

Domestic violence and abuse - organisations which give information and advice

If you're a victim of domestic violence or abuse, there are many different organisations which can help you.

If there's an emergency

Call the police on 999.

Organisations for women

The National Domestic Abuse Helpline

If you are seeking help and support, call the Freephone Helpline.

- Telephone: 0808 200 0247
- Monday to Sunday, 24 hours
- Online submission form: www.nationaldahelpline.org.uk/Contact-us
- Website: www.nationaldahelpline.org.uk

There are translation facilities if your first language is not English. The Helpline also offers BT Type talk for callers with hearing difficulties. The Helpline worker contacts the Type talk operator so that the caller can communicate through them.

Woman's aid live chat

The service lets you chat directly with a Women's Aid support worker, giving you the space to explore your situation with a trained professional. The service provides you with the information you need to help you make safe decisions in the small windows of opportunity that you may have to contact services or take action.

- Mon- Friday 10-12 access via website <https://chat.womensaid.org.uk>
- Email service: helpline@womensaid.org.uk

Women's Aid

The Women's Aid website provides a wide range of resources to help women and young people.

This includes [The Survivor's Handbook](#) which provides a range of information including legal and housing advice, tips on how to create a safety plan and advice for people with specialist housing needs. It's available in 11 languages and in audio.

They also [run a website to support to children and teenagers](#) who may be living in a home affected by domestic violence, or who may be in a violent relationship themselves.

- Website: www.womensaid.org.uk

Refuge

Refuge supports women and children who experience all forms of violence and abuse, including domestic violence, sexual violence, female genital mutilation, forced marriage, so-called 'honour'-based violence, and human trafficking and modern slavery.

Refuge also provides safe, emergency accommodation through a network of refuges throughout the UK, including culturally-specific services for women from minority ethnic communities and cultures. Their website also includes some information for men who are either being abused or who are abusers.

- Telephone: 0808 200 0247
- Monday to Sunday, 24 hours
- Email: info@refuge.org.uk
- Website: www.refuge.org.uk

Victim support

Help anyone affected by crime, not only those who experience it directly, but also their friends, family and any other people involved. It doesn't matter when the crime took place – you can get support at any time, and for however long you need.

Victim Support provide free and confidential support 24 hours a day, seven days a week, 365 days a year for people affected by crime and traumatic events – regardless of whether you have reported the crime to the police.

- Telephone the Victims' Hub in Cambridgeshire on: 0800 781 6818.
- Lines are open 8am-7pm Monday to Friday, and 9am-5pm on Saturdays.

Outside those hours call support line free on: 0808 168 9111

Honour Network Helpline

The Honour Network Helpline is a national helpline run by Karma Nirvana, a national charity which advises victims and survivors of forced marriage and honour-based abuse.

- Helpline: 0800 599 9247
Monday to Friday, 9am to 5pm
- Website: www.karmanirvana.org.uk

Bright Sky

Bright Sky is a free to download mobile app providing support and information for anyone who may be in an abusive relationship or those concerned about someone they know.

The app is available on Android devices from the Google Play Store, and on iOS phones from the Apple App Store.

Organisations for men

Respect - Men's Advice Line

The Men's Advice Line is a confidential helpline for all men experiencing domestic violence by a current or ex-partner. They provide emotional support and practical advice, and can give you details of specialist services that can give you advice on legal, housing, child contact, mental health and other issues.

- Helpline: 0808 801 0327
- Monday and Wednesday, 9am to 8pm
Tuesday, Thursday, Friday, 9am to 5pm
- Email: info@mensadviceline.org.uk
- Website: www.mensadviceline.org.uk

ManKind Initiative

The ManKind Initiative is a charity offering information and support to men who are victims of domestic abuse or violence. This can include information and support on reporting incidents, police procedures, housing, benefits and injunctions. They can refer you to a refuge, local authority or other another support service if you need it.

- Telephone: 01823 334 244
- Monday to Friday, 10am to 4pm
- Email: admin@mankind.org.uk
- Website: new.mankind.org.uk

For perpetrators that are taking responsibility for their abusive behaviours will quite possibly be able to join DVPP's digitally- Respect will be the best placed resource for finding out whether there any programmes locally if you don't have this knowledge already.

SurvivorsUK

SurvivorsUK is a helpline for men who have been victims of rape or sexual abuse. They may be able to arrange counselling or a support group if you live in the London area, or provide details of an appropriate service if you don't.

- Online chat: www.survivorsuk.org/ways-we-can-help/online-helpline/
Text message: 020 3322 1860
- WhatsApp: 07491 816064
Monday to Sunday, 12pm to 8pm
- E-mail: info@survivorsuk.org
- Website: www.survivorsuk.org

M-Power

M-Power is a national helpline for men who have who have been raped, assaulted or abused in childhood or adult life. The helpline also supports partners (male and female) and family members of abused men.

- Tel: 0808 808 4321
Thursday, 8pm to 10pm
- E-mail: support@seva-uk.org
- Website: www.male-rape.org.uk

Everyman Project

The Everyman Project offers counselling to men in the London area who want to change their violent or abusive behaviour. It also has a national helpline which offers advice to anyone worried about their own, or someone else's, violent or abusive behaviour.

- Helpline: 0203 642 8850
Tuesday and Thursday, 11am to 4.45pm
- E-mail: everymanproject@btopenworld.com
- Website: www.everymanproject.co.uk.

Organisations for women and men

National Centre for Domestic Violence

The National Centre for Domestic Violence helps people get protection from their abuser. They provide free legal support to all survivors of domestic violence, for example by helping individuals get injunctions from their local court.

- Telephone: 0800 970 2070
- Website: www.ncdv.org.uk

Rape Crisis

Rape Crisis (England and Wales) is an umbrella organisation for Rape Crisis Centres across England and Wales. The website has contact details for centres and gives basic information about rape and sexual violence for survivors, friends, family, students and professionals. Rape Crisis (England and Wales) also runs a freephone helpline.

- National Freephone Helpline: 0808 802 9999
Monday to Sunday, 12pm to 2.30pm and 7pm to 9.30pm
- Website: www.rapecrisis.org.uk

Respect Phonenumber

Respect Phonenumber offers information and advice to men and women in heterosexual or same-sex relationships who want to stop their violent behaviour.

- Telephone: 0808 802 4040 (free from landlines and most mobiles)
Monday to Friday, 9am to 5pm
- Webchat: Wednesday, Thursday and Friday, 10am to 11am and 3pm to 4pm
- E-mail: info@respectphonenumber.org.uk
Website: www.respectphonenumber.org.uk

Organisations for lesbian, gay, bisexual and transgender people

National LGBT+ Domestic Abuse Helpline (run by Galop)

Galop is the UK's only specialist LGBT+ anti-violence charity. Their mission is to make life just, fair and safe for LGBT+ people. They provide advice, support and advocacy to people who have experienced hate crime, domestic abuse and sexual violence. Galop is an independent organisation and their services are confidential and free.

- Helpline: 0800 999 5428
Monday to Tuesday, 10am to 5pm
Wednesday to Thursday, 10am to 8pm
Friday, 10am to 5pm
- Tuesday 1pm to 5pm is a trans specific service