

# Abuse Signposting

This includes Domestic abuse and other forms of abuse (eg. Financial, FGM, Childhood Abuse). For Sexual abuse, please see the Sexual Violence document.

**If you are under threat or in danger, please call the police on 999.**

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## General information

- **Victim Support** (helpline/info/live chat/BSL) is a service for those in need of support after a crime or a traumatic incident. They are a listening service and can explain your rights and options, and talk to you about further support, but is not designed to be an ongoing support option. They also have a self-support space which gives access to a range of tools to help you cope and move forwards after crime.  
<https://www.victimsupport.org.uk/>
  - Phone: 0808 1689 111
    - Available 24/7
  - Live chat:  
<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat/>
    - Available 24/7
  - My support space (self-support). Make an account to access support through:  
<https://www.mysupportspace.org.uk/>
  - Other forms of support (including BSL):  
<https://www.victimsupport.org.uk/help-and-support/get-help/>
- **Surviving Economic Abuse** (info/helpline) is a good source of information and advice if your current or former partner has interfered with your money or financial situation. Their helpline offers specialist advice to anyone experiencing domestic abuse who is in financial difficulty, and you can self-refer to their casework service for long-term support.  
<https://survivingeconomicabuse.org/i-need-help/>
  - Phone: 0808 196 8845
    - Available Mon-Fri 09:00-17:00
- **Savera UK** (helpline) offers confidential support, help and advice to those experiencing or at risk of honour-based abuse, regardless of age, culture, sexuality or gender.  
<https://www.saverauk.co.uk/>
  - 0800 107 0726
    - Available Mon-Fri 10:00-16:00
- **SupportLine** (helpline) listens, supports and responds to callers in need of emotional support. It is aimed at those who are socially isolated, at risk, vulnerable and victims of abuse.  
<https://www.supportline.org.uk/>
  - Phone: 01708 765200
    - Available Tue-Thu 18:00-20:00
  - Email: [info@supportline.org.uk](mailto:info@supportline.org.uk)
    - They aim to respond within 48 hours

## Adult survivors of childhood abuse

- **HAVOCA: Help for Adult Victims of Child Abuse** (info/support). Information and support for adults who have experienced any type of childhood abuse, run by survivors.  
<https://www.havoca.org/>
- **NAPAC: The National Association for People Abused in Childhood** (helpline/email/info/local services). Supports adult survivors of any form of childhood abuse.  
<https://napac.org.uk/>
  - Phone: 0808 801 0331
    - Available Mon-Thu 10:00-21:00; Fri 10:00-18:00
  - Email: [support@napac.org.uk](mailto:support@napac.org.uk)
- **Support for Survivors** (helpline/email/info). Support for adult survivors of child abuse.  
<https://supportforsurvivors.org/>
  - Phone: 0115 962 2722
    - Available Mon-Fri 09:30-17:30
  - Email: [hello@supportforsurvivors.org](mailto:hello@supportforsurvivors.org)
- **One in Four** (helpline/info/support). Offers advocacy services, counselling, and resources for adults who have experienced trauma, domestic or sexual abuse in childhood.  
<https://oneinfour.org.uk/>
  - Phone: 0208 697 2112
  - Email: [admin@oneinfour.org.uk](mailto:admin@oneinfour.org.uk)
  - Contact form: <https://oneinfour.org.uk/contact-us/>
- **SomeOne Cares** (counselling) is a counselling organisation based in North Shields/Sunderland that works with anyone regardless of gender who is a survivor or a supporter, whose lives have been negatively affected by experiencing or witnessing any type of abuse including domestic violence and neglect. They specialise in childhood sexual abuse, rape and sexual assault. Support is accessed through the self-referral form on the website.  
<https://someonecares.org.uk/>
- **The Maggie Oliver Foundation** (email/support/advocacy). Adult survivors and victims of Sexual Abuse and Exploitation but they specialise in Childhood Sexual Abuse. They empower victim-survivors to live fulfilled and successful lives.  
<https://www.themaggieoliverfoundation.com/>
  - Email: [help@themaggieoliverfoundation.com](mailto:help@themaggieoliverfoundation.com)
  - Self-referral form: <https://www.themaggieoliverfoundation.com/self-referral-form>

## Legal

- **Rights of Women** (helpline/email/info) provides some forms of legal information regarding women's rights in contexts of domestic abuse. There are different helplines for different kinds of legal advice needed, and the email service is only offered for Criminal law advice line.

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

- Family Law Advice line
  - Phone: 020 7251 6577
    - Available Tue-Thu 19:00-21:00; Fri 12:00-14:00
  - Advice guides for Family Law (including Domestic Abuse):  
<https://www.rightsofwomen.org.uk/get-advice/family-law-information/>
- Criminal law line: (covers domestic abuse)
  - Phone: 020 7251 8887
    - Available Tue 10:00-12:00, Thu 19:00-21:00
  - Email: <https://cms.rightsofwomen.org.uk/flows-answers/triage>
  - Advice guides for criminal law (including domestic abuse):  
<https://www.rightsofwomen.org.uk/get-advice/criminal-law-information/>
- **National Centre for Domestic Violence** (helpline/SMS/emergency court injunction). They can give immediate advice and an emergency court injunction for you or someone else. You can obtain the court injunction within 24 hours from when you first contact them.

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

- Phone: 0800 970 2070
  - Available 24/7
- SMS: NCDV to 60777 - they'll call you back
- Email: [office@ncdv.org.uk](mailto:office@ncdv.org.uk)
- Form for Court Injunction: <https://www.ncdv.org.uk/> or through the NDCV app

- **Finding Legal Options for Women Survivors** (helpline/email/info/signposting to local support). FLOWS provides advice about the legal options available to women who are victims of domestic abuse.

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

- Phone: 0203 745 7707
  - Available Mon-Fri 09:00-17:00
- Email: [flows@rcjadvice.org.uk](mailto:flows@rcjadvice.org.uk)

- **Police: check for a partner's history of domestic abuse.** Clare's Law gives any member of the public the right to ask the police if their partner may pose a risk to them. Concerned close friends or family members can also make enquiries.  
<https://www.met.police.uk/rqo/request/ri/request-information/cl/triage/v2/request-information-under-clares-law/>
- **Forced Marriage Unit** (helpline/legal). The Forced Marriage Unit can provide support and assistance to anyone in the UK at risk of a forced marriage but we can only provide consular assistance to British nationals (including dual nationals) overseas  
<https://www.gov.uk/stop-forced-marriage>
  - Phone: 020 7008 0151
    - Available Mon-Fri 09:00-17:00
    - Out of hours: 020 7008 5000
  - Email: [fm@fcdo.gov.uk](mailto:fm@fcdo.gov.uk)

## For perpetrators of domestic abuse

- **Respect** (helpline/live chat/email) is an organisation working with perpetrators to better themselves.  
<https://respectphonenumber.org.uk/>
  - Phone: 0808 802 4040
    - Available Mon-Fri 10:00-17:00
  - Live chat: <https://respectphonenumber.org.uk>
    - Available Thu 14:00-16:0
  - Email: [info@respectphonenumber.org.uk](mailto:info@respectphonenumber.org.uk)
- **Make a Change** (support groups) is an organisation running workshops to help perpetrators make a proactive change for the better in current or future relationships. The form can also be used to refer partners/ex-partners to the programme. The programme covers topics such as healthy relationships, understanding the links between our thoughts, feelings and behaviour, understanding arguments with loved ones, intimacy, break-ups, emotional resilience, self-care and managing stress.  
<https://www.makeachange.uk.net/>
  - Access (or refer someone) to the service by filling in the following form:  
<https://www.makeachange.uk.net/get-support>

## FGM-specific resources

- **National FGM Centre** (Signposting). The National FGM Centre provides information and signposting to specialist services across the UK.  
<http://nationalfgmcentre.org.uk/uk-fgm-services/>
- **NHS** (medical/support). A list of community clinics offering support services for women with female genital mutilation.  
<https://www.nhs.uk/conditions/female-genital-mutilation-fgm/national-fgm-support-clinics/>
- **Halo Project** (helpline/info/advocacy). Supports Black and minoritised victims and survivors of female genital mutilation, forced marriage, honour-based violence, trafficking, hate crime, domestic violence and modern slavery.  
<https://www.haloproject.org.uk/>

- Phone: 01642 683 045
  - Available Mon-Fri 09:00-17:00

- **NSPCC** (helpline/email/form). For children specifically, if you are worried a child is at risk of or has already had FGM, call NSPCC's free, anonymous dedicated FGM helpline.  
<https://www.nspcc.org.uk/>

- Phone: 0800 028 3550

For more general support you can:

- Phone: 0808 800 5000
  - Available Mon-Fri 10:00-20:00

- Email: [help@NSPCC.org.uk](mailto:help@NSPCC.org.uk)

- Report abuse form:

<https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/report/report-abuse-online/>

## For specific demographics

### Men

- **Men's Advice Line** (helpline/live chat/email). It is for male victims of domestic abuse by people of any gender and aims to listen and validate callers, and when appropriate, give suggestions and advice.  
<https://mensadviceline.org.uk/>
  - Phone: 0808 801 0327
    - Available Mon-Fri 10:00-17:00
  - Live chat: <https://mensadviceline.org.uk/contact-us/>
    - Available Wed 10:00-11:30; Thu 14:00-16:00
  - Email: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)
- **Mankind Initiative** (helpline/info) is a confidential helpline available for all men across the UK suffering from domestic violence or domestic abuse by their current or former wife or partner (including same-sex).  
<https://mankind.org.uk/>
  - Phone: 0808 800 1170
    - Available Mon-Fri 10:00-16:00

### Women

- **Women's Aid** (live chat/email/info). Information and support for women and children who have experienced domestic abuse, including support by live chat, a directory of local services and a forum.  
<https://www.womensaid.org.uk/>
  - Live chat: <https://chat.womensaid.org.uk/>
    - Available Mon-Fri 08:00-18:00; Sat-Sun 10:00-18:00
  - Email: [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)
    - Aim to reply within 5 working days
    - More info about contacting them by email:  
<https://www.womensaid.org.uk/information-support/help-by-email/>

- **Refuge’s National Domestic Abuse Helpline** (helpline/BSL/live chat/info) provides a better understanding of the options whether you are living with your abuser, planning on leaving them or having already left them, including if you need a refuge space.  
<https://www.nationaldahelpline.org.uk/>
  - Phone: 0808 2000 247
    - Available 24/7
  - Live chat: <https://www.nationaldahelpline.org.uk/en/Chat-to-us-online>
    - Available Mon-Fri 10:00-22:00
  - Support in BSL: <https://www.nationaldahelpline.org.uk/en/bsl>
    - Available Mon-Fri 10:00-18:00
- **Chayn** (info). Provides women experiencing abuse with open and free multilingual resources on online safety, mental wellbeing, law and finance.  
<https://www.chayn.co/>

## LGBTQ+ individuals

- **Galop** (helpline/live chat/info) has advice for those experiencing LGBTQ+ abuse or violence, such as hate crime, domestic abuse, sexual violence, so-called “conversion therapy” or any other kind of abuse and those around them (friends/family members/professionals). They can also provide advice, advocacy and support, and urgent help with medical support, housing and safety, without police involvement.  
<http://www.galop.org.uk/>
  - Phone: 0800 999 5428
    - Available Mon-Thu 09:30-20:00; Fri 09:30-16:30
  - Email: [help@galop.org.uk](mailto:help@galop.org.uk)
  - Make a referral for support (for yourself or others):  
<https://galop.org.uk/make-a-referral/>
- **LGBT Foundation** (helpline/email). Offers one-to-one support in areas such as safety planning, power and control, healthy relationship boundaries, consent, housing, health and wellbeing and assertive communication.  
<https://lgbt.foundation/>
  - Phone: 0345 330 3030
    - Available Mon-Fri 09:00-21:00; Sat-Sun 10:00-18:00
  - Email: [dasupport@lgbt.foundation](mailto:dasupport@lgbt.foundation)
- **Albert Kennedy Trust (AKT)** (live chat) is a support service for 16-25-year-old homeless LGBT young people or those living in a hostile or abusive environment.  
<https://www.akt.org.uk/>



- **Stonewall Housing** (helpline/advice). An online referral service and advice line for LGBTQ+ people facing or experiencing homelessness, or living in an unsafe home environment.  
<https://stonewallhousing.org/>
  - Phone: 0800 640 4404
    - Available Mon-Fri 10:00-13:00
  - Live chat available across the website
    - Available Mon-Fri 12:00-13:00
- **Bi Survivors** (support) Support and advocacy network for bi+ people who have experienced domestic or sexual violence and abuse.  
<http://bisurvivorsnetwork.org/about-us/>

## PoC

- **African Women's Care** (helpline/email). AWC provides support to BME women and their children who are experiencing or threatened with Domestic Abuse as well as delivering a wide range of health-related support services targeted at changing perceptions and mindsets among BME families.  
<https://africanwomencare.org.uk/>
  - Phone: 0208 961 8389
  - Email: [info@africanwomencare.org.uk](mailto:info@africanwomencare.org.uk)
- **ANAH Project** (helpline/email/support/refuge). Multilingual women's refuge and support services for single/lone Black and Minoritised women and girls, fleeing all forms of domestic abuse  
<https://www.anahproject.org/>
  - Phone: 0300 102 1625
  - Email: [help@anahproject.org](mailto:help@anahproject.org)
- **Angelou Centre** (refuge/support). Support, including accommodation, for black, minoritised and migrant women survivors of domestic and sexual violence.  
<https://angelou-centre.org.uk/>
- **Asihana Network** (helpline/advice/counselling/advocacy/refuge). Supports Black, Asian, Minority Ethnic and refugee women in England who have experienced domestic abuse, forced marriage and honour-based violence.  
<https://www.ashiana.org.uk/services/>
  - Phone: 0808 2000 247
    - Available 24/7

- **Bawso** (helpline/email/refuge/advocacy). Specialist services for Black and Minority Ethnic women and children experiencing domestic abuse and sexual violence.  
<https://bawso.org.uk/en/#>
  - Phone: 0800 7318 147
    - Available 24/7
  - Email: [info@bawso.org.uk](mailto:info@bawso.org.uk)
- **Halo Project** (helpline/info/advocacy). Supports Black and minoritised victims and survivors of female genital mutilation, forced marriage, honour-based violence, trafficking, hate crime, domestic violence and modern slavery.  
<https://www.haloproject.org.uk/>
  - 0808 178 8424
    - Available Mon-Fri 09:00-17:00
- **Humraaz** (phone/email/refuge/support). Support for black and minoritised women affected by domestic violence.  
<https://humraaz.co.uk/here-to-help/>
  - Phone: 01254 695 800
    - Available Mon-Fri 09:00-17:00
  - Email: [info@humraaz.org.uk](mailto:info@humraaz.org.uk)
- **Imece Women's Centre** (helpline/advice/therapy). Support for minority women experiencing violence, forced marriage, and 'honour' based violence. Whilst they primarily provide services to Turkish, Kurdish and Cypriot Turkish Women, they have services for women from Black, Asian, Ethnic Minority and Refugee (BAMER) communities.  
<https://imece.org.uk/>
  - Phone: 0207 354 1359
    - Available Mon-Fri 09:30-17:30 (closed 13:00-14:00)
  - Email: [info@imece.org.uk](mailto:info@imece.org.uk)
- **Imkaan** (info/signposting). The only UK-based, umbrella women's organisation dedicated to addressing violence against Black and Minoritised women and girls i.e. women who are defined in policy terms as Black and 'Minority Ethnic' (BME).  
<https://www.imkaan.org.uk/>
- **Iranian and Kurdish Women's Rights Organisation** (helpline/refuge/advocacy/counselling/info). Supports Middle Eastern women and girls living in the UK facing 'honour' based violence, domestic abuse, forced marriage or female genital mutilation. They offer services in Farsi, Kurdish, Arabic, Dari, Pashto, Turkish and English.  
<http://ikwro.org.uk/>
  - Phone: 0207 920 6460
    - Available Mon-Fri 09:30-17:30
  - Referral form: <https://ikwro.org.uk/referral-form/> - email to whichever service you require

- **Karma Nirvana** (helpline/info). Supports victims of honour-based abuse and forced marriage. Whether you are at risk or are concerned for someone who is, they offer to listen and help.  
<https://karmanirvana.org.uk/>
  - Phone: 0800 5999 247
    - Available Mon-Fri 09:00-17:00
- **LAWA** (helpline/live chat). Supports Latin American and other minority ethnic women who have experienced gender-based violence, domestic abuse, forced prostitution or trafficking.  
<https://lawadv.org.uk/>
  - Phone: 0207 275 0321
    - Available Mon-Sun 09:30-17:30
  - Live chat available across the website
- **Sharan** (information line/info/advice). Support for South Asian women, helping you find support for issues such as cultural conflict, family breakdown, disownment, forced marriage and/or intercourse, and domestic and/or honour-based violence.  
<https://sharan.org.uk/services-resources/for-clients/>
  - Phone: 0844 504 3231
  - Email: [info@sharan.org.uk](mailto:info@sharan.org.uk)
- **Latin American Women's Rights Service** (helpline/email/advice). Support for Latin American women and children fleeing gender-based violence. All services can be delivered in Spanish and Portuguese  
<https://lawrs.org.uk/>
  - Phone: 0808 145 4909
    - Available Mon-Fri 11:00-13:00
  - Email: [referrals@lawrs.org.uk](mailto:referrals@lawrs.org.uk) informing them of your name, contact number and a safe time for them to call you back.
- **Panahghar** (helpline/email/advice/refuge for women). BME multi-lingual support and access to safe refuge for victims and their families of domestic abuse, sexual abuse or gendered abuse.  
<https://www.safehouse.org.uk/>
  - Phone: 0800 055 6519
    - Available 24/7
  - Email: [referrals@coventryhaven.cjism.net](mailto:referrals@coventryhaven.cjism.net)
- **Saheli** (helpline/email). Support for Asian women and their children fleeing domestic abuse and/or forced marriages.  
<http://saheli.org.uk/>
  - Phone: 0161 945 4187
    - Available Mon-Fri 09:00-17:00
  - Email: [help@saheli.org.uk](mailto:help@saheli.org.uk)

- **Southall Black Sisters** (helpline/email). Helps women and children escape violence and abuse, and offers practical help and advice. Durham is outside the catchment area for casework but the helpline is available nationally.  
<https://southallblacksisters.org.uk/>
  - Phone: 0208 571 0800
    - Available Mon-Fri 10:00-16:00
  - Email: [info@southallblacksisters.co.uk](mailto:info@southallblacksisters.co.uk)
- **Refuge's National Domestic Abuse Helpline** (helpline/BSL/live chat/info) provides a better understanding of the options whether you are living with your abuser, planning on leaving them or having already left them, including if you need a refuge space.  
<https://www.nationaldahelpline.org.uk/>  
They have a specific Vietnamese and Chinese outreach service, Eastern European outreach/advocacy service, and refuges specifically for women of African and Caribbean descent, and for women of Asian descent.  
<https://refuge.org.uk/i-need-help-now/how-we-can-help-you/culturally-specific-services/>
  - Phone: 0808 2000 247
    - Available 24/7
  - Live chat: <https://www.nationaldahelpline.org.uk/en/Chat-to-us-online>
    - Available Mon-Fri 10:00-22:00
  - Support in BSL: <https://www.nationaldahelpline.org.uk/en/bsl>
    - Available Mon-Fri 10:00-18:00

## Faith-Specific Support

- **Replenished Life** (helpline/email/counselling) is a service for people of any faith to seek support dealing with abuse, particularly abuse within their faith. They also run support sessions for survivors, which are free at the point of use.  
<https://www.replenished.life/>
  - Phone: 07746 153 703
  - Email: [inbox@replenished.life](mailto:inbox@replenished.life)
- **Jewish Women's Aid** (helpline/live chat/counselling/legal advice). Support for Jewish women and children affected by domestic abuse & sexual violence.  
<https://www.jwa.org.uk/>
  - Phone: 0808 801 0500
    - Available Mon-Thu 09:30-21:30 excluding Jewish holidays and bank holidays
  - Live chat: <https://www.jwa.org.uk/webchat>
    - Available Mon & Wed 15:00-17:00; Tue & Thu 10:00-12:00
  - Self-refer to counselling: <https://www.jwa.org.uk/counselling-and-group-support>
  - Legal advice: <https://www.jwa.org.uk/legal-advice>

- **Muslim Women’s Network UK Helpline** (helpline/SMS/live chat/email/info). Helping Muslim women and girls experiencing inequality, abuse, injustice, discrimination, sexual exploitation and more.  
<https://www.mwnhelpline.co.uk/index.php>
  - Phone: 0800 999 5786
    - Available Mon-Fri 10:00-16:00
  - SMS: 07415 206 936
    - Available Mon-Fri 10:00-16:00
  - Email: [info@mwnhelpline.co.uk](mailto:info@mwnhelpline.co.uk)
  - Live chat: <https://www.mwnhelpline.co.uk/index.php>
    - Available Mon-Fri 10:00-16:00
- **Safe Spaces** (helpline/email/live chat/info) is a service for Christians who have been affected by abuse, and specialise in abuse that has occurred within the Church.  
<https://safespacesenglandandwales.org.uk/>
  - Phone: 0303 300 1056
    - Available Mon-Fri 09:00-21:00; Sat 09:00-13:00; Sun 13:00-17:00
  - Email: [safespaces@firstlight.org.uk](mailto:safespaces@firstlight.org.uk)
  - Live chat: Available across the website
- **Hindu Support Network** (helpline/email/live chat/support) is a service for Hindus who have experienced abuse, with a particular focus on domestic abuse, grooming and religious coercion. They also help to run support groups for survivors.  
<https://www.hsuk.org/>
  - Phone: 0208 167 4189
  - Email: [support@hsuk.org](mailto:support@hsuk.org)

## Disabled individuals

- **Refuge’s National Domestic Abuse Helpline** (helpline/BSL/live chat/info) provides a better understanding of the options whether you are living with your abuser, planning on leaving them or having already left them, including if you need a refuge space.  
<https://www.nationaldahelpline.org.uk/>
  - Phone: 0808 2000 247
    - Available 24/7
  - Live chat: <https://www.nationaldahelpline.org.uk/en/Chat-to-us-online>
    - Available Mon-Fri 10:00-22:00
  - Support in BSL: <https://www.nationaldahelpline.org.uk/en/bsl>
    - Available Mon-Fri 10:00-18:00

- **Mencap** (helpline/email/form/info). Information and advice for people with a learning disability, their families and carers. Services include an online community.  
<https://www.mencap.org.uk/>
  - Phone: 0808 808 1111 (Learning Disability Helpline)
    - Available Mon-Fri 10:00-15:00
  - Email: [helpline@mencap.org.uk](mailto:helpline@mencap.org.uk)
  - Form: [https://www.mencap.org.uk/contact/contact\\_mencap\\_direct](https://www.mencap.org.uk/contact/contact_mencap_direct)
- **Respond** (helpline/email/counselling/info). Services for people with learning disabilities or autism, who've experienced abuse or trauma.  
<https://respond.org.uk/>
  - Phone: 0207 383 0700
    - Available Mon-Fri 10:00-15:00
  - Email: [admin@respond.org.uk](mailto:admin@respond.org.uk)

## Children

- **Childline** (helpline/counsellor chat). It is available for anyone aged 18 or below to talk about anything.  
<https://www.childline.org.uk/about/about-childline/>
  - Phone: 0800 1111
    - Available 24/7
  - 1-2-1 Counsellor chat:  
<https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/>
- **NSPCC** (helpline/info). Support and information for children and anyone worried about a child.  
<https://www.nspcc.org.uk/keeping-children-safe/>
  - Phone: 0808 800 5000
    - Available Mon-Fri 10:00-20:00
  - Email: [help@NSPCC.org.uk](mailto:help@NSPCC.org.uk)
  - Report abuse form:  
<https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/report/report-abuse-online/>