

## **Domestic Violence Directory**

The following information is to provide a comprehensive contact guide for anyone experiencing Domestic Violence. Additionally the Directory will be available for Family Mosaic staff to provide an effective advice resource in assisting survivors of Domestic Violence.

### **A**

#### Action on Elder Abuse

T: 020 8835 9280

E: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)

W: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

Opening hours: Monday to Friday 9am to 5pm

A freephone helpline for anyone concerned about the abuse of older people. The helpline provides information and assistance across the four nations of the UK, and is completely confidential.

#### Ashiana Network

T: 0208 539 9656 or 0208 539 0427

E: [info@ashiana.org.uk](mailto:info@ashiana.org.uk)

W: [www.ashiana.org.uk](http://www.ashiana.org.uk)

Greater London House

547 - 551 High Road

London

E11 4PB

United Kingdom

Opening hours: Monday to Friday 9.30am to 5pm

Advice, support and temporary housing for south Asian, Turkish and Iranian women aged between 16-30 who are experiencing domestic violence. A youth project and outreach service is available at home and community level, and it also operates a safe house for women between the ages of 16-25 who are at risk or forced marriage or domestic violence.

### **B**

#### Broken Rainbow

T: 0300 999 5428 (Helpline)

08452 60 55 60(Office)

E: [mail@brokenrainbow.org.uk](mailto:mail@brokenrainbow.org.uk)  
W: <http://www.brokenrainbow.org.uk/>  
PO Box 38498, London, SE16 2WN  
Opening hours: Monday: 2pm - 8pm  
Wednesday: 10am - 5pm  
Thursday: 2pm - 8pm  
Monday to Friday 9am to 5pm (Office hours)

Support service for the lesbian, gay, bisexual and trans gender communities experiencing domestic violence.

## C

### CAB (Citizens Advice)

W: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Independent and confidential advice on a range of issues including debt, benefits, housing, employment, consumer or tax issues, legal matters, immigration, family and personal matters.

### Childline

T: 0800 1111 (helpline) or 0207 650 3200 (general enquiries)  
W: [www.childline.org.uk](http://www.childline.org.uk)  
Textphone or minicom: 0800 400 222 (textphone Monday to Friday 9.30am to 9.30pm; weekends 11am to 8pm)  
Freepost NATN1111, London, E1 6BR  
Opening hours: 24 hours

A free helpline for children and young people, staffed by trained volunteer counsellors. Problems can include domestic violence, bullying, child abuse and teenage pregnancy.

### Chinese Information and Advice Centre

T: 08453 131 868  
F: 020 7734 1039  
E: [info@ciac.co.uk](mailto:info@ciac.co.uk)  
W: [www.ciac.co.uk](http://www.ciac.co.uk)  
Lower Ground Floor,  
London Chinatown Market,  
71-73 Charing Cross Road,  
London WC2H 0NE  
Opening hours: Monday to Friday 10am to 6pm

Offering free legal advice on immigration and nationality law, and support to domestic violence survivors among the Chinese community.

Community Legal Service Direct

T: 0845 345 4345 (national helpline)

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

Textphone or minicom: 0845 609 6677

Opening hours: Monday to Friday 9.30am to 5.30pm

Government body providing free legal advice and information on dealing with peoples legal problems. Issues include benefits, tax credits, housing, employment, debt problems and education.

Criminal Injuries Compensation Authority

T: 0300 003 3601 (national helpline) or

0207 842 6800 (claims from London and the South-East)

W: [www.cica.gov.uk](http://www.cica.gov.uk)

Morley House, 26-30 Holborn Viaduct, London, EC1A 2JQ

Opening hours: Monday to Thursday 8.30am to 5pm. Friday 8.30am to 5pm

Government body which pays compensation to victims of violent crime.

## **D**

Dogs Trust

T: 01895 453930

E: [freedomproject@dogstrust.org.uk](mailto:freedomproject@dogstrust.org.uk)

W: [www.dogstrust.org.uk](http://www.dogstrust.org.uk)

Dogs Trust, 17 Wakley Street, London, EC1V 7RQ

Opening hours: Monday to Friday 9am to 5pm

Offers a free fostering service for dogs belonging to women who are fleeing due to domestic violence. Referrals are taken from women either going to a refuge or other temporary accommodation.

Domestic Violence Intervention Project

**MAIN OFFICE**

Devonshire House,

164-168 Westminster Bridge Road,

London,  
SE1 7RW  
fax: (44) (0) 20 7401 7278  
<http://www.dvip.org/contact.htm>  
email: [info@dvip.org](mailto:info@dvip.org)  
**Violence Prevention Programme**  
tel: (44) (0) 20 7633 9181  
email: [vpp@dvip.org](mailto:vpp@dvip.org)

**Women's Support Services**  
tel: (44) (0) 20 7928 4813  
email: [wss@dvip.org](mailto:wss@dvip.org)

**Risk Assessment Team**  
tel: (44) (0) 20 7593 0027  
email: [riskassessment@dvip.org](mailto:riskassessment@dvip.org)

**Yuva Young Peoples Service**  
tel: (44) (0) 20 7928 2322  
email: [shem@dvip.org](mailto:shem@dvip.org)

**Training**  
tel: (44) (0) 20 7928 4620  
email: [gjori@dvip.org](mailto:gjori@dvip.org)

**Al-Aman (Arabic speakers service)**  
PO Box 2838,  
London,  
W6 9ZE  
fax: (44) (0) 20 8741 4383  
email: [info@dvip.org](mailto:info@dvip.org)

**Al-Aman Violence Prevention Programme**  
tel: (44) (0) 20 8748 2577

**Al-Aman Women's Support Services**  
tel: (44) (0) 20 8563 2250

A project aimed at improving the safety of women and children by working with men who want to change their abusive behaviour. Also provides support and counselling services to women and children and offers training to professionals.

Drug and Alcohol Service for London (DASL)

T: 0333 055 8585  
E: [services@dasl.org.uk](mailto:services@dasl.org.uk)  
W: [www.dasl.org.uk](http://www.dasl.org.uk)  
Textphone or minicom: 0208 257 3065  
Capital House, 134-138 Romford Road, London, E15 4LD  
Opening Hours: Monday to Friday 9am to 5pm

Offering a range of drug and alcohol related services, including counselling on domestic violence related to alcohol use. Outreach work, support groups and onward referrals.

## **E**

### Elizabeth Garrett Anderson and Obstetric Hospital (NHS)

**Address:**

Elizabeth Garrett Anderson Wing  
University College Hospital  
235 Euston Road  
London  
NW1 2PH  
T : 08451 555 000 ext 2658 - 020 3456 7890  
Alternate Telephone : 07748 657 869  
<http://www.uclh.nhs.uk/Pages/home.aspx>  
E: [inderjeet.kaur@uclh.nhs.uk](mailto:inderjeet.kaur@uclh.nhs.uk)

Opening times:  
24 hours

Pregnancy, birthing and post childbirth services (up to three months) by midwives and doctors, both within the hospital and throughout surrounding community. Domestic violence services include extra surveillance during pregnancy, extra social support and birth planning to specific needs. Counselling support and links to on-going psychology support. Support with referral to other agencies. For all women who book for pregnancy, birth and postnatal care with UCLH.

### Equality and Human Rights Commission

<http://www.equalityhumanrights.com/>

**England**

0808 800 0082 - England main number  
Monday - Friday 8am - 6pm  
Equality and Human Rights Commission Helpline  
Freepost RRLL-GHUX-CTRX, Arndale House, Arndale Centre  
Manchester , M4 3AQ

Email: [correspondence@equalityhumanrights.com](mailto:correspondence@equalityhumanrights.com)

promote and monitor human rights; and to protect, enforce and promote equality across the nine "protected" grounds - age, disability, gender, race, religion and belief, pregnancy and maternity, marriage and civil partnership, sexual orientation and gender reassignment

## **F**

### Forced Marriage Unit

(Home Office and Foreign & Commonwealth Office)

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

- Telephone: +44 (0) 20 7008 0151
- Email: [fmufco.gov.uk](mailto:fmufco.gov.uk)
- Email for outreach work: [fmuoutreach@fco.gov.uk](mailto:fmuoutreach@fco.gov.uk)
- Facebook: [Forced Marriage page](#)
- Twitter: [@FMUnit](#)
- Media enquiries: +44 (0) 20 7008 3100

Providing support and assistance to British nationals being forced into marriage overseas.

## **G**

### Gingerbread for Lone Parents

T: 0808 802 0925.

E: [office@gingerbread.org.uk](mailto:office@gingerbread.org.uk)

W: [www.gingerbread.org.uk/](http://www.gingerbread.org.uk/)

255 Kentish Town Road, London, NW5 2LX

- Opening hours: Mondays: 10am to 6pm
- Tuesdays/Thursdays/Fridays: 10am to 4pm
- Wednesdays: 10am-1pm and 5pm-7pm.

## **H**

### Hideout (Womens Aid)

W: [www.thehideout.org.uk](http://www.thehideout.org.uk)

A website specifically for children and young people experiencing domestic violence. It provides information and advice, and links to further sources of support.

## **I**

### IMKAAN

T: 020 7842 8525

E: [info@imkaan.org.uk](mailto:info@imkaan.org.uk)

W: [www.imkaan.org.uk](http://www.imkaan.org.uk)

4<sup>th</sup> floor Tindlemanor, 52-54 Featherstone Street, London, EC1Y 8RT

Opening hours: Monday to Friday 9.30am to 5.30pm

A charity supporting Asian and black ethnic minority women and children experiencing domestic violence, focussing on developing

specialised refuges for women from these backgrounds. Also carries out training, capacity-building, research and policy development.

## **J**

### Jewish Women's Aid

T: **0808 801 0500 - 020 8445 8060**

E: [info@jwa.org.uk](mailto:info@jwa.org.uk)

W: [www.jwa.org.uk/emergency\\_information.html](http://www.jwa.org.uk/emergency_information.html)

PO Box 2670, London, N12 9ZE

Opening hours: Monday, Wednesday and Thursday 9.30am to 9.30pm

Advice and refuge for Jewish women and children experiencing domestic violence. Also outreach services and counselling.

### Joint Council for the Welfare of Immigrants

T: 020 7251 8708

E: [info@jcwi.org.uk](mailto:info@jcwi.org.uk)

W: [www.jcwi.org.uk](http://www.jcwi.org.uk)

115 Old Street, London, EC1V 9RT

Opening hours: Tuesday and Thursday 2pm to 5pm

Independent body offering free legal advice on immigration, nationality and asylum matters to individuals and professionals.

## **K**

### Kiran Asian Women's Aid

T: 0208 558 1986

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

E: [kiranawa@btopenworld.com](mailto:kiranawa@btopenworld.com)

PO Box 899, Leytonstone, London, E11 1AA

Opening hours: Monday to Friday 9.30am to 5.30pm

Provides safe, temporary accommodation for Asian women and their children escaping domestic violence. Also provides advice, outreach work and resettlement support.

## **L**

### Language Line

T: 0800 169 2879  
W: [www.languageline.co.uk](http://www.languageline.co.uk)  
Opening hours: 24 hours

24 hour, immediate interpretation service in 100 languages.

Law Centres Federation

T: 020 7842 0720  
E: [info@lawcentres.org.uk](mailto:info@lawcentres.org.uk)  
W: [www.lawcentres.org.uk](http://www.lawcentres.org.uk)

Duchess House, 18-19 Warren Street, London, W1T 5LR

Referral to local law centres for free legal advice, assistance and representation.

London Irish Women's Centre

T: 020 7250 8100  
E: [info@mind-yourself.co.uk](mailto:info@mind-yourself.co.uk)  
W: <http://www.mind-yourself.co.uk/>  
CAN-Mezzanine, 49-51 East Rd., London N1 6AH  
Counselling service for Irish women in housing need including those fleeing domestic violence.

London Lesbian and Gay Switchboard

T: 0300 330 0630 (helpline) or  
0207 837 6768 (general enquiries)  
E: [admin@llgs.org.uk](mailto:admin@llgs.org.uk)  
W: [www.llgs.org.uk](http://www.llgs.org.uk)  
PO Box 7324, London, N1 9QS  
Opening hours: 10am to 11pm daily

Information, support and referral service for lesbians, gay men and bisexual people on all issues including domestic violence.

## **M**

Men's Advice Line and Enquiries (MALE)

T: 0808 801 0327 (helpline)  
E: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)  
W: [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)  
1<sup>st</sup> floor Downstream Building, 1 London Bridge, London, SE1 9BG  
Opening hours: Monday - Friday 10am-1pm and 2pm-5pm

A helpline for men experiencing domestic abuse from their partner. Provides emotional and practical support and training for professionals.

Message Home

T: 0800 700 740 (helpline) or 0208 392 4545 (general enquiries)

E: [messagehome@missingpeople.org.uk](mailto:messagehome@missingpeople.org.uk)

W: [www.missingpersons.org](http://www.missingpersons.org)

PO Box 28908, London, SW14 7ZU

Opening hours: 24 hours

A freephone helpline for anyone over 18 who has run away from home, missing, or left, to pass a message onto their family or friends without revealing their whereabouts. Referrals to other agencies where appropriate.

**O**

Office of the Immigration Services Commissioner

T: 0845 000 0046

E: [info@oisc.gov.uk](mailto:info@oisc.gov.uk)

W: <http://oisc.homeoffice.gov.uk>

5th floor Counting House, 21 Bloomsbury Street, WC1B 3HF

Opening hours: 24 hours (helpline)

Independent body set up to ensure that immigration advisors are fit and competent and act in the best interest of their clients. Maintains a register of advisors, handles complaints about advisors and takes criminal proceedings against advisors who are acting illegally.

**P**

**R**

Refuge

T: 0808 2000 247 (24hr helpline) or  
0207 395 7700 (general enquiries)

E: [info@refuge.org.uk](mailto:info@refuge.org.uk)

W: [www.refuge.org.uk](http://www.refuge.org.uk)

Runs a network of safe houses providing emergency accommodation for women and children affected by domestic violence. Also offers outreach support services, culturally specific services and runs the 24 hour National Domestic Violence helpline in partnership with Women's Aid.

#### Respect

T: 0808 802 4040 (helpline) or 020 7549 0578 (general enquiries)

E: [info@respect.uk.net](mailto:info@respect.uk.net)

W: [www.respect.uk.net/](http://www.respect.uk.net/)

Textphone or minicom: 18001 0808 802 4040 (typetalk)

1<sup>st</sup> Floor Downstream Building, 1 London Bridge, London, SE1 9BG

Opening hours: Monday, Tuesday, Wednesday and Friday 10am to 5pm

Offers a help and information line to perpetrators of domestic violence and their families. Also advice and information on local domestic violence perpetrator programmes, best practice for frontline workers, trainers and consultants on working with perpetrators.

#### Respond

T: 0808 808 0700 (helpline) or 0207 383 0700 (office)

E: [admin@respond.org.uk](mailto:admin@respond.org.uk)

W: [www.respond.org.uk](http://www.respond.org.uk)

3<sup>rd</sup> floor 24-32 Stephenson Way, London, NW1 2HD

Opening hours: Friday 2.30pm – 4.00pm (helpline); 9am to 5pm (office)

Provides a range of services to victims and perpetrators of sexual abuse and other trauma who have learning disabilities. Support and training for professionals, families and carers.

#### Reunite (for parents of abducted children)

T: 0116 255 6234 (advice line) or 0116 255 5345 (general enquiries)

E: [reunite@dircon.co.uk](mailto:reunite@dircon.co.uk)

W: [www.reunite.org](http://www.reunite.org)

PO Box 7124, Leicester, LE1 7XX

Opening hours: 24 hours

A charity providing support and information to anyone who has had a child abducted or who fears their child may be abducted (most commonly by one of the parents). Reunite can advise on international child contact issues and legal matters.

#### Rights of Women

T: 020 7251 6575

W: [www.rightsofwomen.org.uk](http://www.rightsofwomen.org.uk)

Textphone or minicom: 0207 490 2562

52-54 Featherstone Street, London, EC1Y 8RT

Opening hours: Tuesday, Wednesday and Thursday 2pm to 4pm and 7pm to 9pm. Friday 12pm to 2pm (legal helpline)

A voluntary organisation offering legal advice and information to women and practitioners on issues such as family law, divorce, relationship breakdown, domestic violence, sexual violence, discrimination and lesbian parenting.

#### Runaway Helpline

T: 020 8392 4590

E: [help@runawayhelpline.org.uk](mailto:help@runawayhelpline.org.uk)

W: [www.runawayhelpline.org.uk](http://www.runawayhelpline.org.uk)

Opening hours: 24 hours

A confidential, freephone helpline for children and young people who have run away from home or care, or forced to leave. Trained volunteers can advise, make referrals and help a child or young person to a place of safety. The message home service allows young people over the age of 18 to pass a message onto their family/carers.

## **S**

#### Samaritans

T: 0845 790 9090 or 0208 394 8300 (general enquiries)

E: [jo@samaritans.org](mailto:jo@samaritans.org)

W: [www.samaritans.org](http://www.samaritans.org)

Textphone or minicom: 08457 90 91 92

PO Box 90 90, Stirling, FK8 2SA

Opening hours: 24 hours

24 hour helpline offering confidential, emotional support for people in distress.

#### Shelterline

T: 0207 014 1540 (shelter London Housing Aid Centre) or  
0808 800 4444 (national helpline)

E: [londonservices@shelter.org.uk](mailto:londonservices@shelter.org.uk)

W: [www.shelter.org.uk](http://www.shelter.org.uk)

Opening hours: Monday and Tuesday 10am to 4pm, Wednesday 1pm to 4pm (shelter London). Monday to Sunday 8am to midnight (helpline)

Telephone housing advice and information on issues such as eviction, arrears, homelessness, domestic violence and emergency accommodation.

#### South London African Women's Organisation (SLAWO)

T: 0208 8648 1808

<http://www.africaslawo.com>

E: [africaslawo@aol.com](mailto:africaslawo@aol.com)

12 Goodwin Close, Mitcham, Surrey, CR4 3HZ

Opening hours: Monday to Friday 10am to 5pm

Provided domestic violence counselling, a youth forum to help children who have witnessed domestic violence, and peer leadership training.

## **T**

#### Turkish Cypriot Women's Project

T: 0208 340 3300

E: [info@tcwp.org.uk](mailto:info@tcwp.org.uk)

W: [www.tcwp.org.uk](http://www.tcwp.org.uk)

140a Falkland Road, London, N8 0NP

Opening hours: Monday to Friday 10am to 5pm

Information and support to Turkish Cypriot, Turkish and Kurdish women and their children experiencing domestic violence. Services include English language lessons, elderly support, volunteering and a crèche.

## **W**

#### Woman's Trust

T: 020 7034 0303/0304

For general enquiries: [admin@womanstrust.org.uk](mailto:admin@womanstrust.org.uk)

Training courses: [training@womanstrust.org.uk](mailto:training@womanstrust.org.uk)

Recruitment: [recruitment@womanstrust.org.uk](mailto:recruitment@womanstrust.org.uk)

W: [www.womanstrust.org.uk](http://www.womanstrust.org.uk)

Top floor Unit 1 Kensington Cloisters, 5 Kensington Church Street,  
London, W8 4LD

Opening hours: Monday to Friday 9:30am to 5pm

Counselling, advocacy, group work and workshop-based support for women who are affected by domestic violence in London. Also provides advice and training for frontline staff who work with survivors.

#### Women and Girls Network

T: 0808 801 0770

E: [info@wgn.org.uk](mailto:info@wgn.org.uk)

W: [www.wgn.org.uk](http://www.wgn.org.uk)

PO Box 13095, London, W14 0FE

Opening hours: Mondays 10.00-13.00, Tuesdays 18.30-21.30

Wednesdays 18.30-21.30, Fridays 10.00-13.00, Saturdays 10.00-13.00

Offers telephone, individual and group counselling and complementary therapies to women and girls who have experienced any kind of violence, whether physical, sexual or emotional.

#### Women's Aid Federation

T: 0808 2000 247 (helpline) or 0117 944 4411 (general enquiries)

E: [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

W: [www.womensaid.org.uk](http://www.womensaid.org.uk)

PO Box 391, Bristol, BS99 7WS

Opening hours: 24 hours (helpline)

The national domestic violence charity which coordinates and supports over 500 domestic and sexual violence services across the country. It helps run the national 24 hour helpline (along with Refuge) and helps operate Ukrefuges online

#### Women's Therapy Centre

T: 0207 263 6200 - 0207 263 7860

E: [info@womenstherapycentre.co.uk](mailto:info@womenstherapycentre.co.uk)

W: [www.womenstherapycentre.co.uk](http://www.womenstherapycentre.co.uk)

10 Manor Gardens, London, N7 6JS

Opening hours: Monday and Thursday 12pm to 2pm. Tuesday and Wednesday 2pm to 4pm

Offers individual and group psychotherapy for women with mental health problems who do not have access to therapy (women from BME communities, women on low incomes, refugees and asylum seekers, disabled women, young women).