

# SUPPORT SERVICES DIRECTORY

**Essex Regional & National  
Domestic Abuse & Other Related  
Support Services**

**2024 - 2025**

**Updated April 2025\***

\*Please contact us via [enquiries@alphavesta.com](mailto:enquiries@alphavesta.com) should any information in this directory require updating.

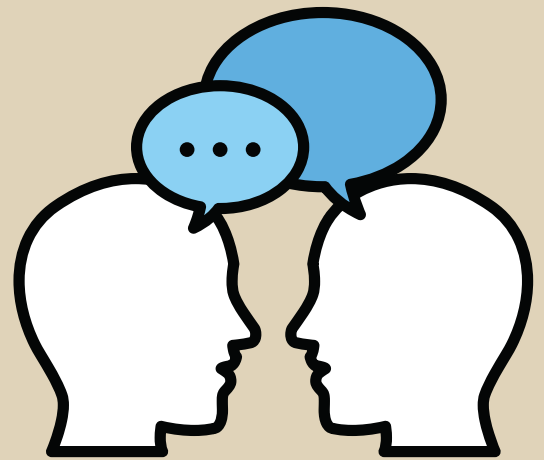


# How to use this guide

Domestic Abuse is often intertwined with many other complex challenges that are experienced alongside the abuse itself. They include areas such as mental health and health issues, legal and financial issues impact of domestic abuse on children and additional vulnerability around age, learning or physical disability. Our 'Other Support Services' section details services that offer support around these complex areas.

**Our Support Services Guide is split into 4 sections:**

<b>Essex Domestic Abuse Services</b>	<b>Essex Other Support Services</b>
<b>National Other Support Services</b>	<b>National Domestic Abuse Services</b>



At times, referring individuals or directing them to these 'Other Services' may be more suitable, and can work alongside any specific domestic abuse support.

**If you are experiencing domestic abuse:** Opening up about your experience can be challenging, but it might be the first step towards finding a way forward. You may feel overwhelmed, isolated, and frightened, but it is so important that you know, you are not alone. Even on the darkest days, there is light and there are lots of support options available to you.

**If you are concerned about someone else:** You may not be facing domestic abuse directly, but if someone close to you is, you might be feeling uncertain about how to help and perhaps struggling to know what to do. If the person you are concerned about isn't ready to learn more about the support available, you can always contact a support service yourself and seek some anonymous advice from them.

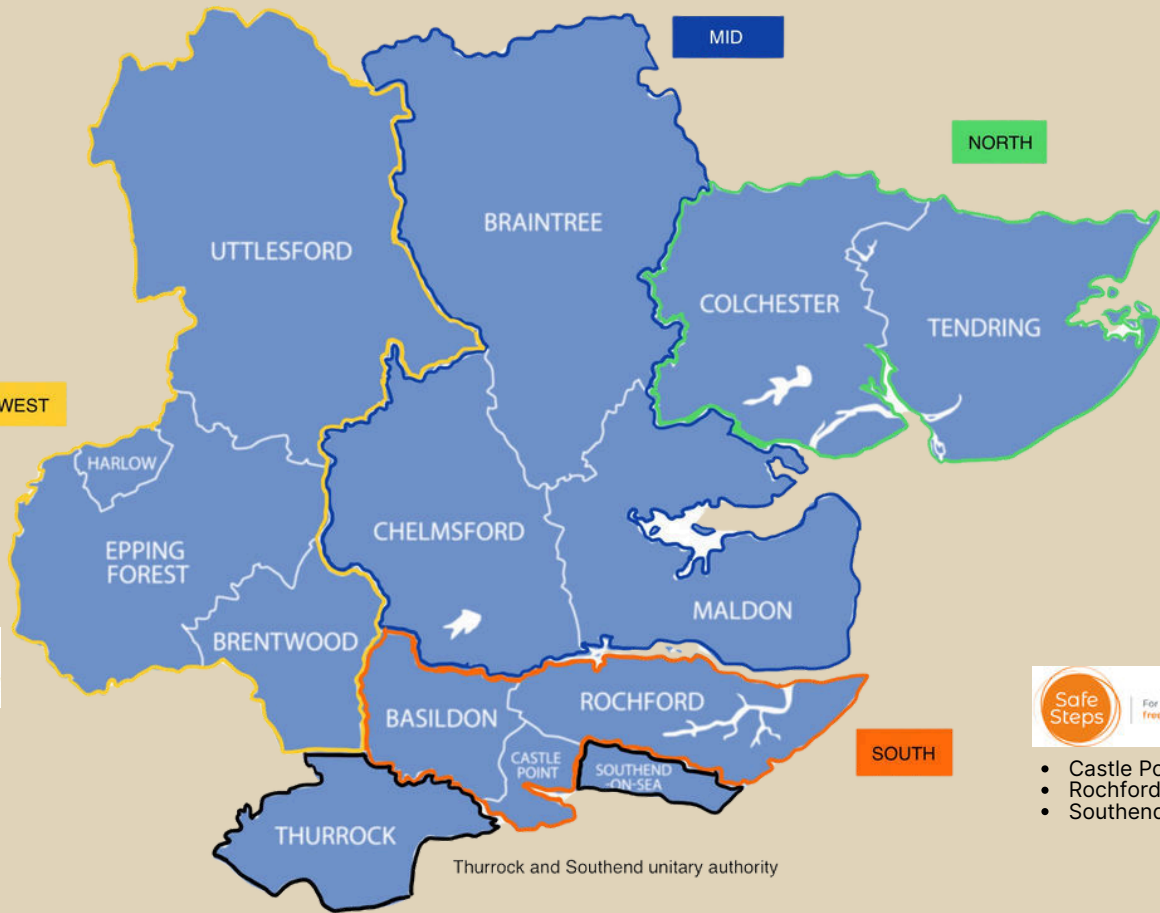
**If you feel there is an imminent threat to life, you are at risk of significant harm at this very moment or you are experiencing an immediate crisis – please always call for the Police or Ambulance on 999.**

# Essex Regional Services: Domestic Abuse



Next Chapter

- Braintree
- Chelmsford
- Colchester
- Maldon
- Tendring
- Uttlesford




- Basildon
- Brentwood
- Epping
- Harlow
- Thurrock

- Castle Point
- Rochford
- Southend-on-Sea




 <https://www.essex.police.uk>

 Emergency 999 | Non Emergency 101

Information on reporting domestic abuse to the Police, the domestic violence disclosure scheme and access to online crime reporting.

 <https://www.essexcompass.org.uk/>

 0330 333 7444

 <mailto:enquiries@essexcompass.org.uk>

## COMPASS

COMPASS is a central point of contact to support victims of domestic abuse across Southend, Essex and Thurrock. From 01 April 2025, COMPASS will become a point of contact for people who have engaged in abusive behaviour in their relationships and are seeking support.

COMPASS is delivered by a partnership of established domestic abuse support agencies; Changing Pathways, Cranstoun, Safe Steps and The Next Chapter. The aim is to provide a central point of access for callers to speak with a trained member of the team who will complete an assessment to ensure contact is made with the most appropriate support service. There is an easy to use online form for both the public and professionals wishing to make a referral and note the **translate option** in the top right hand corner of the page.

# Essex Regional Services: Domestic Abuse



<https://changingpathways.org/>



0330 333 7444 or 01268 729707



<mailto:welcome@changingpathways.org>

Changing Pathways is a local domestic abuse charity working in South and South-West Essex. They provide free and confidential support and advocacy to individuals subjected to domestic abuse and stalking in the areas of Basildon, Brentwood, Castle Point, Rochford, Thurrock, Harlow and Epping Forest.

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<https://www.thenextchapter.org.uk/>



0330 333 7 444 or 01206 500585



<mailto:info@thenextchapter.org.uk>

Next Chapter is a domestic abuse charity working across the areas of Tendring, Colchester, Maldon, Chelmsford, Braintree & Uttlesford. They provide free and confidential services to support people who are currently or have previously experienced domestic abuse.

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<https://www.safesteps.org/get-help/>



Southend: 01702 302333  
Essex: 0330 3337444



<mailto:enquiries@safesteps.org>

Safe Steps is a specialist provider, delivering domestic abuse services in Southend, Thurrock, and other areas of Essex. They offer a range of community services to support women, men, young people and children to rebuild their lives after domestic abuse.

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## Behaviour Change Support:



<https://cranstoun.org/>



[Find Help & Support in your area](#)



020 8335 1830 For general queries or feedback



<mailto:info@cranstoun.org.uk>

Cranstoun provides services and programmes for adults and young people who need support addressing their use of alcohol and other drugs, domestic abuse, housing and those in contact with the criminal justice system. Whether you need support in the community, help to reduce harm, treatment and recovery services or support for yourself or for others, Cranstoun is our Essex commissioned service.



<https://www.thechange-project.org/>



0800 500 3 006



<mailto:tcp@thechangeportfolio.org>

The Change Project recognises that relationships are fundamental to our wellbeing and sense of happiness. When these connections falter, it can impact our work, family, friendships and our own mental health. The Change Project engages directly with individuals facing relationship challenges and with professional organisations to that use various services for their clients. They are committed to preventing conflict in all types of relationships, whether it's a parent dealing with aggressive behaviour from a child, a partner facing controlling and abusive behaviour, or a couple having arguments and fights. Regardless of age, background or sexual orientation, The Change Project is equipped to help address the behaviours of and educate individuals, guiding them towards a life free from abuse through positive change.

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<https://www.basildon.gov.uk/DA>



01268 206798



<mailto:bdatt@basildon.gov.uk>

Basildon Domestic Abuse Team are a Team of Domestic Abuse Specialists that sit within Basildon Council. They deal with all domestic abuse approaches to the Council and can assist with a range of issues.

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<https://setdab.org>

The Southend, Essex and Thurrock Domestic Abuse Board (SETDAB) is made up of representatives from agencies and organisations working to join up and better facilitate Southend, Essex and Thurrock's vision to work together to enable everyone to live a life free from all forms of domestic abuse.

The Board is responsible for designing and implementing the Domestic Abuse Strategy across Southend, Essex and Thurrock. SETDAB provides strategic leadership to address domestic abuse by providing a multi-agency framework, common ethos and co-ordinated approach to innovate, drive change and address domestic abuse.

The SETDAB 'Get Support Now' tab has information to signpost;

- Support for Victims
- Support for Individuals Causing Harm
- Information for Professionals
- Services Directory
- Resource Library

# Essex Regional Services: Other Services



Essex Safeguarding  
Adults Board



<https://www.essexsab.org.uk/>



03330 131 019



<mailto:esab@essex.gov.uk>

The Essex Safeguarding Adults Board (ESAB) is a statutory organisation that is committed to protecting an adult's right to live in safety, free from abuse and neglect. It is committed to ensuring that it has access to the views of adults with care and support needs as well as those that work with them.

You can report abuse or neglect, types of abuse, safeguarding and deprivation of liberty safeguards online via the [Safeguarding Portal](#).

You can visit the [Essex Adult Social Care](#) information and advice pages or call:

- **Textphone:** 0345 758 5592
- **Telephone:** 0345 603 7630
- **Out of hours telephone:** 0345 606 1212
- **Email:** [socialcaredirect@essex.gov.uk](mailto:socialcaredirect@essex.gov.uk)



ESSEX  
Safeguarding  
Children  
BOARD



<https://www.esccb.co.uk/>



0345 603 7627



<mailto:esccb@essex.gov.uk>

The Essex Safeguarding Children Board is not an operational team and cannot take referrals, access information or provide any other information about children and families in Essex. They are a collective of five organisations (Essex County Council, Essex Police and three Integrated Care Boards covering Essex) who are jointly responsible by law for the partnership arrangements of keeping children safe.

You may want to report a concern if you are worried about the safety or wellbeing of a child, would like to report an incident or are a child or young person who needs support. **For advice and guidance if you are concerned that a child could be at risk of harm, neglect or abuse:**

<https://www.essex.gov.uk/children-young-people-and-families/report-concern-about-child>

## For members of the public:

- If a child or young person is in immediate danger, **call 999**.
- If you're worried that a child is being abused or neglected, call the **Children and Families Hub on 0345 603 7627**.
- **Out of hours or bank holidays**, call the emergency duty team on 0345 606 1212.
- Complete an online '**Request for Support**' form via the online portal
- Call **Childline on 0800 1111**

# There are lots of ways to get support for children, young people and families.

To get the right help at the right time, different needs have been split into four levels within Essex:

- Level 1 - Universal
- Level 2 - Additional
- Level 3 - Intensive
- Level 4 - Specialist

Watch this explained in more detail here: <https://youtu.be/AWSZ4MOX0z0>



## If a child or young person is in immediate danger, call the Police on 999

UNIVERSAL	ADDITIONAL	INTENSIVE	SPECIALIST
<p>All children have access to a range of 'universal' services tailored to their age, developmental stage, and individual needs. These services are made available to all children and families through a range of agencies. They are typically accessed within the local community and provided by partners such as schools, GPs, hospitals, community health services, family hubs, police, fire services, and voluntary/community groups.</p>	<p>Children, young people and families may require some extra help due to specific needs or challenging circumstances. These needs can be addressed through the collaboration of universal services, along with targeted services aimed at enhancing education, parenting, behaviours, or addressing particular health needs, such as speech therapy, counselling, and support groups for young carers.</p>	<p>Multi-disciplinary support and Family Solutions are available for children, young people and families in need of more complex and intensive assistance. This approach involves collaboration between local authority services and universal services across various fields including social work, health care and education. Together, they assess needs, plan effectively and engage with families to foster positive change creating a healthier and more stable environment for the child and young people can thrive.</p>	<p>Children and young people in this category often experience a range of complex and unmet needs, along with various protective factors that must be taken into account. If it is believed or suspected that they are at risk of significant harm, facing family breakdown, or experiencing serious impairment to their health and development, specialised and intensive intervention will be necessary to safeguard the child's health, safety, and potential.</p>

**On behalf of Essex County Council and the NHS, HCRG Care Group and Barnardo's provide a range of child and family services throughout Essex.**

**The Family Hub** aims to ensure all families within Essex are supported from before children are born up to the age of 19 or 25 for those with Special Educational needs.

They focus on making sure that everyone in Essex has the best possible start in life through having access to free, high quality and easy access to services in your Community, School, Family Home or within a Family Hub. Including:

- [All-Age Autism Outreach Service](#)
- [North Essex Therapy Services](#)
- [Pregnancy and first five years](#)
- [Groups and Activities](#)
- [School aged](#)
- [Family Support](#)
- [West Essex Community Specialist Health Services](#)
- [Affinity Programme](#)
- [Special Educational Needs \(SEND\)](#)
- [Children in Care](#)
- [SET Keyworker Service](#)
- [Neurodevelopmental pathway – North East Essex](#)
- [Emotional Wellbeing](#)



<https://www.essex.gov.uk/children-young-people-and-families/support-children-young-people-and-families>

**Essex County Council**  0345 603 7627

**Family Solutions** provides families with one key person to talk to, meaning they only have to tell someone about their situation once.

That one key person will then assess the family to help them find the support they need across a wide range of issues, with the aim of avoiding statutory intervention. This might include children or families who:

- have a disability resulting in complex needs
- exhibit anti-social or challenging behaviour
- suffer neglect or poor family relationships
- have poor engagement with key services such as school or health
- are not in education or work long-term



<https://forbabysake.org.uk/>



01438 873420



<mailto:welcome@forbabysake.org.uk>

Working with co-parents from any background, experience, gender, sexuality, ethnicity, faith, or social demographic. The focus is on the overall wellbeing and development of the baby and any other children by supporting parents to address issues from their own lives. They work with parents who: want to change behaviours that cause hurt or fear in their relationship and family, want to co-parent their baby, even if they're not a couple or don't live together, might have experienced significant difficulties in their own childhood and want a better start for their baby, are expecting a baby (ideally before 28 weeks of pregnancy). Referrals can come from midwives or self-referrals, with a thorough risk assessment to determine whether For Baby's Sake is right for the family. Regional teams operating across London, Southeast, the East of England and Blackpool.

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## The Children's Society



<https://www.childrenssociety.org.uk/information/young-people/east>



01245 493311 or 0300 303 7000



<mailto:supportercare@childrenssociety.org.uk>

The Children's Society East work with young people and their families in Essex and Herts.

Whatever you're going through, they encourage you to make positive choices. If you think you're in an unhealthy relationship, you're worried about your parents' drinking, or you're looking for support with your own drug or alcohol use, they've got you covered.

<https://www.childrenssociety.org.uk/information/young-people/east/EYPDAS>

- **EYPDAS** supports young people below 25 who are affected by substance use, either their own or someone else's.
  - **CHHAT** supports young people aged 8-19 who live with parents who have drug or alcohol addiction.
  - **Family Support Group** helps families or friends over 18 dealing with drug addiction.
  - **Youth Diversion** supports young people at an early intervention level, providing drug and alcohol education and harm reduction information.
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<https://www.kidsinspire.org.uk/>



01245 348707



<mailto:clinicaladmin@kidsinspire.org.uk>

Kids Inspire provide mental health and trauma recovery support for children, young people and their families. Through therapeutic and community activities, they promote resilience, self-awareness, and relationship building to empower more positive life choices.



THE  
MINISTRY OF  
PARENTING



<https://theministryofparenting.com/>



01206 562626



<mailto:administrator@theministryofparenting.com>



Colchester-based company that works with children, young people, parents, professionals, and organisations. Main activities are the delivery of a range of parenting groups/workshops, young peoples' workshops, one to one parent coaching and professional parent programme training. Providing resources as well as support via their website.

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**YOUTH  
SERVICE**

Inspire  
Enable  
Achieve



<https://youth.essex.gov.uk/>



03330 322800



<mailto:youth.work@essex.gov.uk>

Supporting young people in Essex to navigate school, work and life - empowering their growth, skills, and well-being throughout their journey. Find information on local youth groups, Duke of Edinburgh Award, young Carers, healthy relationships, work experience, volunteering, education, employment and training support.

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 **Essex Sexual  
Health Service**



<https://essexsexualhealthservice.org.uk/>



0300 003 1212



<mailto:provide.essexsexualhealthservice@nhs.net>

Responsible for delivering local authority funded sexual health services across the county of Essex to help people stay safe, healthy and protected. Through their partnership with clinicians and other service providers, they deliver advice, information, protection, testing, treatment and other support. Whatever age, gender or sexuality, they provide free, confidential and non-judgemental services for everyone in Essex.

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**Southend,  
Essex and Thurrock  
Child and Adolescent  
Mental Health Service**  
(SET CAMHS)



<https://www.nelft.nhs.uk/set-camhs>



0800 953 0222

Call NELFT out of hours: 0800 995 1000



<mailto:SET-CAMHS.referrals@nelft.nhs.uk>

The Southend, Essex and Thurrock Child and Adolescents Mental Health Service (SET CAMHS) provides advice and support to children, young people and families who are in need of support with their emotional wellbeing or mental health difficulties.

Any young person, concerned parent, care giver or a responsible adult of a young person can access the SET CAMHS by either making an appointment to see their young person's GP with them, or accessing the services for information.

The service covers Southend, Essex and Thurrock and is open to young people between the ages of 0-18, or up to 25 for those with special educational needs.

Mid and North East Essex Mind, are an independent mental health support services charity working with children from the age of 5 and adults of all ages. Affiliated to Mind nationally, means that they meet high quality standards, have the benefits of the experiences and knowledge of a wide network of Mind associations but are able to work locally, to meet local needs.

If you live in the Tendring, Colchester, Maldon, Braintree and Chelmsford districts you are able to access their services.

**The Mid Essex Sanctuary** provides a safe, supportive space where people experiencing emotional distress or mental health crisis can receive support outside of normal working hours. This is a community-based alternative to crisis mental health services. They are open from 10am to 1am 365 days a year, and you can be referred by **NHS 111 (option 2)**.

**The North East Essex Sanctuary** provides a safe, compassionate space whether you're experiencing a mental health crisis or need support to stay well. Open from 10am – 11pm, 7 days a week, 365 days a year and you can self-refer by contacting them on **0300 330 9492**






Mind in West Essex supports people affected by mental ill health, predominantly across West Essex to make positive changes in their lives and to improve their emotional resilience. They also aim to normalise the conversation around mental health and in doing so reduce the stigma that can be a barrier to people accessing the support that could help them to improve their quality of life. In addition to a number of services they also run Crisis Alternative Services including:

**West Essex Night Owls** is a telephone, text and email support service for emotional support. Open 5pm-7.30pm then 8.30pm-10.30pm seven days a week. Anyone in West Essex (Uttlesford, Epping Forest and Harlow) over 18, who needs emotional support, including people with complex emotional needs, struggling with loneliness, depression and anxiety.

**The Sanctuary** is for people who are experiencing a mental health crisis but do not require hospital treatment. They are open from 4pm – 11pm, 365 days a year and you can be referred by NHS 111 (option 2).

**Suicide Awareness Hub** offers training, support and education. Suicide is everyone's business and therefore as a society we can do our best to provide comfort and support to people who are feeling suicidal. <https://www.suicideawareness.org.uk/>






 <https://www.secemind.org.uk/>  
 01702 601123  
 <mailto:hello@secemind.org.uk>



At SECE Mind provide supported housing, counselling for both adults and children, mental health training and mental health signposting to anyone who needs it. They serve the Chelmsford, Castle Point, Rochford, South Woodham Ferrers and Southend areas helping support local people with their mental health and wellbeing needs.

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 <https://www.phoenix-futures.org.uk/>  
 020 7234 9740  
 <mailto:info@phoenix-futures.org.uk>

Working with individuals, families, and communities to show that recovery from substance use is possible. Supporting you in the community, supporting with residential treatment, supporting you with housing and supporting you with the justice system.

**Find a local service: <https://www.phoenix-futures.org.uk/phoenix-futures-for/people-and-families-who-use-our-services/find-a-service/>**

[Essex Alcohol Recovery Community \(ARC\)](#)

[Essex Full Circle Community Service](#)

[Essex Health & Justice Service: Chelmsford](#)

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 <https://www.openroad.org.uk/>  
 0844 499 1323

Open Road is a Drug and Alcohol Recovery support charity in Essex and Medway providing services to support individuals on their journey to recovery including support through the Criminal Justice sector. There are various ways to make contact personally or via a professional such as a GP. Available between 09:00-17:30 Mon-Fri excluding bank holidays.

[Basildon](#) – 01268 531435

[Chelmsford](#) – 01245 284772

[Clacton](#) – 01255 434186

[Colchester](#) – 01206 766096

[Harlow](#) – 01279 434621

[Medway Young Persons](#) – 01634 566285

[Medway Wellness](#) – 01634 471700

<https://www.openroad.org.uk/southend-young-person-drug-and-alcohol-service/>

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 <https://www.essexrecoveryfoundation.org/recovery-spaces>

Providing safe, inclusive and vibrant spaces for people in the recovery community to get together and connect.



Synergy Essex is a partnership of rape and sexual abuse centres in Essex:

- Centre for Action on Rape and Abuse (CARA),
- SERICC Rape and Sexual Abuse Specialist Service
- Southend-on-Sea Rape Crisis (SOS Rape Crisis).

You can speak to a First Contact Navigator to find out more about the services or you can contact the centres directly.

<https://synergyessex.org.uk/userfiles/Resources/0659synergy-poster-2021.pdf>



<https://caraessex.org.uk/>



0300 003 7777 or 01206 367881



<mailto:info@caraessex.org.uk>

Centre for Action on Rape and Abuse (CARA) working in Mid and North Essex works with victims and survivors of sexual violence and child sexual abuse, providing independent, specialist support and promoting and representing their rights and needs.



Rape and Sexual Abuse  
Specialist Service



<https://sericc.org.uk/>



01375 380609



<mailto:sericc@sericc.org.uk>

SERICC provides specialist services to anyone in South and West Essex who is experiencing, or who has experienced, any form of sexual violence and abuse at any time in their life.



Rape and Sexual Abuse  
Specialist Service



<https://sosrc.org.uk/>



0300 0037777



<mailto:info@sosrc.org.uk>

Southend on Sea Rape Crisis provides free, confidential specialist support for all survivors who have been raped or experienced any other form of sexual violence at any time in their lives. They offer community-based services in Southend-on-Sea, Castle Point, and Rochford.

Provides a list of local council details for housing related advice and support such as what to do if you're at risk of homelessness, applying for council housing and claiming Housing Benefit.

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### What is a Sanctuary Scheme?

The Sanctuary Scheme is a victim-centred service that consists of the installation of security measures, in and around properties to enable households at risk of domestic abuse to live safely in the property if they choose to do so.

Many victims of domestic abuse are reluctant to move home and away from the area where they have networks of support. To move often means that their children have to change schools and leave their friends. Sanctuary schemes aim to make it possible for victims to remain in their own home and feel safe.

### Who is eligible for the Sanctuary Scheme?

Some local Council's may have a scheme already in place while others are still developing them. They are available to anyone who is at risk of homelessness, or having to leave their home, due to domestic abuse from an abuser no longer living at that home.

### How can I find out more?

If you are interested in the Sanctuary scheme, you will need to contact your local Council Housing Department to discuss your housing options; even if your local Council does not offer a Sanctuary Scheme in your area at the moment, they will still be able to give you advice.

- [Basildon Council](#)
- [Braintree Council](#)
- [Brentwood Council](#)
- [Castlepoint Council](#)
- [Chelmsford City Council](#)
- [Colchester Council](#)
- [Epping Forest Council](#)
- [Harlow Council](#)
- [Maldon Council](#)
- [Rochford Council](#)
- [Southend-on-Sea Council](#)
- [Tendring Council](#)
- [Thurrock Council](#)
- [Uttlesford Council](#)



- <https://chesshomeless.org/>
- 01245 281104
- <mailto:administration@chesshomeless.org>

CHESS Homeless support services assess the individual's need and helps them address any obstacles that inhibit them from moving forward. They have a working relationship with the local council that provides housing payments, thus securing an address and the foundation to begin to work from. They have their own counselling service and work with the local GP's, other agencies and health services.



<https://hopehousessex.org.uk/about-us/>



01376 348000



<mailto:info@hopehousessex.org.uk>



Hope House is a Braintree based charity seeking to help break the cycle of homelessness by the provision of support and advocacy for homeless and those at risk of homelessness adults.

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<https://harpouthend.org.uk/>



01702 615000



<mailto:info@harpouthend.org.uk>

HARP is Southend's leading homeless charity. They provide housing, advice and support to those that are experiencing homelessness or are at risk of losing their home.

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<https://theouthouse.org.uk/>



01206 871 394



<mailto:info@theouthouse.org.uk>

The Outhouse is a Colchester based registered charity, providing opportunities for LGBTQ+ people in Essex. They support people in the LGBT community, and those connected to it through family or other relationships, to increase their skills, knowledge, and self-confidence in improving their health and well-being.

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<https://www.essex-fire.gov.uk/book-home-safety-visit>



0300 303 0088



<mailto:home.safety@essex-fire.gov.uk>

By booking a **Home Safety Visit** you're making sure your home is checked over by a fire safety specialist who will also talk to you about your individual needs and safety concerns. The easiest way to book a visit, either for you or someone you know, is to use the online booking form or call the Home Safety Team.

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<https://www.essex.gov.uk/planning-land-and-recycling/gypsies-and-travellers>



03330 321 110 (choose option 3, 'all other enquiries')



<mailto:ectu@essex.gov.uk>

**The Essex Countywide Traveller Unit (ECTU)** is a partnership of Essex County Council, local councils, Essex Fire and Rescue Service and Essex Police. Together, they support Gypsies and Travellers to access services, including:

- supporting children into school and further education
- health services
- site and home fire safety visits



<https://capuk.org/>



0800 328 0006 Sawyers Church Brentwood



CAP offers various free services across the UK to assist individuals in overcoming debt, finding jobs, managing finances, and acquiring essential life skills.

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<https://centrallawcic.co.uk/>



01245 951300



<mailto:enquiries@centrallawcic.co.uk>

Central Law Group offers free, no-obligation advice sessions to parties in family law matters needing advice on private family law issues, from private children matters to financial proceedings. In addition, they offer legal work and representation at low rates, starting from £120 per hour. This can include advising on consent orders or drafting documents such as child arrangement order applications or non-molestation order supporting statements. Their aim is to ensure everyone can access legal help, whatever their means.

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<https://www.essexfamilycourtinfo.co.uk/>



01223 698498



<mailto:lawclinic@aru.ac.uk>

Offering free legal advice about family law, employment law or immigration matters, including:

- relationship breakdown
- separation or divorce
- child contact arrangements
- unfair dismissal or discrimination at work
- immigration law queries
- personal injury
- medical negligence

<https://www.aru.ac.uk/business-and-law/economics-finance-and-law/law-clinic>

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<https://www.essex.police.uk/advice/advice-and-information/daa/domestic-abuse/digital-domestic-abuse/>

**Digital abuse** is when someone monitors, stalks, harasses, threatens, controls or impersonates another person using technology.

This could involve stalking through social media, harassment by text message or humiliation by posting pictures or videos, for example.

Digital abuse can happen to anyone but it most often happens alongside other types of domestic abuse.


It's not your fault if you're being abused, you have the right to privacy online and offline. There are steps you can take to keep yourself safe from digital abuse, but you should always do what's safe for you.

# National Services: Domestic Abuse



## The freephone, 24-hour National Domestic Abuse Helpline

 <https://www.nationaldahelpline.org.uk/>


 0808 2000 247

 <https://www.nationaldahelpline.org.uk/Chat-to-us-online/>

Call free and in confidence or chat live online Mon-Fri 10am-10pm. Run in partnership between Women's Aid and Refuge, this is a national service for women experiencing domestic abuse, as well as for family, friends, colleagues and others calling on their behalf. 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.



 <https://www.respect.org.uk/>

 <mailto:info@respect.org.uk>

Respect was established to focus on perpetrators of domestic abuse, and this, including their vital work with young people who cause harm, remains their key priority. Alongside this work, they deliver expert support to male victims of domestic abuse.

### Helplines:



Respect Phonline - confidential helpline, email and webchat service for domestic abuse perpetrators and those supporting them. **Call 0808 8024040** or visit [respectphonline.org.uk](https://respectphonline.org.uk)





Men's Advice Line - confidential helpline, email and webchat service for male victims of domestic abuse. **Call 0808 8010327** or visit [mensadvice.org.uk](https://mensadvice.org.uk)



## NCDV

 <https://www.ncdv.org.uk/>

 0800 970 2070

 <mailto:office@ncdv.org.uk>




A free, fast emergency injunction service to those at risk of all forms of domestic abuse regardless of their financial situation, ethnicity, gender or sexuality. This service allows anyone who has recently experienced or been threatened with domestic abuse to apply for an emergency court injunction, including those who cannot access or afford legal aid funding. They assess each case based on their individual circumstances and advise on the most suitable course of action. They also signpost to other avenues of support.

A confidential helpline available for male victims of domestic abuse across the UK as well as their friends, family, neighbours, work colleagues and employers.

They provide an information and signposting service to men suffering from domestic abuse from their current or former wife, partner (including same-sex partner) or husband. This can range from physical violence or object throwing to abuse such as constant bullying or insults.

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 <https://galop.org.uk/>  
 0800 999 5428  
 <mailto:help@galop.org.uk>

Helpline is available for anyone in the UK who is LGBT+ and has experienced domestic abuse, sexual violence, hate crime or so called 'conversion therapy'. They are also there for friends, family members and professionals supporting LGBT+ victims of abuse.

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 <https://karmanirvana.org.uk/get-help/>  
 0800 5999 247

Karma Nirvana support victims of forced marriage and honour based abuse. Culture, Religion and Tradition are not an excuse; forced marriage is illegal in the UK.

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 <https://www.suzylampugh.org/Pages/Category/national-stalking-helpline>  
 FREEPHONE 0808 802 0300  
 <https://www.suzylampugh.org/forms/national-stalking-helpline-enquiry-form>

Run by Suzy Lampugh Trust, you can find information and advice, which can assist you in understanding what is stalking, as well as support services available. There is also an online tool available to better understand if you are being stalked and what support is available.

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 <https://wearehourglass.org/>  
 0808 808 8141 or Text 07860 052906  
 <mailto:helpline@wearehourglass.org>

Confidential services provide information and support to an older person or anyone concerned about an older person who is at risk of, experiencing or recovering from any form of abuse or neglect. There are lots of different options to make contact with the services here:

<https://wearehourglass.org/hourglass-services:>



# PEGS - Parental Education Growth Support

- <https://www.pegssupport.co.uk/>
- 0800 970 2070
- <mailto:hello@pegssupport.com>

Services are free and available for any parent regardless of the age of their child (including adult offspring), aimed at any parent, carer or guardian experiencing Child to Parent Abuse. They don't directly work with the child displaying the behaviours but have a network of partners whose expertise lies in this area.



- <https://survivingeconomicabuse.org/>
- 08081 963699
- <mailto:info@survivingeconomicabuse.org>

Working with frontline organisations that directly support victim-survivors. They support them to identify and respond to economic abuse. Providing lots of resources and guidance on their website, including how banks can help:

<https://survivingeconomicabuse.org/i-need-help/banking/how-banks-can-help/>

The Financial Support Line for Victims of Domestic Abuse is run by [Money Advice Plus](#), as the frontline partner. It offers specialist advice to anyone experiencing domestic abuse who is in financial difficulty.



- <https://www.flows.org.uk/>
- 0203 745 7707
- <mailto:flows@rcjadvice.org.uk>

FLOWS is a team of experts from the Family Team of the Royal Courts of Justice RCJ Advice, working in partnership with Rights of Women. Their network of trusted and fully vetted advisers includes experienced solicitors and law clinics, Citizen Advice services, front-line professionals in women's refuges, women's aid organisations, and organisations that provide safe environments for domestic abuse survivors.



- <https://www.flows.org.uk/>
- 0203 745 7707
- <mailto:flows@rcjadvice.org.uk>

Access to free and confidential legal advice for women in England and Wales to help you understand the law and your legal rights. They also provide online legal guides and handbooks to help women access justice and safety through the law.

# Other National Services



 <https://111.nhs.uk/>


 111

For non-emergency health or mental health concerns contact NHS 111 (for Mental Health issues Option 2). For emergency health or mental health concerns, go straight to A&E or dial 999 for urgent support.

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 <https://www.samaritans.org/>

 116 123


 <mailto:jo@samaritans.org>

The Samaritans offers a listening service to those going through a personal crisis and wanting to talk about their despair or suicidal feelings. There's someone to talk to 24 hours a day and it is open to anyone. Calls made to the national helpline are charged at local call rates from anywhere in the country.

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 <https://www.childline.org.uk/>

 0800 1111


 <https://www.childline.org.uk/get-support/>

Childline are there to help anyone under 19 in the UK with any issue they're going through. You can talk about anything. Whether it's something big or small, their trained counsellors are there to support you. Childline is free, confidential and available any time, day or night. There are various ways to get support including call, email, online chat and sign.

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 <https://www.nspcc.org.uk/>

 0808 800 5000


 <mailto:help@NSPCC.org.uk>

Helping children who've been abused, protect children at risk, and find the best ways to prevent child abuse from ever happening is central to the work of the NSPCC. They also provide vital services in keeping children safe working directly with children and families in national and regional hubs. There is also lots of support and tips on their website to help keep children safe; from advice on children's mental health to staying safe online, support for parents and what to do if you're worried about a child.

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 <https://www.papyrus-uk.org/>


 0800 068 41 41


 <mailto:admin@papyrus-uk.org>

PAPYRUS Prevention of Young Suicide is the UK charity dedicated to the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people



 <https://www.mind.org.uk/>

 0300 123 3393

 <https://www.mind.org.uk/need-urgent-help/using-this-tool/>

Providing advice and support to empower anyone experiencing a mental health problem. Campaigning to improve services, raise awareness and promote understanding with advice, tools, resources and helplines.

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 <https://www.nhs.uk/every-mind-matters/>


There are little things we can all do to lift our mood or ease our anxiety – we need to find what works for us.

This could be as simple as taking a walk in nature, prioritising your sleep or opening up to a friend. Your little thing, if you keep doing it, will make a big difference to how you feel. Get expert advice and practical tips to help you look after your mental wellbeing and make them part of your daily routine.

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 <https://www.familylives.org.uk/>

 0808 800 2222

 <mailto:askus@familylives.org.uk>

A 24 hour helpline, advice website, live chat and parenting/relationship support groups. Support around all aspects of family life that include all stages of a child’s development, issues with schools and parenting/relationship support. Family breakdown, aggression in the home, bullying at school, teenage risky behaviour and mental health concerns of both parents and their children.

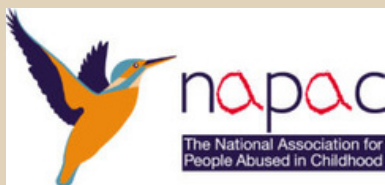
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 <https://www.kooth.com/>

A provider of online mental health services for children, young people and adults. Kooth, from XenZone, is an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use.

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 <https://napac.org.uk/>

 0808 801 0331

 <mailto:support@napac.org.uk>

NAPAC (the National Association for People Abused in Childhood) offers support to adult survivors of all types of childhood abuse, including physical, sexual, emotional abuse or neglect.



 <https://www.manup.how/>


 <mailto:manup@manup.how>

Mental Health Charity helping to change minds about men’s mental health through raising awareness. Founded by a man who wished to change mental health for the better. Men talking to men about mental health developed into a fully registered charity that is chipping away at stigma. MANUP seeks to rebrand that awful phrase MANUP! - Resources and events.

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 <https://www.survivorsuk.org/>


 Chat via SMS text 020 3322 1860


 <mailto:help@survivorsuk.org>

SurvivorsUK runs the National Male Survivors Online Helpline – a webchat and SMS service for men, boys and non-binary people who have experienced sexual abuse at any time in their lives.

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 <https://www.stophateuk.org/>


 0800 138 1625


Helpline is for anyone experiencing Hate Crime and discrimination, based on any aspect of an individual’s identity. They encourage everyone to report incidents that they experience or witness. How to do it will vary depending on where you live because unfortunately Stop Hate UK is not funded to work in every part of the UK but provide a list of other national services available here: <https://www.stophateuk.org/about-hate-crime/helpintheuk/>

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 <https://www.ageuk.org.uk/>

 0800 055 6112


 Email form available online & webchat

Age UK's advice line is a free, confidential national phone service for older people, their families, friends, carers and professionals. Their team will give you information that is reliable and up to date and help you to access the advice you need.

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 <https://www.rnib.org.uk/>

 0303 123 9999

 <mailto:helpline@rnib.org.uk>

RNIB, the Royal National Institute of Blind People, is the UK's leading sight loss charity. Offering practical and emotional support to blind and partially sighted people, their families and carers



# Shelter

 <https://www.shelter.org.uk/>

 0808 800 4444



Shelter offer advice around housing and housing rights along with several guides around homelessness and relationship breakdown. Shelter also run a free helpline for urgent problems.

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 <https://www.gypsy-traveller.org/>

 01273 234 777


 <mailto:fft@gypsy-traveller.org>

Working to end racism and discrimination against Gypsy, Roma and Traveller people and to protect the right to pursue a nomadic way of life. Supporting individuals and families with the issues that matter most to them, at the same time as working to transform systems and institutions to address the root causes of inequalities faced by Gypsy, Roma and Traveller people.

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 <https://www.citizensadvice.org.uk/about-us/contact-us/>


 0800 144 8848

Providing free, confidential and impartial advice and campaigning on big issues affecting people's lives. You may have money, benefit, legal, housing or employment problems. You may be facing a crisis, or just considering your options.

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 <https://www.stepchange.org/>


 0800 138 1111

Step Change provide free, confidential and expert debt advice and money guidance. They recommend the best solution or service for your circumstances. They can support you while you deal with your money worries, for as long as you need their help. They also campaign on your behalf to reduce the risk of problem debt and the harm it causes.

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## Department for Work & Pensions

 <https://www.gov.uk/government/organisations/department-for-work-pensions>


The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits

Contact Job Centre Plus: <https://www.gov.uk/contact-jobcentre-plus>

Contact the Pension Service: <https://www.gov.uk/contact-pension-service>

Contact the Disability Service Centre: <https://www.gov.uk/disability-benefits-helpline>



 <https://www.trussell.org.uk/>  
 0808 208 2138

An anti-poverty charity and community of food banks working to ensure no one in the UK needs a food bank to survive, while providing food and practical support to people left without enough money to live on. Access a range of advice and support, including helplines and guidance on social security payments and grants that may be available to you. Their food banks and support services are here to help, acting with respect and without judgement.

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 <https://revengepornhelpline.org.uk/>  
 0345 6000 459  
 <mailto:help@revengepornhelpline.org.uk>

The Revenge Porn Helpline supports all adult victims of intimate image abuse living in the UK. This includes those who have had private sexual images shared without consent, threatened to be shared without consent, or taken without consent. They also provide advice and information to those targeted by Sextortion and webcam blackmail. If you have been a victim of intimate image abuse, a Helpline practitioner can give you advice and support either via the phone, by email or by sending an anonymous 'Whisper' report.

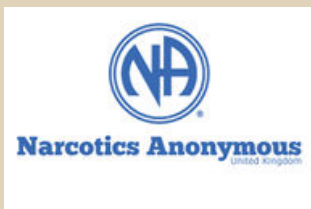
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 <https://www.thecyberhelpline.com/gethelp>

The Cyber Helpline is a free, confidential helpline for individuals who have been a victim of cybercrime, digital fraud & online harm. Chat to their chatbot and get immediate advice on how to deal with your cybersecurity issue. If the chatbot thinks you need more help, it will pass you on to one of the volunteer cybersecurity experts.

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 <https://ukna.org/>  
 0300 999 1212  
 <mailto:pi@ukna.org>

If you have a problem with drugs, NA are recovering drug addicts who can help you get and stay clean. Providing a helpline, meetings, events and resources for addicts who have a desire to stop using and who wish to support each other to remain drug free.

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 <https://www.nhs.uk/live-well/addiction-support/>

Help and support for addiction, including drug and gambling addictions.



<https://adfam.org.uk/for-families/>

National charity working to improve life for families affected by drugs and alcohol. It aims to empower family members and carers, support frontline workers and influence decision-makers to prevent alcohol and drugs from destroying families.

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<https://al-anonuk.org.uk/>



0800 0086 811

Al-Anon provides mutual support through shared experiences at meetings, offering a safe space to discuss personal concerns without judgment. Members can choose to share or remain silent, and literature on alcoholism and the Twelve Steps is available, though participation is not pressured. All relationships with the drinker are welcome, and anonymity is ensured by using first names only. There are about 700 Al-Anon groups in the UK and Eire, with no membership fees, as the organisation is self-supporting through voluntary contributions.

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### Civil Legal Advice (CLA)



<https://www.gov.uk/civil-legal-advice>



0345 345 4345

You might be able to get free and confidential advice from Civil Legal Advice (CLA) as part of legal aid if you're in England or Wales. If you're eligible, you can get help from CLA for problems including: debt, housing, domestic abuse separating from an abusive partner, money and property, a child being taken into care, special education needs, discrimination and some child abduction cases. Check if you can get legal aid - <https://www.gov.uk/check-legal-aid>

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<https://childlawadvice.org.uk/>



0300 330 5480

Providing legal advice and information on family, child and education law affecting children and families in England. The website is packed with how to guides and information pages. Should you require further assistance after reading through the website, there is an email advice service and a dedicated intensive support telephone lines for complex matters and clarifying questions. They cover legal issues that may arise following relationship breakdown as well as Local Authority intervention and child protection issues. The education advice ranges from admissions issues to exclusions as well as what to do if your child is being bullied to how to get help for your child if you suspect they have a Special Educational Need.



 <https://www.cafcass.gov.uk/>  
 0300 456 4000

CAFCASS represent the interests of children and young people in the family court. They independently advise the family courts about what is safe for children and in their best interests. They focus on their needs, wishes and feelings, making sure that children's voices are heard and are at the heart of the family court's thinking and decision making.

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 <https://www.scope.org.uk/>  
 0808 800 3333  
 <mailto:helpline@scope.org.uk>

Providing practical advice and emotional support whenever people need them most. They do this through the Scope helpline, online community, a range of employment and child sleep services, community engagement programmes, and more. Advisers can answer questions and talk you through a wide range of topics connected with disability, including: benefits, finance, social care, work, equipment and assistive technology, housing and home adaptations. They can also point you to other information providers and Scope services in your local area.

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 <https://www.mencap.org.uk/>  
 0808 808 1111  
 <mailto:helpline@mencap.org.uk>

Finding advice and information about learning disabilities can be difficult. MENCAP can help you or your loved ones to get the support and information you need.

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 <https://www.beateatingdisorders.org.uk/>  
 0808 801 0677  
 <mailto:help@beateatingdisorders.org.uk>

The national Helpline aims to empower individuals to seek help quickly, enhancing recovery chances. They offer support online and via phone, helping people understand their illnesses and how to take steps towards recovery. They also assist family and friends with skills and advice for supporting their loved ones while maintaining their own mental health.




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 <https://seed.charity/>  
 07300 298388 General Enquiries  
 <mailto:Support@seed.charity>

SEED Eating Disorders Service provides a range of resources and guides on supporting someone who may be experiencing an eating disorder.






-  <https://www.rspca.org.uk/reportaconcern>
-  0300 1234 999
-  Chat online

Pets are often injured or targeted during patterns of domestic abuse. If you see, or suspect, that a person may be treating an animal badly, whether this is physical violence, neglect or any other form of cruelty, you should report this to the RSPCA's cruelty line.

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### **Freedom from domestic abuse for dogs & their owners**




-  <https://www.dogstrust.org.uk/how-we-help/ownership/freedom>
-  0800 298 9199 London & South East
-  <mailto:freedom@dogstrust.org.uk>

Freedom is a free and confidential specialist dog fostering service. If dog owners plan to find safety from domestic abuse but are unable to take their dog with them, Freedom provides a temporary home for their dog with a loving foster carer until their owners are safe, settled and ready to have them back. The project now runs in Greater London and South-East England, East Anglia, Yorkshire, North-East and North-West England, Scotland and Wales.

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### **Lifeline**

-  <https://www.cats.org.uk/what-we-do/cp-lifeline>
-  0345 260 1280 London & South East
-  <mailto:lifelinesoutheast@cats.org.uk>

Lifeline (formerly Paws Protect) is Cats Protection's specialist cat fostering service for those fleeing domestic abuse. Offering a free and confidential fostering service for cats whose families are fleeing domestic abuse so they can rest assured their cat will be taken care of until they can be safely reunited. Referrals are handled by a specialist and experienced team, who support owners referring to the service, arrange to collect cats, and organise foster placements through a wonderful network of dedicated Lifeline volunteers. Lifeline is currently available across the South East (London, Hertfordshire, Bedfordshire, Berkshire, Buckinghamshire, Essex, Kent, Sussex, Surrey and Hampshire), and throughout Yorkshire, East Anglia and the Midlands. If you live outside of these areas, please do get in touch with your nearest team and they will chat through your options with you.