



Domestic Abuse and Support Services Websites

This document was compiled in 2010 when every effort was made to ensure its accuracy. Please alert cedar if you become aware of updates, changes, deletions or additions that would help others. Email: enquiries@cedar.uk.net

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CAADA

www.caada.org.uk

Co-ordinated Action Against Domestic Abuse (CAADA) is a national charity supporting a strong multi-agency response to domestic abuse. Their work focuses on saving lives and saving public money. CAADA provides practical tools, training, guidance, quality assurance, policy and data insight to support professionals and organisations working with domestic abuse victims. The aim is to protect the highest risk victims and their children – those at risk of murder or serious harm.

Respond

T: 0207 383 0700 (office)

Helpline: 0808 808 0700 (Wed. 2.00-5.00pm and Thur. 3.30-5.30pm)

www.respond.org.uk

A national organisation providing services for people with learning disabilities who have been victims or perpetrators of sexual abuse and/or have experienced other trauma. Also provides training and support to those who work with them.

Supportline

T: 01708 765222 (office)

Helpline: 01708 765200 (hours vary, usually Mon-Wed evenings)

http://www.supportline.org.uk/problems/child_abuse_survivors.php

Confidential telephone line offering emotional support to any individual on any issue. It also has a lot of contacts and professionals direct people to suitable other organisations if they need more specific help.

Samaritans

Helpline: 08457 90 90 90 (24hrs)

www.samaritans.org.uk

Samaritans provides confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair.

Victim Support

Helpline: 0845 30 30 900

www.victimsupport.org.uk

Victim Support is a national charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected across England and Wales. It provides information and support to victims of crime, whether or not they have reported the crime to the police.

Crime Stoppers

Helpline: 0800 555 111

<http://www.crimestoppers-uk.org/>

Crime Stoppers is an independent charity working to stop crime. Domestic violence is a crime. Its helpline is not a helpline as such but rather an anonymous hotline which members of the public can use to give information about crimes. Calls to Crimestoppers are not traced or recorded. Members of the public can also use the website to submit an untraceable online form containing their information. All information given to Crimestoppers is checked to ensure that there are no details that could lead to the person giving information being identified, only then is this information passed onto the police.

National Centre for Domestic Violence

Helpline: 0844 8044 999

<http://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.

Advocacy After Fatal Domestic Abuse

Tel: 07768 386922

<http://www.aafda.org.uk/index.html>

Its mission is to help those families who have suffered fatal domestic violence.

AVA Against Violence and Abuse

Tel: 020 7785 3863 (general enquiries)

<http://www.avaproject.org.uk/>

AVA is a national **second tier** service working to end all forms of violence especially against women and girls. It provides training, advice, information and consultancy services to organisations based across the UK who wish to improve their responses to issues relating to ending violence against women and girls. It is primarily aimed at other service providers, such as front line workers, police officers or people with other forms of strategic responsibility.

Hidden Hurt – Domestic Abuse Information

www.hiddenhurt.co.uk

This site has been written by a survivor of domestic violence, and provides advice and information to those who are in an abusive relationship.

KALAYAAN

Tel.: 020 7243 2942 (Advice given by appointment only)

<http://www.kalayaan.org.uk/>

Email: info@kalayaan.org.uk

Kalayaan is a charity that aims to improve the quality of life of all migrant domestic workers residing in the UK. Migrant domestic workers have accompanied employers from overseas to work as part of their private household in the UK, typically as nannies, cooks, chauffeurs and housekeepers. Unfortunately, migrant domestic workers frequently experience abuse, exploitation, discrimination, racism and social exclusion. Kalayaan aims to reduce these problems through offering advice, services, advocacy and project work that will benefit migrant domestic workers. Kalayaan is staffed by paid workers, Management Committee members and volunteers. Immigration and employment advice is given by paid workers and Management Committee members.

a. Services for Women:

Women's Aid Federation of England

Helpline: 0808 2000 247 (24 hours)

www.womensaid.org.uk

Runs the 24 hour National Domestic Violence Helpline (in partnership with Refuge).

Women's Aid is the national charity working to end domestic violence against women. They can offer support, advice, accommodation and information on all aspects of domestic violence.

Refuge

T: 0207 395 7700 (office)

Helpline: 0808 2000 247

www.refuge.org.uk

Refuge is a national organisation that runs the 24 hour National Domestic Violence Helpline (in partnership with Women's Aid). Refuge provides accommodation and children's services for those fleeing domestic violence. Refuge also provides individual and group counselling to

www.cedar.uk.net

survivors of violence. Their Community Outreach Project works across a number of South London boroughs with BME women and children.

Women & Girls Network

T: 0207 610 4678 (office)

Helpline: 0207 610 4345 (Tue, Wed from 6.30pm to 9.30pm and Mo, Wed, Fri and Sat from 10.00am to 1.00pm)

www.wgn.org.uk

A pan-London service offering a holistic healing centre for women and girls overcoming the experience of violence whether physical, sexual or emotional. Also provides counselling and body therapies.

Women's Trust

T: 0207 034 0303/0304

www.womanstrust.org.uk

Woman's Trust is a mental health and support service for women affected by Domestic Violence. It provides London-wide independent, confidential, women-only services to women who have been or are affected by domestic violence Woman's Trust also offers one-to-one counselling, weekly support groups and self-development workshops for women.

Domestic Violence Intervention Project

Women's Support Services, T: 020 7928 4813

Violence Prevention Programme, T: 020 7633 9181

Risk Assessment Team T: 020 7593 0027

Training T: 020 7928 4620

<http://www.dvip.org/dvip/aboutdvp.html>

Is a voluntary sector project and registered charity which was set up in 1991. DVIP's main aim is to increase the safety of women and children who experience domestic violence by providing a range of diverse services challenging men, supporting women, working in partnership, influencing policy and campaigning for change.

Eaves Women's Aid & Eaves Supported Housing

T: 0207 735 2062

www.eaves4women.co.uk

Eaves is a London-based charity that provides high quality housing and support to vulnerable women. It also carries out research, advocacy and campaigning to prevent all forms of violence against women, prostitution and trafficking.

Rising Sun Domestic Violence Project

Helpline: 01227 452852

<http://www.rsdvp.co.uk/index.htm>

The Rising Sun Domestic Violence Project works with the Canterbury Refuge to provide crisis accommodation and support services for women and children exposed to in the Canterbury District Domestic Violence.

London Irish Women's Centre

T: 0207 249 7318

www.liwc.co.uk

Offers advice for women in housing need including women fleeing domestic violence in London. Also offers training and support services.

Jewish Women's Aid

T: 020 8445 8060

Helpline: 0800 59 12 03 (Mon-Thurs 9.30 am-9.30pm)

<http://www.jwa.org.uk/>

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

Survive

T: 0117 961 3065 (office)

<http://www.survivedv.org.uk/index.html>

Survive is a women's organisation that provides support, accommodation, information and education to women and children, who are or have experienced domestic violence. We also provide support and information for other professionals working with domestic violence.

Advance Project

T: 0207 111 5555 (Charing Cross Walk-in Centre)

<http://www.advanceadvocacyproject.org.uk/>

For women aged 18+, who are or have been experiencing domestic abuse/violence living in Hammersmith and Fulham or Brent.

Forced Marriages Unit

T: 0207 088 0151

<http://www.fco.gov.uk/en/travel-and-living-abroad/when-things-go-wrong/forced-marriage/>

The Forced Marriages Unit is a joint initiative with the Home Office and offers confidential advice and support for people feeling to be forced into a marriage, or people who know somebody who is forced into a marriage.

Northern Ireland Women's Aid

Helpline: 0800 917 1414 (24hrs)

<http://www.niwaf.org/>

Women's Aid is the lead voluntary organisation in Northern Ireland addressing domestic violence and providing services for women and children.

Scottish Domestic Abuse

Helpline: 0800 027 1234 (24hrs)

<http://www.famouspeople.org.uk/>

Provides a 24hr confidential helpline, support and advice services as well as directions to local refuges.

Welsh Women's Aid

Helpline: 0808 80 10 800 (24hrs, bilingual)

<http://www.welshwomensaid.org/index.html>

WWA is the national umbrella organisation representing local Women's Aid Groups situated throughout Wales. Its member groups provide direct services for women and children who have experienced or are experiencing domestic abuse.

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b. Services for Children and Young People:

Childline

T: 0207 650 3200

Helpline: 0800 1111 (24hrs)

www.childline.org.uk

The free 24 hour confidential helpline for children and young people.

The Hideout

Helpline: 0800 1111 (24 hrs)

www.thehideout.org.uk

The Hideout is the first national domestic violence website for children and young people. The website has been designed to inform children and young people about domestic violence, help them identify whether it is happening in their home and signpost them to additional support and information.

NSPCC

Help for Children: 0800 1111 (24hrs)

Help and Advice for Adults: 0808 800 5000

www.nspcc.org.uk

The NSPCC is a national charity that works to end cruelty to children. It provides a wide range of services for children, families and schools. If you're worried about a child's safety or welfare or if you need help or advice, ring the free and confidential helpline.

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c. Services for Men

Men's Advice Line

Helpline: 0808 801 0327 (Mon - Fri 10am-1pm and 2pm-5pm)

www.mensadvice.org.uk

A national helpline which provides practical and emotional support for men experiencing domestic abuse.

Men's Aid

Helpline: 0871 223 998 (every day from 8am to 8pm)

http://www.mensaid.com/about_us/index.htm

Offering support for men experiencing any form of abuse or discrimination.

Mankind

National Helpline and Information: 01823 33 42 44

<http://www.mankind.org.uk/>

Support for male victims of domestic abuse and domestic violence

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d. Services for older people

Action on Elder Abuse

T: 0208 835 9280

Helpline: 0808 808 8141

www.elderabuse.org.uk

It is the only national charity that focuses exclusively on elder abuse and aims to prevent abuse in old age by raising awareness, providing education and promoting research.

Age UK (former Age Concern and Help the Aged)

Helpline: 0800 169 6565 (6am-7pm daily)

<http://www.ageuk.org.uk/health-wellbeing/relationships-and-family/protecting-yourself/?paging=false>

A national organisation with the aim of improving later life for everybody through information, advice, support, campaigns, products, training and research. They offer advice on anything from housing to health and issues related to domestic violence. On the website you can also find a factsheet on the situation of violence against older people in the UK.

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e. Services for gay, lesbian and transgender people

Broken Rainbow

T: 08452 60 55 60

Helpline: 0300 999 5428 (Mon 2-8pm, Wed 10-1pm, Thurs 2-8 pm)

www.broken-rainbow.org.uk

Provides information and a support service to lesbian, gay and bisexual and transgender people experiencing domestic violence.

Ending the Silence – LGBT Domestic Abuse Project Scotland

www.lgbtdomesticabuse.org.uk

Scotland's Lesbian, Gay, Bisexual and Transgender Domestic Abuse Project offers resources and contacts for people experiencing domestic violence and people who work in other service providing organisations.

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f. Legal Services

Children's Legal Centre

T: 01206 877910 (head Office)

National Education Line via Community Legal Advice: 0845 345 4345

Child Law Advice Line (freephone): 08088 020 008

Family Law Advice via Community Legal Advice: 0845 345 4345

www.childrenslegalcentre.com

Based in Essex, with an office in London. Provides legal advice and representation to children, their carers and professionals throughout the UK. Also runs a Refugee and Asylum seeking children project. Produces publications and provides training.

Community Legal Advice

T: 0845 345 4345

<http://www.communitylegaladvice.org.uk/>

Government agency which provides information about legal aid and free and confidential legal advice paid for by legal aid. Provides information on where and how to access legal help in England and Wales.

The Law Centres Federation

Community legal Advice Line: 0845 345 4345

T: 0207 8420702 (office)

www.lawcentres.org.uk

The national network of community based law centres which can provide information and your local law centre for free legal advice.

Rights of Women

T: 0207 251 6575

General legal advice line: 0207 251 6577 (Open Tuesday–Thursday 2–4pm and 7–9pm, and Friday 12–2pm)

Sexual violence legal advice line: 0207 251 8887 (Open Monday 11–1pm and Tuesday 10–12pm)

www.rightsofwomen.org.uk

Services for women by women. Provides free confidential advice on range of issues, including domestic violence, children and contact issues, divorce and relationship breakdown, lesbian parenting, sexual violence, child sex offences, family related sex offences, trafficking and general criminal legal advice. Produces free information sheets on various legal issues and provides training.

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g. Housing Services

Crisis

Tel (switchboard): 0844 251 0111

www.crisis.org.uk

Crisis is a national charity that provides services and programmes to empower homeless people. Focus is on single homeless people.

Survive

Helpline and Referrals: 0117 961 2999

Office: 0117 961 3065

<http://www.survivedv.org.uk/pages/contact.html>

Survive runs three refuges in the South Gloucester area, providing housing for a maximum of 6 months.

Homeless London

T: 020 7840 4430

<http://www.homelesslondon.org/details.asp?id=LP115>

Homeless London is the leading source of information about advice, support, hostels and supported accommodation for homeless people and those at risk of homelessness in London. It provides a full list of available services and shelters in London and gives advice on local services.

Homeless Link

T: 020 7840 4430

www.homeless.org.uk

Homeless Link is the national membership organisation for frontline homelessness agencies in England.

Shelter

Shelterline: 0808 800 444 (Mon-Fri 8.00 am – 8.00pm, Sat and Sun 8am- 5pm)

www.shelter.org.uk

A national organisation providing telephone housing advice and information. Issues include finding accommodation, hostel referrals, housing benefit/rights, illegal eviction, domestic violence and emergency accommodation. Call the shelterline for urgent housing advice.

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