, Three, Virgin, and Vodafone networks).  Calls will not appear on BT landline phone bills.
Email	A voicemail service is available: we aim to return calls within two working days <a href="mailto:info@mensadviceline.org.uk">info@mensadviceline.org.uk</a>
Website	<a href="http://www.mensadviceline.org.uk">www.mensadviceline.org.uk</a>
Opening hours	Monday-Friday 9am-5pm

### Service details

Brief description of the organisation	A confidential helpline for any man experiencing domestic violence and abuse from a partner or ex-partner (in heterosexual or same-sex relationship).  Offer practical advice, information and emotional support to male victims of domestic violence, as well as to concerned friends and family and frontline workers.
How to refer	Telephone or email

[Back to the top](#)

## National LGBT Domestic Abuse Helpline

### Contact details

Telephone	0800 999 5428
Email	<a href="mailto:help@galop.org.uk">help@galop.org.uk</a>
Website	<a href="http://www.galop.org.uk">www.galop.org.uk</a>
Opening hours	10am – 5pm Monday 10am – 5pm Tuesday 10am – 5pm Wednesday 10am – 8pm Thursday 1pm – 5pm Friday 12pm – 4pm Sunday 1pm – 5pm Tuesday is trans specific service.

### Online chat:

3pm- 7pm Saturday  
3pm- 7pm Sunday

### Service details

Brief description of the organisation	Emotional and practical support for LGBT people experiencing domestic abuse
Target group	Lesbian, Gay, Bisexual and Trans people
How to refer	Via the helpline



[Back to the top](#)

## Rape Crisis England & Wales

### Contact details

Telephone 0808 802 9999 or on minicom 0208 239 1124  
Email [info@rasasc.org.uk](mailto:info@rasasc.org.uk)  
Website [www.rasasc.org.uk](http://www.rasasc.org.uk)  
Opening hours Open every day of the year (including bank holidays) between 12.00pm and 2.30pm and 7.00pm and 9.30pm.

We are also open on weekdays (excluding bank holidays) between 3.00pm and 5.30pm

### Service details

Brief description of the organisation Offer help if someone has experienced rape, child sexual abuse and/or any kind of sexual violence, and details of your nearest Rape Crisis services  
How to refer Information obtained through website  
Available to All

[Back to the top](#)

## Survivors Trust

### Contact details

Address Shadwell, London, E1  
Telephone 020 3598 3898  
Email [info@survivorsuk.org](mailto:info@survivorsuk.org)  
Website [www.survivorsuk.org](http://www.survivorsuk.org)

Opening hours To use our webchat, simply visit our website, or to chat through SMS just text 020 3322 1860  
Monday - Friday 10.30am - 9.00pm Saturday & Sunday 10.00am - 6.00pm

### Service details

Brief description of the organisation Offers support for adult men (18 and over) who have experienced rape or sexual abuse at any time in their lives

Offer a range of support services including counselling and therapy appointments as well as web and SMS chat.

All services are provided by trained professionals who as specialists in the field of male sexual violence have helped many men to work through their experiences

Target group An inclusive service and welcomes anyone who identifies as male, trans, non-binary, has identified as male in the past, or anyone who feels we are the right fit for them.

How to refer Contact through the website

[Back to the top](#)

## Karma Nirvana

### Contact details

Telephone

**0800 5999 247**

Email

[info@karmanirvana.org.uk](mailto:info@karmanirvana.org.uk)

Website

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

Opening hours

Monday - Friday: 9am - 5pm

Weekends: 10am - 4pm

### Service details

Brief description of the organisation

Provide helpline supporting people experiencing, or at risk of, honour-based abuse and forced marriage

Available to

Men and women experiencing, or at risk of, honour based abuse or forced marriage

[Back to the top](#)

## National Centre for Domestic Violence

### Contact details

Telephone 0844 8044 999  
Email [office@ncdv.org.uk](mailto:office@ncdv.org.uk)  
Website [www.ncdv.org.uk](http://www.ncdv.org.uk)

### Service details

Brief description of the organisation Provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation.

Service allows anyone to apply for an injunction within 24 hours of first contact (in most circumstances).

Work in close partnership with the police, local firms of solicitors and other support agencies (Refuge, Women's Aid etc) to help survivors obtain speedy protection.

Services include:

- Free Legal Injunction service to everybody
- Injunctions usually within 24 hours
- Large framework of Legal Aid family solicitors throughout the country
- Emergency Prohibitive Steps Orders
- Emergency Non-Molestation and Occupation Orders
- Direct links with Local Authorities, health centres, refuges, Women's Aid Centres and other services

Target group All  
How to refer Through helpline

[Back to the top](#)

## The Dogs Trust Freedom Project

### Contact details

Telephone	London, Hertfordshire & Essex: 0800 298 9199
Email	Yorkshire: 0800 083 4322 <a href="mailto:freedomproject@dogstrust.org.uk">freedomproject@dogstrust.org.uk</a>
Website	<a href="http://www.moretodogstrust.org.uk/freedom-project/freedom-project">www.moretodogstrust.org.uk/freedom-project/freedom-project</a>

### Service details

Brief description of the organisation Dogs Trust's Freedom Project is a dog fostering service for people who are fleeing domestic abuse in Greater London, Hertfordshire, Essex and Yorkshire.

People fleeing domestic abuse are usually unable to take their dogs with them into a refuge so in many cases they are reluctant to leave their home until they know there is somewhere safe for their pets.

Dogs Trust offers a solution by placing dogs into the homes of volunteer foster carers for up to 6 months, until their owners are rehoused and can take them back. Dogs Trust covers all of the dog's expenses during that time, including food and veterinary costs.

Target group	All
How to refer	By telephone or through the website

[Back to the top](#)