

Where to get help for Domestic Abuse

In an emergency, always phone 999.

- All victims
- Young people
- Male victims
- Forced marriage/honour-based violence
- LGBT community
- Perpetrators

Help and support for victims:

Metropolitan Police

If in an immediate danger, always call 999.

For non-emergencies, dial 101.

Text dial 18001 101.

My Decision

gives victims of rape or sexual assault information on the choices available if they feel unsure about reporting to the Police -

Alternatively, you can talk to Crimestoppers anonymously on 0800 555 111.

Freephone 24-Hour National Domestic Abuse

Helpline: 0808 2000 247

Refuge IDVA and Outreach Service for residents in the Borough

Tel 020 8943 8188

Provides practical, emotional and advocacy support to female and male victims of domestic abuse. They offer expert guidance and support for victims going through civil and criminal courts and can provide advice on safety, housing, benefits and child contact arrangements.

Refuge also runs One Stop Shop, a weekly drop-in for victims of domestic abuse in Richmond upon Thames.

The service offers free information, legal advice, and support for people experiencing domestic violence and abuse.

One Stop Shop service is currently closed until further notice however you can contact a support worker on 020 8943 8188.

When and where:

- Day: Every Thursday (except Bank Holidays)
- Time: 10am to 1pm
- Address: St. John the Divine Church Hall, Kew Road, Richmond TW9 2NA (a short walk from Richmond station)

Ascent Freephone Advice Line

0808 802 5565

This pan-London collaboration provides specialist counselling and advice services to women and girls affected by domestic/sexual violence. Services include 1 to 1 counselling and advice, group work, legal advice and training and No Recourse to Public Funds assistance.

Women and Girls Network

0808 801 0770

Offers free and confidential specialist emotional support for women and girls who have experienced recent or historic sexual violence and abuse. Also signpost to sources of advice about the legal, housing, medical and benefits systems.

Sexual Violence Helpline for emotional support and a safe space to talk:

- Monday, Tuesday, Thursday and Friday - from 10am to 12:30pm and from 2:30 to 4pm.
- Wednesday - from 6 to 9pm
- Telephone: 0808 802 5565

Advice Line for practical advice and support:

- Monday, Tuesday, Thursday and Friday - from 10am to 4pm
- Wednesday - 6 to 9pm
- Telephone: 0808 801 0660
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National Domestic Violence Helpline

0808 2000 247

This Freephone 24 hour helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence. The Helpline can give support, help and information over the telephone. All calls are completely confidential. It offers translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing is available.

Victim Support

0808 1689 111

Victim Support offers free services that can help victims of any crime to deal with what they have been through. Services are available to everyone, whether or not the crime has been reported and regardless of when it happened.

Additional support for victims

- The [Safety First Scheme](#) aims to reduce repeat victimisation by improving home security for victims who have been subjected to violence and abuse (or threats) from people who do not normally live with them.
 - [Domestic Violence Intervention Programme](#) runs weekly support groups for women who have experienced domestic violence.
 - [Rape Crisis South London](#) provides independent support and therapeutic services to female survivors of sexual violence.
 - Telephone: 0808 802 9999 (Open daily from 12 to 2:30pm, and from 7 to 9:30pm)
 - [The Havens](#) are Sexual Assault Referral Centres set up as a joint initiative by the MPS and the NHS to ensure that victims of rape and sexual assault get the help they need.
 - [Counselling Directory](#) is a confidential service that encourages those in distress to seek help. The directory contains information on many different types of distress, as well as articles, news, and events.
 - [Relate](#) provide counselling and support services for couples, families and young people
 - [DeafHope](#) is a specialist service for deaf adults and children who have experienced abuse. The service offers practical and emotional support to deaf people who are experiencing domestic abuse, witnessed domestic abuse and to those who have survived it.
 - [Jewish Women's Aid](#) provides practical and emotional support, therapy services and a confidential free helpline 0808 801 0500 - open 9.30am to 9.30pm Mondays to Thursdays.
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Support for young people

[Richmond's Single Point of Access \(SPA\)](#)

Telephone: 020 8547 5008 (office hours) or 020 8770 5000 (evenings and weekends).

Contact SPA if you are concerned that a child is being abused or affected by domestic abuse.

[Childline](#)

Telephone: 0800 1111

A free 24-hour counselling service for children and young people.

[Children's Centres](#)

Run workshops, programs and groups for women and children affected by domestic abuse.

Support for male victims

[Men's Advice Line](#)

Telephone: 080 8801 0327

A free confidential helpline for any man experiencing domestic violence and abuse from a partner, ex-partner or other family member.

[Survivors UK](#)

Telephone: 020 3598 3898

Provides information, support and counselling for men who have been raped or sexually abused.

[The Mankind National Initiative Helpline](#)

Telephone: 01823 334244

A confidential helpline is available for male victims of domestic abuse and male victims of domestic violence across the UK.

Support for people at risk of forced marriage or ‘so-called’ honour-based violence

[Forced Marriage Unit](#)

0207 008 0151

A public helpline to provide advice and support to victims of forced marriage as well as those who are worried about a friend or relative or professionals dealing with cases.

[Karma Nirvana](#)

0800 599 9247

Helps people to escape from forced marriage and honour-based violence.

[Asian Women’s Resource Centre](#)

020 8961 6549/ 5701

A specialist women's organisation, providing support to BMER (Black, Minority, Ethnic, Refugee) women and children across London and provides advice and information, counselling, advocacy, outreach and support groups and services.

[Southall Black Sisters](#)

Support for Black (Asian and African-Caribbean) women. Services available only in certain boroughs.

[Iranian and Kurdish Women’s Rights](#)

[Organisation \(IKWRO\)](#)

0207 920 6460 (Monday to Friday, form 9:30am to 5:30pm)

Support for Middle Eastern and Afghan women and girls who are at risk of honour based violence, forced marriage, child marriage, female genital mutilation and domestic violence and to promote their rights.

[Chinese Information and Advice Centre](#)

0300 201 1868

Provides a wide range of support for people facing immigration issues, women and children (including victims of domestic

violence), asylum seekers and refugees, homeless people, as well as those in need of benefits and welfare advice.

Support for the LGBT community

Domestic abuse affects approximately one in four lesbian, gay, bisexual and trans (LGBT) people in their lifetimes. This may include abuse related to their sexual orientation or gender identity, such as threatening to 'out' someone to their work or family

<http://www.brokenrainbow.org.uk/Metro>

020 8305 5000

Services available only in certain boroughs

The Gender Trust

015 2789 4838

Supports all those affected by gender identity issues

GALOP

020 7704 2040

Provides advice and support to lesbians, gay men, bisexual and transgender people who have experienced homophobic or transphobic hate crime or violence in the Greater London area, including sexual abuse.

Stonewall Housing

020 7359 5767

Provides free confidential advice on safe housing for LGBT domestic abuse victims in London.

Support for perpetrators

DVIP Hammersmith and Waterloo

020 7633 9181

Support for men to learn to change their behaviour and have safer, healthier relationships.

The Respect Phonenumber

0808 802 4040

A confidential and anonymous helpline for domestic violence perpetrators looking for help to address their behaviour.