



HARLOW DOMESTIC ABUSE
DIRECTORY OF SERVICES
including national organisations

February 2015

marina.sherriff@harlow.gov.uk

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LOCAL SERVICES

Al-Anon

Confidential Helpline
(Helpline available 10 am - 10 pm, 365 days a year)

t: 020 7403 0888

f: 020 7378 9910

e: enquiries@al-anonuk.org.uk

Al-Anon Family Groups provide support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not. Al-Anon is a fellowship of relatives and friends of alcoholics who share their experience in order to solve their common problems.

Voluntary.

Al-Anon meetings are held every week. Most meetings last for one and a half hours - variations are shown in the group's notes. You are welcome to attend if you have been - or still are - affected by someone else's drinking.

Contacts are available for each meeting, if you wish to speak to someone prior to attending a meeting, please call 020 7403 0888 for details.

All meetings are by tradition, 'closed', that is, attended only by family and friends whose lives have been affected by the alcoholic's behaviour. 'Open' meetings are offered by some groups who welcome professionals and others interested in learning how meetings can provide help and support to their clients. We ask visitors to respect the traditions of confidentiality and anonymity.

Tuesday 19:15

Location: ADAS, 118 - 124 The Stow, Harlow - London, Essex, CM20 3AS
England

Note: ADAS next to Estate Agent. Ring bell for entry. Meeting is on 2nd Floor near Reception.

Alcoholics Anonymous

AA is concerned solely with the personal recovery and continued sobriety of individual alcoholics who turn to the Fellowship for help.

Voluntary.

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; we are self-supporting through our own contributions. Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.

There are several meetings that take place in Harlow. Please go to <http://www.alcoholics-anonymous.org.uk/AA-Meetings/Find-a-Meeting> for details.

CALM Centre (Counselling And Life Management)

Latton Bush
Southern Way
Harlow

t: 01279 411330

e: calmcentre@btconnect.com

w: www.calmcentre.co.uk

The CALM Centre Ltd is a long established charity which provides a high quality professional counselling service to people within Harlow and its environs.

Voluntary.

The CALM Centre is a counselling agency for those over 18 that deals with bereavement, bullying, depression, self-esteem, sexuality, stress etc.

Disabled access, free parking.

Office Hours – 9 – 5pm. Counselling availability – 6 days a week

Lynne Stevenson - Office and Counselling Manager
Maggi Fletcher – Community Liaison Officer
Colin Rowel – IT/Data Analyst
Board of Directors

Children's Centres, Harlow

Children Centres in partnership with Safer Places provide a venue for the Freedom Programme in Harlow, Uttlesford and Epping Forest and a member of

staff to support the trainer in the weekly group. A Children's Programme for 0 - 5's runs alongside the Freedom Programme which, through play, seeks to support healthy emotional development. Family Support Workers visit local refuges, to build links with the parents and encourage families with under 5's to come to activities at the centres. Family Support Workers are trained to complete DASH risk assessment with families and attend MARAC meetings.

Opening hours are: 8.30am – 4.30pm Monday to Friday with a telephone service available between 8.00am – 8.30am and 4.30 pm – 6.00pm.

Sharon DeVito – Children's Service Manager, The Meadows Children's Centre.
e: sdevito@spurgeons.org
t: 01279 773900

Angela Cameron – Children's Service Manager, Tree House Children's Centre.
e: acameron@spurgeons.org
t: 01279 772600

Jessica Ricketts – Children's Service Manager, Potter Street Children's Centre.
e: jricketts@spurgeons.org
t: 01279 420587

Georgie Norgate – Spurgeon's Regional Manager, West Essex
e: gnorgate@spurgeons.org
t: 07807 103662

The Change Project (formerly Essex Change)

11b Broomfield Rd
Chelmsford
CM1 1SY

t: 07595 082595 /08453 727701

e: tania.woodgate@relate-northessex.org / admin@thechange-project.org

w: www.thechange-project.org

Working with female victims, male perpetrators and female perpetrators.

Voluntary.

Managed by Chief Executive Officer and Board of Trustees.

Provide a group work domestic violence prevention programme for non-convicted perpetrators and integrated support service for female victims. Provide individual prevention work for female and male perpetrators of domestic abuse.

Group work carried out at Latton Bush Centre in Harlow on Thursdays 7-9pm. All assessments and individual work is currently held in Chelmsford. Other venues in Essex – Basildon, Chelmsford and Colchester. Also in Hertfordshire and Bedfordshire.

Essex Community Rehabilitation Company

Centenary House
4 Mitre Buildings
Kitson Way
Harlow
CM20 1DR

t: 01279 410692

f: 01279 454116

w: www.essexcrc.co.uk

Perpetrators and victims.

Statutory.

Reducing reoffending, providing rehabilitation and safeguarding our communities effectively and efficiently

8.30 – 5.30 Mon and Friday
8.30 – 9.00 Tues and Thursday
8.30 – 8.00 Wed
9.00 – 1.00 Sat

Neeve Bishop, Frances Mason, Georgina McGeehan.

Essex Police

Essex Police Headquarters
PO Box 2
Springfield
Chelmsford
CM2 6DA

t: 101 or alternatively 01245 491491
w: www.essex.police.uk

Essex Police operates across an area of 1,405 square miles which borders the counties of Suffolk, Cambridgeshire, Hertfordshire and Kent and four London boroughs.

All of our work is supported and overseen by the Police and Crime Commissioner for Essex and we work with other criminal justice agencies and partners in the county, including the Criminal Justice Board, to cut crime and deliver the best possible service to the people of Essex.

Our domestic abuse safeguarding officers are always available to help. You can contact the Domestic Abuse Central Referral Unit (CRU) by calling us on 101 or call into your local police station.

In an emergency call 999.

Families4Recovery

Families4recovery is a free self-help support group for anyone who is affected by someone else's alcohol or drug use. The group was formed in 2012 and meets twice a month at ADAS in Harlow, welcoming people from across West Essex. Having a relative or friend with alcohol or drug problems can be an extremely stressful, isolating experience which puts enormous strain on health, social life and family relationships. Carers may face emotional, financial and physical abuse yet find that they are excluded by treatment services which are often reluctant to discuss issues with anyone other than the service user.

The group aims to address these problems by offering empathy and support, a place where people can talk about what is happening in confidence with people who understand what they are going through and the dilemmas which they face. It focuses on developing coping strategies, sharing useful information and recognising our own needs. There is professional input from Foundation66 and the group also tries to raise awareness of the needs of this vulnerable group of carers amongst local service providers and commissioners.

There is no formal referral process; anyone who would like to attend should contact Rose on 07830528568 or e-mail rose@families4recovery.co.uk. Please encourage anyone who may benefit to get in touch and come along.

Harlow Advice Centre

1st Floor
Central Library
The High
Harlow
CM20 1HA

t: 01279 704002

f: 08723 522084

e: admin@harlowac.org.uk

Harlow Advice Centre provides specialist benefits, debt and housing advice, plus assisted information on a wide range of other subjects.

The specialist benefits casework is aimed at people with long-term ill health or disabilities who are registered with a Harlow Health Centre.

The Advice Centre also offers specialist benefits advice and representation on Upper Tribunal appeals for clients who are legally aidable. The assistance with Upper Tribunals is NOT confined to Harlow residents with long-term ill health or disabilities. We can help a wide range of clients who need this type of assistance - including residents of West Essex and beyond.

The specialist money advice casework service includes the full range of assistance including income maximisation, debt relief orders, bankruptcy and administration orders etc. Harlow Advice Centre's money advice supervisor is an authorised intermediary for debt relief orders. Although the money advice service is primarily aimed at Harlow residents there is flexibility to help people from other areas where appropriate. The money advice service is provided under the 'Smart Advice' project. This project is delivered in partnership with Harlowsave Credit Union. Harlowsave provides money management services that work well with Harlow Advice Centre's specialist money advice service.

The specialist housing casework is primarily aimed at local residents and the homeless – including victims of domestic violence.

Opening Hours

Monday	12noon to 2pm
Tuesday	10am to 2pm
Wednesday	Closed
Thursday	10am to 2pm
Friday	10am to 2pm

Appointments outside these hours and homes visits are available if necessary.

Harlow Citizen's Advice Bureau

13-15 Eastgate
The High
Harlow
CM20 1HP

t: 0845 120 3717

f: 01279 429924

w: www.harlowcitizensadvice.org.uk

We aim to provide the advice people need for the problems they face and improve the policies and practices that affect people's lives. We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

Voluntary.

Advice sessions

Many bureaux now have a short introductory interview to help decide how you can be best advised. You may then be asked to make an appointment. If the bureau is open only for appointments or specialist advice this will be indicated in the notes.

Mon: 10.00 - 13.00 and 13.00 - 16.00

Drop In 10-1pm and Information only 1-4pm

Tue: 10.00 - 16.00

No Drop In. Follow up appointments and Information only

Wed: 10.00 - 13.00 and 13.00 - 16.00

Drop In 10-1pm and Information only 1-4pm

Thu: 10.00 - 16.00

No Drop In. Follow up appointments and Information only

Fri: 10.00 - 13.00 and 13.00 - 16.00

Drop In 10-1pm and Information only 1-4pm

Sat: Closed; Sun: Closed

Telephone advice times

Unless indicated otherwise an adviser should be available by phone though this may be for an introductory interview only to help decide how you can best be advised.

Mon: 10.00 - 13.00 Information
Tue: Closed
Wed: 10.00 - 13.00 Information
Thu: Closed
Fri: 10.00 - 13.00 Information
Sat: Closed
Sun: Closed

Harlow Council

Housing Options & Advice Team
The Water Gardens
Harlow
Essex
CM20 1WG

t: 01279 446655

e: josephine.sweeney@harlow.gov.uk / contact@harlow.gov.uk

w: www.harlow.gov.uk

Working with both male, female victims and perpetrators including their families.

Statutory.

Victims - Provide housing advice and assistance to enable victims to remain in their home through the use of mediation, legal remedies or the Sanctuary Scheme. Failing this alternative housing options considered to ensure they are safe for example placed in temporary accommodation.

Support may also be offered offering home safety measures or assist in making a homeless application if they are unable to return home, once all other options have been exhausted.

Fund and provide a Sanctuary Scheme to make it possible for victims of domestic abuse to remain in their own home. The scheme enhances a person's property with physical security measures which helps the family feel safe.

Referrals though Essex Police, Safer Places and Harlow Council.

NB Please note this scheme is may not be suitable for all cases, it is an option that may be offered in certain circumstances.

Perpetrators - Provide housing advice and assistance to secure accommodation.

Contact Harlow is open between 9.00am and 4.45pm Monday to Friday. Closed Saturdays and Sunday.

Provides an emergency 'Out of Hours' Service 24/7. 01279 446666, only to be used in an emergency situation where the victim is homeless.

Lisa Whiting – Housing Options & Advice Manager
Karen Vigor – Housing Options & Advice Team Leader
Josephine Sweeney – Housing Options & Advice Officer

Harlow Foyer

Occasio House
Playhouse square
Harlow
CM20 1AP

t: 01279 625700

w: www.east-thames.co.uk (part of East Thames Housing Association)

Supported accommodation provided for 16-25 year olds. Need to be between 16-22 years to apply.

Support victims and perpetrators

Voluntary.

Governed by East Thames Board

Refer to specific services

Two residential buildings. Main block fully accessible. 24 hour security and support.

Training rooms and discussion rooms available.

Teresa Aken, Team Manager, West Essex Young People and Domestic Violence Service.

teresa.aken@east-thames.co.uk

01279 625710

Team of 5 support workers and 3 duty support workers.

MARAC

Essex Police HQ
Kingston House
Chelmsford
CM2 6DA

High risk victims

Statutory.

Providing joint agency safety planning for high risk victims of DA.

Office open 0800-1600

Julie Johnson – Coordinator & Chair
Estelle Pereira – MARAC Research Administrator
Sheri Pearce - MARAC Research Administrator
Rachel Fusciardi – MARAC Research Administrator
Felicity Rayman – MARAC Research Administrator
Michelle Prior – MARAC Administrator

The Princess Alexandra Hospital

Hamstel Rd
Harlow
CM20 1QX

t: Lead Nurse Adult Safeguarding - Sarah Kent-Leybourn - 01279 827232
Named Nurse Children - Paul Archer - 01279 827559
Named Midwife - Chris Argent - 01279 444455 ext 2929
Safeguarding administrator - Sharon Manzi - 01279 444455 2287

The team can be contacted Monday –Friday 08.00 a.m. – 5.00 p.m. and out of hours the Duty Matron can be contacted via the main switchboard number 01279 444455 bleep 626.

The Princess Alexandra Hospital NHS Trust is located in Harlow, Essex and is a 489 bedded District General Hospital providing a comprehensive range of safe and reliable acute and specialist services to a local population of 258,000 people.

We are committed to the core principles of the NHS which are to provide services that meet the health needs of everyone and are free at the point of delivery. We will shape our services around the needs of all patients including providing access to and information about our services to all who may choose to use us, and in a manner which promotes the greatest level of understanding and accessibility. The Hospital is monitored and regulated by the Care Quality Commission.

Our safeguarding protocols are in line with local and national guidance and for both adult and children's safeguarding we follow the Southend, Essex and Thurrock Guidelines. There is a safeguarding team which covers both Adult and Children's safeguarding, which includes Domestic abuse.

Safer Harlow Partnership

Harlow Council
Civic Centre
The Water Gardens
Harlow
CM20 1WG

t: 01279 446831

f: 01279 446637

e: marina.sherriff@harlow.gov.uk

w: www.harlow.gov.uk/safer-harlow

The Safer Harlow Partnership is a statutory partnership of organisations and groups working together to reduce crime and disorder in the town.

It is led by Harlow Council, Essex Police, Essex County Council, Essex Fire & Rescue Service and Essex Probation, but includes many other local bodies such as Safer Places, Victim Support, the Youth Offending Team, and Essex Youth Service.

The SHP is supported by two Priority Groups, each of which is responsible for producing an annual action plan, containing targets to achieve the objectives of the Strategic Assessment. Each priority group is chaired by one of the Responsible Authority representatives as follows:

Anti-Social Behaviour and Crime Reduction– The joint Chair is the Chief Inspector, Essex Police and Community Safety Team Manager, Harlow Council

Domestic Violence Forum– The Chair is the Housing Options & Advice Manager,
Harlow Council
SHP Chair – Malcolm Morley
Community Safety Manager – Marysia Rudgey
Partnerships' Coordinator – Marina Sherriff

Safer Places

P O Box 2489
Harlow
Essex
CM18 6NS

Head Office
T: 0845 0743 215 (not 24 hour)

W: www.saferplaces.co.uk

Support for victims of Domestic Abuse and Their Children.

Charitable Organisation with CEO (Janet Dalrymple) reporting to a Board of Trustees

Safer Places is a registered charity with over 30 years' experience working with people who have suffered domestic abuse, we can provide the support and practical help that is needed whether currently in an abusive relationship or leaving; including, Safe Accommodation; Support in the Community; emotional support, practical advice, safety planning, group work, counselling, specialist support and opportunities for training.

Access to Legal Advice

24 hour Helpline – 0845 0177 668

Streets2Homes

2A Wych Elm
Harlow
CM20 3EA

Homeless / vulnerably housed.

Dealing with both perpetrators and victims.

Voluntary

Day centre for homeless and vulnerably housed.

The day centre is open Monday, Tuesday, Wednesday, Thursday & Friday from 9.00 a.m. to 2.00 p.m.

Kerrie Eastman – Manager
Keiren Mitchell – Housing and Welfare Project Coordinator
Helen Baker – Support and Welfare Officer

t: 01279 430011
w: www.streets2homes.org
e: kerrie.eastman@streets2homes.co.uk

Victim Support

Suite 6
The Chequers
Ingatestone
CM4 0DG

w: www.victimsupport.org.uk

Victim Support can help anyone affected by crime, not only victims and witnesses, but their friends, family and any other people involved. Because we're an independent charity, you can talk to us whether or not you reported the crime to the police. If you want, we can support you without the involvement of the criminal justice system, and we won't contact them about you unless we feel someone is at risk. We are here just to support you. If you've been a victim of any crime or have been affected by a crime committed against someone you know, we can help you find the strength to deal with what you've been through. Our services are free and available to everyone, whether or not the crime has been reported and regardless of when it happened.

Support to people affected by crime

Our staff and volunteers are trained to listen, give information and offer feedback. They help people make sense of what they've been through, tell them about the choices they can make and help them feel like they are getting their lives under control again. Talking to one of our staff or volunteers gives victims and witnesses the chance to get things off their chest and let go of distressing experiences.

While many people can do this with friends and family, it doesn't work that way for everyone, especially if those around them are affected by the crime too. Our

staff and volunteers provide a safe, neutral place for people to voice their fears, worries and emotions without over-burdening loved ones. This helps a lot of victims and witnesses to cope and to move recover from the effects of the crime they have experienced, directly or indirectly.

Contact: Sara McParland – 01277 357557 or 0845 4504480
Sara.McParland@victimsupport.org.uk

Supportline

If you want to talk to someone, you can also call our national Supportline on 0845 30 30 900. Normal opening hours are:

- 8am - 8pm Monday to Friday
- 9am - 7pm weekends
- 9am - 5pm bank holidays

Witness Service

Attending court can be a daunting experience for anyone involved, and there are many different roles in the court process and as a witness you will be asked questions about what you saw. Many victims of crime also become witnesses and can be asked to go to court to give evidence. If this happens to you, our Witness Service is there to help and support you before, during and after the trial.

Contact: Amy McKay – 01277 357565
Amy.McKay@victimsupport.org.uk

Independent Domestic Violence Advisors

Victim Support hosts an Independent Domestic Violence Advisor (IDVA) service that provides enhanced support to victims who are at the highest risk of serious harm. IDVAs offer independent advocacy, working with clients on a 1 to 1 basis to support and empower them; this includes assistance with housing, employment, education and counselling. The IDVA service also provides safety planning and risk assessment, making relevant referrals to other agencies, depending on clients individual needs to ensure a consistent care pathway. We also support clients around the criminal justice system eg. Pre-trial visits, attendance and support during the trial process, updates of court results and liaising within a multi-agency forum. IDVAs will also be the voice of the victim at Multi Agency Risk Assessment Conferences, ensuring that their safety is paramount at all times.

Contact: Sophie Haselgrove – 01277 357559 or 0845 4504480
EssexIDVATeam@victimsupport.org.uk

**West Essex Alcohol and Drugs Service
T/A ADAS**

118-124 The Stow
Harlow
CM20 3AS

t: 01279 641347 / 438716

w: www.adasuk.org

Contact: Gareth Clement

Works with both victims and perpetrators.

Voluntary.

ADAS provides services to individuals, families and children affected by alcohol misuse. As part of this work we provide child therapy, couples therapy and family therapy. We will work with partners to develop strategies to prevent domestic abuse and children affected by DA

Open Monday, Tuesday and Wednesday 9am- 9pm, Thursday and Friday from 9am to 5pm

Chief Executive: Philomena Lawrence
Manager: Denise Mulligan
Family Therapist: Lucy Watney
Child Therapists: Elise Refalo and Aran Byrne

Woodlands Family Centre

9 Peterswood
Harlow
CM18 7RJ

t: 01279 404485

Victims.

Statutory agency working with families working with Social Care.

The Power to Change Self-esteem Programme for women victims of Domestic abuse. The Recovery Toolkit programme runs in partnership with Safer Places.

These programmes are currently not running but if there is any interest they can be started again in the near future.

Please contact Sarah Ashton based at Woodlands Family Centre:
sarah.ashton@essex.gov.uk

NATIONAL SERVICES

Action on Elder Abuse

PO Box 60001
Streatham
SW16 9BY

t: 020 8835 9280

f: 020 8696 9328

e: enquiries@elderabuse.org.uk

w: www.elderabuse.org.uk

Our vision is a society which values older people and one in which they and other adults can live free from abuse perpetrated by those in whom they have an expectation of trust. Where such abuse occurs we seek an environment in which it can be identified and addressed.

Voluntary.

One key way in which we address elder abuse is through our unique confidential freephone helpline, which provides information, advice and support to victims and others who are concerned about or have witnessed abuse.

AEA are actively forming local groups of older people who are concerned about elder abuse and who want to practically assist in challenging and addressing this important issue within their areas.

A major activity for AEA is hosting conferences on issues related to elder abuse and the adult safeguarding agenda.

UK Helpline:
080 8808 8141

This helpline is available Monday to Friday, 9am to 5pm

Helplines are confidential and are freephones. Our number will not appear on your telephone bill.

Ashiana Network

Suite 204
First Floor

Oceanair House
750-760 High Road
Leytonstone
E11 3BB

t: 020 8539 0427
e: info@ashiana.org.uk

w: www.ashiana.org.uk

We believe everyone has the right to live a life free of oppression, fear and violence. We are a charitable organisation based in London, to help women from the Asian, Turkish & Iranian community get help when they need it. We are here to offer our help support and guidance to Women in need.

Voluntary.

We offer confidential and culturally specific advice, support and information to our clients. Our aim is to empower the women and young people who use our services so that they are able to make informed choices and decisions about their future.

Office opening hours: Monday – Friday, 9.30am – 12 and 1pm - 5

Asylum Aid

Club Union House
253-254 Upper Street
London
N1 1RY

Asylum Aid Advice Line: 0207 354 9264

t: 0207 354 9631

f: 0207 354 5620

e: info@asylumaid.org.uk

w: www.asylumaid.org.uk

Asylum Aid was founded in 1990 to provide desperately-needed legal representation to those fleeing persecution abroad. We have provided legal advice to more than 30,000 people in the last twenty years, and we are committed to continuing this work.

Voluntary.

Our team provides legal representation and advice to asylum seekers through the work of three solicitors, three caseworkers and a Legal Triage Advisor. They are supported by Asylum Aid's Legal Team Manager and a Legal Administrator.

Tuesdays 1pm – 4pm.

Broken Rainbow

t: 0300 999 5428

e: help@brokenrainbow.org.uk

w: www.brokenrainbow.org.uk

Broken Rainbow lesbian, gay, bisexual and transgender (LGBT) domestic violence service (UK) is the first organisation dedicated to confronting and eliminating domestic violence within and against the LGBT communities. It was started in 2002 and became a registered charity in 2004.

Voluntary.

Our confidential helpline service is run by trained LGBT people who have an understanding of your sexual identity issues along with the impact domestic violence can have on your life.

Monday and Thursday 10am to 8pm, Tuesday and Wednesday 10am to 5pm (1pm-5pm Tuesday is a Trans specific service).

Childline

NSPCC

Weston House

42 Curtain Road London

EC2A 3NH

t: 0800 1111

w: www.childline.org.uk

You can contact ChildLine about anything - no problem is too big or too small. If you're feeling worried, scared, stressed or just want to talk to someone you can contact ChildLine. We're here to offer information and support whenever you need us.

Voluntary.

There are a number of ways to contact ChildLine:

- Call free on 0800 1111
- 1-2-1 chat (like msn)
- Send an email
- ChildLine message boards
- Ask Sam

24 hour service.

Chinese Information & Advice Centre

Lower Ground Floor
London Chinatown Market
71-73 Charing Cross Road
London
WC2H 0NE

t: 08453 131 858

e: info@ciac.co.uk

w. www.ciac.co.uk

The Chinese Information and Advice Centre (CIAC) provide free information, advice and support to disadvantaged Chinese people in our community living in the UK.

Voluntary.

Help includes supporting women and children who are victims, or at risk of domestic violence, working with prisoners to help reduce re-offending, and legal advice on issues such as employment, immigration, asylum and homelessness.

Monday – Friday from 10.00am – 6.00pm

Community Legal Advice helpline

t: 0845 345 4 345

w: www.justice.gov.uk

Community Legal Advice (CLA) is a national advice line for England & Wales, paid for by legal aid.

Statutory.

People living on a low income or benefits, who are eligible for legal aid can get specialist legal advice on benefits and tax credits, debt, education, housing, employment and family problems.

Open Monday to Friday 9.00 am to 8.00 pm and Saturday 9.00 am to 12.30 pm.

Coordinated Action Against Domestic Abuse (CAADA)

3rd Floor Maxet House
28 Baldwin Street
Bristol
BS1 1NG

Tel: 0117 317 8750

e: queries@caada.org.uk

w: www.caada.org.uk

CAADA is a national charity supporting a multi-agency and risk-led response to domestic abuse. We provide practical help to support professionals and organisations working with domestic abuse victims.

CAADA's goal is to transform the UK's response to domestic abuse to make sure that victims are identified as early as possible and that they and their children are supported to live in safety.

Voluntary.

What we do:

- We provide accredited learning, development and practical tools.
- We facilitate a multi-agency and risk-led response.
- We share and embed best practice.
- We gather evidence to shape national policy and local practice.

Crimestoppers

Crimestoppers Trust
PO Box 324
Wallington
SM6 6BG

w: crimestoppers-uk.org

We are an independent charity helping to find criminals and help solve crimes. Voluntary.

We run the anonymous phone number that you can call to pass on information about crime. Alternatively people can pass us information anonymously via the website, using our Giving Information Form.

Callers don't have to give their name or any personal information and calls cannot be traced. This means you won't need to appear in court or give a statement to the police.

t: 0800 555 111

Get Connected

PO BOX 7777

London

W1A 5PD

t: 0808 808 4994 (freephone)

SMS: 80849 (free)

e: help@getconnected.org.uk

w: www.getconnected.org.uk

Get Connected is the UK's free, confidential helpline for young people under 25 who need help and don't know where to turn.

Voluntary.

If you're under 25, we're here for you 365 days a year, for absolutely anything you're going through. We're free, confidential, and you can contact us however you'd prefer - by phone, email, text or webchat.

We want to make sure that you feel as comfortable as possible when you contact us. Whichever way you get in touch, you'll be put in touch with one of our trained Helpline Volunteers who want to help you with whatever's going on.

You can also use our searchable online database of support services, WebHelp 24/7, via our website or free app for iOS and Android.

Our helpline is available 1pm – 11pm every day. Texts and emails will be replied to within 24 hours.

Gov.uk

w: www.gov.uk

The best place to find government services and information.

Statutory.

Jewish Women's Aid

PO Box 2670

London

N12 9ZE

t: 020 8445 8060

Free helpline: 0808 801 0500, 9.30am – 9.30pm, Monday - Thursday

e: info@jwa.org.uk

w: www.jwa.org.uk

Jewish Women's Aid (JWA) is a registered national charity run by Jewish women for Jewish women and their children who have experienced or are experiencing domestic abuse.

We run the only Shabbat observant and kosher refuge in Europe.

We offer a national confidential free-phone helpline.

We provide outreach support to women and their children in the community. Some want to discuss their situations and options, others are trying to rebuild their lives. All have our support.

Our children's worker, funded by Children in Need, provides 1:1 support for the children of our clients.

Our free counselling service offers our clients either face to face or telephone counselling for up to 2 years.

We seek to raise awareness of the existence of domestic abuse within the Jewish community and work towards its total eradication through talks and training for professionals. We offer education sessions in schools which promote healthy relationships and aim to prevent domestic violence in the future.

Office hours: 9am – 5pm, Monday – Friday (note there early closing on Friday's during the winter).

Karma Nirvana

PO Box 148

Leeds

LS13 9DB

t: 0800 5999 247 (freephone)

w: www.karmanirvana.org.uk

9.30am – 5pm, Monday – Friday.

Karma Nirvana is a registered Charity that supports victims and survivors of forced marriage and honour based abuse. The words Karma Nirvana simply mean 'Peace and Enlightenment' as we hope our victims will achieve this through our work.

Voluntary.

Providing practical and emotional support to all victims and survivors of forced marriage and honour based abuse.

Karma Nirvana design and deliver bespoke training to meet professional learning outcomes. Our training is facilitated with real life experiences and we can arrange for a survivor to speak about their personal experience if requested.

ManKind Initiative

Flook House Belvedere Road Taunton

Somerset

TA1 1BT

t: 01823 334244

e: admin@mankind.org.uk

w: www.mankind.org.uk

The ManKind Initiative is a national charity that provides help and support for male victims of domestic abuse and domestic violence.

Voluntary.

For many men, calling our helpline is the first step they have made in talking to someone else about the problems they face.

Whether it is information or just emotional support, please call. Our helpline is operated by trained people who can give both emotional and practical support as well as providing information.

Emotional support, includes:

- Simply someone to talk to
- Giving you confidence
- Helping you to realise you are not blame

Information and support includes:

- Housing and refuge support
- Reporting incidents
- Police procedures
- Legal Services (including solicitors who can help)
- Referring victims to local councils, refuges and other support services
- Local services and support groups

If we cannot help directly, we know people and organisations who can. We also welcome calls from mothers, sisters and friends of victims, seeking information.

Our confidential helpline is manned from Monday to Friday 10am - 4pm and 7pm - 9pm.

Men's Advice Line

t: 0808 8010327

e: info@mensadviceline.org.uk

w: www.mensadviceline.org.uk

Domestic violence affects men too – talk it over.

A confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner).

We are a team of skilled professionals offering practical advice, information and emotional support to male victims of domestic violence, as well as to concerned friends and family and frontline workers.

The service is run and managed by Respect.

Our focus is to increase the safety of men experiencing domestic violence (and the safety of their children) and help them reduce the risk.

Monday - Friday 9am-5pm on freephone 0808 801 0327, (free from landlines and from mobiles using the O2, Orange, T Mobile, Three (3), Virgin, and Vodafone networks).

A voicemail service is available: we aim to return calls within two working days. We aim to reply to emails within two working days. We aim to speak to at least 50% of all callers attempting to access the Men's Advice Line every month.

We aim to make our service accessible to everyone.

We have access to telephone interpreters for those whose first language isn't English.

All our Helpline Advisors have been trained to use Text Relay. Text Relay connects people using a textphone with people using a telephone or another textphone. It lets deaf, hard of hearing and speech impaired people stay in touch with friends and family, and call businesses over the telephone.

Mind

15-19 Broadway
Stratford
London
E15 4BQ

t: 020 8519 2122

f: 020 8522 1725

e: contact@mind.org.uk

w: www.mind.org.uk

We provide advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding.

Voluntary.

Mind helps people to take control over their mental health. We provide information and advice, training and services through our local Minds. We do all this to make it possible for people who experience mental health problems to live full lives, and play their full part in society.

Call our Infoline: 0300 123 3393.

National Centre for Domestic Violence

t: 0844 8044 999

e: office@ncdv.org.uk

Text: NCDV to 60777

For the deaf or hard of hearing they offer a Minicom and typetalk service on 18001 08009 702070

w: www.ncdv.org.uk

The National Centre for Domestic Violence (NCDV) provides a free, fast emergency service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation.

Our service allows anyone to apply for an injunction within 24 hours of first contact (in most circumstances). We work in close partnership with the police, local firms of existing solicitors and other support agencies (Refuge, Women's Aid etc.) to help survivors obtain speedy protection.

Voluntary.

We believe nobody should suffer domestic violence. Putting a stop to the abuse however can be difficult and daunting. Our 100% free, fast service offers anyone suffering domestic violence a one-stop-shop where your concerns can be addressed in your language, on your terms. We offer this service because experience shows an emergency injunction can help to end the abuse.

Our aim is to help you secure a safer, happier future. To find out more about how we can help you achieve this, look at our quick guide to emergency injunctions, read how NCDV can help you or access the Frequently Asked Questions section.

24 hour emergency helpline.

National Domestic Violence Helpline

t: 0808 2000 247

w: www.nationaldomesticviolencehelpline.org.uk

The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

Voluntary.

The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English and a service for callers who are deaf or hard of hearing are available.

24 hour service.

Network for Surviving Stalking

PO Box 88
Lydney
GL15 9AG

t: 07501 752741

e: campaign@nss.org.uk

w: nssadvice.org

NSS aims to provide support to victims, potential victims and others affected by stalking /harassment throughout the UK, to raise awareness of the subject and to provide information about stalking /harassment and harassment to professionals, relevant agencies and the public.

Voluntary.

Please use our web-site to find out more about stalking and harassment. It features information that can help you work out if you're being stalked and whether you may be in danger. It also contains advice about what to expect if you contact the police about a stalking case.

NSPCC

Weston House
42 Curtain Road
London
EC2A 3NH

t: 020 7825 2500

f: 020 7825 2525

e: help@nspcc.org.uk

w: www.nspcc.org.uk

The NSPCC is inspired by a belief that we can make a difference for all children. That's why we aim to end cruelty to children in the UK. Even if it takes many generations to realise it, we achieve much more for children by having this inspirational vision.

Voluntary.

The NSPCC's work is focused on helping those children who are in greatest danger and distress. Our services are all designed to make the biggest difference to children possible.

Worried about a child? t: 0808 800 5000

Are you a child? t: 0800 1111

Respect

4th Floor

Development House

56-64 Leonard Street

London

EC2A 4LT

t: 020 7549 0578

f: 020 7549 0352

e: info@respect.uk.net

w: www.respect.uk.net

Respect is a membership organisation. We develop, deliver and support effective services for:

- male and female perpetrators of domestic violence
- young people who use violence and abuse at home and in relationships
- men who are victims of domestic violence

Voluntary.

We run two helplines:

The Respect Phonenumber - freephone 0808 802 4040 - for domestic violence perpetrators and professionals who would like further information about services for those using violence/abuse in their intimate partner relationships.

www.respectphonenumber.org.uk
and

The Men's Advice Line - freephone 0808 801 0327 - for men experiencing domestic violence www.mensadvice.org.uk

Monday-Friday 9am-5pm.

Respond

3rd Floor
24-32 Stephenson Way
London
NW1 2HD

t: 0207 383 0700

e: admin@respond.org.uk

w: www.respond.org.uk

Respond exists in order to lessen the effect of trauma and abuse on people with learning disabilities their families and supporters.

Voluntary.

We aim to make a real difference to people with learning disabilities by providing effective and flexible support to help them to improve their lives.

Respond works with children and adults with learning disabilities who have experienced abuse or trauma, as well as those who have abused others, through psychotherapy, advocacy, campaigning and other support. Respond also aims to prevent abuse by providing training, consultancy and research.

Rights of Women

52-54 Featherstone Street
London
EC1Y 8RT

t: 020 7251 6575

f: 020 7490 5377

e: info@row.org.uk

w: www.rightsofwomen.org.uk

Rights of Women is a women's voluntary organisation committed to informing, educating and empowering women concerning their legal rights.

Voluntary.

Founded in 1975, we offer free confidential legal advice to women on our advice line. We offer specialist advice in family law, divorce and relationship breakdown, children and contact issues, domestic violence, sexual violence, discrimination and lesbian parenting. We empower women to access their legal rights.

We also provide training for organisations on essential issues concerning women's rights. Our general courses are open to all women, and we can provide customised training on request. We train women's organisations, voluntary organisations, lawyers, social workers, employers, trade union representatives, legal advisors and others. Through training we enable individuals and agencies to ensure that they are protecting women's rights effectively.

Rights of Women provide guidance for policy makers, and work to put women's rights on the public policy agenda. We seek to influence policy by undertaking original research, preparing responses to policy documents from Government and other sources, organising conferences on women's rights, and holding public meetings. We want women's voices heard at every stage of public policy formulation.

We provide education on women's rights through several publications. These include our handbooks, information sheets on key issues of family law, and publications on key issues relating to women and the law.

Criminal Law

Tuesday 11am to 1pm, call 020 7251 8887

Thursdays 2pm to 4pm (London only), call 020 7608 1137

Family Law

Monday 11am to 1pm (London only)

Tuesday 2pm to 4pm (London only) and 7pm to 9pm (National line)

Wednesday 2pm to 4pm (London only) and 7pm to 9pm (National line)

Thursday 7pm to 9pm (National line)

Friday 12noon to 2pm (London only)

For London calls, telephone 020 7608 1137

For National calls, telephone 020 7251 6577.

Immigration and asylum law

Monday 12pm to 3pm

Thursday 10am to 1pm

Samaritans (Herts and Essex)

1 Cross Street

Ware

Hertfordshire

SG12 7AH

t: 01920 464099 (Branch)

t: 08457 909090 (UK)

f: 020 8394 8301

e: admin@samaritans.org.

w: www.samaritans.org

Samaritans Vision is that fewer people die by suicide.

We work to achieve this vision by making it our mission to alleviate emotional distress and reduce the incidence of suicide feelings and suicidal behaviour.

Voluntary.

We are available 24 hours a day to provide emotional support for people, who are experiencing feelings of emotional distress or despair, including those which may lead to suicide.

We reach out to high risk groups and communities to reduce the risk of suicide.

We work in partnership with other organisations, agencies and experts

We influence public policy and raise awareness of the challenges of reducing suicide.

t: 08457 90 90 90

e: jo@samaritans.org

Visit local Samaritans branch

Write to Freepost RSRB-KKBY-CYJK

Chris

PO Box 90 90

Stirling

FK8 2SA

SANE

1st Floor
Cityside House
40 Adler Street
London
E1 1EE

Helpline: 0845 767 8000

w: www.sane.org.uk

SANE uses the Charities Evaluation Services framework to assess its work. We have three organisational aims:

1. Reducing the impact of mental illness
2. Improving treatment and care by increasing knowledge about mental illness
3. Influencing policy and public attitudes by increasing understanding of mental illness

Voluntary.

SANE runs a national, out-of-hours mental health helpline offering specialist emotional support and information to anyone affected by mental illness, including family, friends and carers.

We are open every day of the year from 6pm to 11pm.

Shelter

88 Old Street
London
EC1V 9HU
www.shelter.org.uk

Shelter is a charity that works to alleviate the distress caused by homelessness and bad housing. We do this by giving advice, information and advocacy to people in housing need, and by campaigning for lasting political change to end the housing crisis for good.

Voluntary.

Shelter provides free, confidential advice to people with all kinds of housing problems through our online housing information and our face to face local services.

Shelter tackles the root causes of bad housing by lobbying government and local authorities for new laws and policies, and more investment, to improve the lives of homeless and badly housed people.

Our influential campaigns bring aspects of bad housing to the attention of the media and the public, who help us fight for solutions.

As a leading expert on housing in Britain, we develop practical solutions to address the housing crisis. We also work in conjunction with the housing sector to promote good practice, publish reports, and deliver professional training.

Contact Shelter's free housing advice helpline on 0808 800 4444 (calls are free from UK landlines and main mobile networks).

Southall Black Sisters

21 Avenue Road

Southall

Middlesex

UB1 3BL

Helpline t: 020 8571 0800

General Enquiries t: 020 8571 9595

f: 020 8574 6781

w: www.southallblacksisters.org.uk

Southall Black Sisters is a not-for-profit organisation set up in 1979 to meet the needs of black (Asian and African-Caribbean) and minority ethnic women. For more than three decades we have been at the forefront of challenging domestic and gender violence locally and nationally.

Voluntary.

If you or someone you know is experiencing domestic violence, Southall Black Sisters can help with practical help and advice. Our holistic service aims to help women and children escape violence and abuse (including forced marriage and honour crimes) and deal with a range of inter related problems.

Helpline Mon – Fri 9am – 5pm

General Enquiries Mon – Fri 9am – 5pm

Closed from 12.30pm to 1.30pm for lunch

Talk to Frank

e: frank@talktofrank.com

w: www.talktofrank.com

Frank helps you find out everything you might need to know about drugs.

If you want to talk, you can call FRANK free, 24 hours a day, 365 days a year.

t: 0800 77 66 00

SMS 82111

Live chat 2.00pm – 6.00pm every day.

The Forced Marriage Unit

t: 020 7008 0151

e: fmfco@fco.gov.uk

w: <https://www.gov.uk/forced-marriage>

The Forced Marriage Unit (FMU) is a joint Foreign and Commonwealth Office and Home Office unit which was set up in January 2005 to lead on the Government's forced marriage policy, outreach and casework. It operates both inside the UK, where support is provided to any individual, and overseas, where consular assistance is provided to British nationals, including dual nationals.

The FMU operates a public helpline to provide advice and support to victims of forced marriage as well as to professionals dealing with cases. The assistance provided ranges from simple safety advice, through to aiding a victim to prevent their unwanted spouse moving to the UK ('reluctant sponsor' cases), and, in extreme circumstances, to rescues of victims held against their will overseas.

The FMU undertake an extensive outreach and training programme of around 100 events a year, targeting both professionals and potential victims. The FMU also carry out media campaigns, such as 2012's 'right to choose' summer

campaign, where the FMU commissioned three short films to raise awareness amongst young people at risk of being taken overseas for forced marriage.

Monday – Friday from 9.00am – 5.00pm

Emergency service on 020 7008 1500.

The Hideout

w: www.hideout.org.uk

Women's Aid has created this space to help children and young people to understand domestic abuse, and how to take positive action if it's happening to you.

Voluntary.

Women's Aid has been working with women and children experiencing domestic violence for thirty years. Children and young people have told them again and again that they want more information about domestic violence that's easy to read and understand. So, they created this site especially for them.