

Domestic and sexual abuse services

Westminster HHCP – updated August 2025

This document aims to provide staff and service users with information on the domestic and sexual abuse support services available in Westminster. This document can be downloaded from www.groundswell.org.uk/westminster-hhcp/health-directories. This document aims to improve workers knowledge of the landscape of services to better to help them to navigate the options for clients. Information on these services is also listed at: <http://www.peoplefirstinfo.org.uk/staying-safe/domestic-abuse/help-for-people-experiencing-domestic-abuse.aspx>

Frontline staff working with a perpetrator of domestic abuse, can call Respect’s Helpline for advice on **0800 802 4040 Monday-Friday 9am-8pm**. Guidance on Working Effectively with Perpetrators and Survivors of Domestic Abuse in Homelessness Settings is available [here](#).

If you do not feel safe at home, call 999 and ask for the police. If you are unable to talk, call 999 and press 55. The [silent solution guide](#) has more details on how the police can help.

Service	Details	Contact details/ referral details
Ascent Pan-London Floating Support service	<p>This service is being run in addition to and alongside existing local services, to supplement and support the current DA service provision. Referrals can be made by professionals or by self-referring survivors at any level of risk, living in safe accommodation outlined below:</p> <ul style="list-style-type: none">• Survivor currently in a refuge but due to move on in the next month and needs resettlement support• Single sex temporary accommodation• A property where a sanctuary scheme has been put in place• A property which is a survivor’s resettlement or move-on accommodation and is not known to the perpetrator	<p>For further information or to make a referral, please call the central duty line on 0800 668 1419. Email: pan.london.fss@refuge.cjsm.net or panlondonfss@refuge.org.uk Website: https://refuge.org.uk/ascent-pan-london-floating-support-service/</p>



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Angelou Project	<p>The Angelou Project consists of 10 support services for females experiencing domestic or sexual violence, living in K&C, H&F and Westminster. This service is the first port of call for support enquiries during weekdays, unless it is an emergency, and a 999 call is more appropriate.</p> <p>Angelou is Advance, Standing Together Against Domestic Violence, Galop, Woman's Trust, African Women's Care, Solace Woman's Aid, Hestia, Women and Girls Network, Richmond's Fellowship and Al-Hasaniya.</p> <p>They can help with:</p> <ul style="list-style-type: none"> • Sexual violence or abuse, including rape and child sexual exploitation • Domestic abuse, this includes familial as well as partner relations • Stalking and harassment • Harmful practices, such as FGM and honour-based violence • Faith-based violence • Support tailored to specific backgrounds and needs, such as ethnicity and sexual orientation <p>Angelou's website has a directory with information on where to turn to depending on your situation, such as vulnerable adults, human trafficking and age: https://www.angelou.org/directory</p>	<p>Phone: 0800 801 0660 (Helpline for sexual violence) 0800 059 0108 (Helpline for domestic abuse)</p> <p>Opening times vary – Monday -Friday 10am-4pm, Wednesday 6-9pm</p> <p>Translators available</p> <p>Website: https://www.angelou.org/</p> <p>Email: angelou@advancecharity.org.uk</p>



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Emergency overnight provision	<p>The Westminster women's safe space (WWSS) offers temporary respite rooms for females currently rough sleeping or those who are at risk of rough sleeping and who are also currently experiencing or who are at risk of experiencing domestic abuse/violence against women and girls. All support needs are considered and the rooms are available for up to 3 months. Pets are also considered on a case by case basis. Referrals must be from Westminster based services only and priority will be given to Westminster rough sleeping teams. We will consider referrals for those who are chain verified as well those who are not.</p> <p>There are 28 respite rooms located across the ground, 1st, 2nd and 3rd floors of the WWSS. Each of these rooms consist of a bedroom and an on suite bathroom. There are shared kitchen and laundry facilities in each of the clusters of either 3 or 5 rooms. 5 of the respite rooms are for women who have no recourse to public funds. Meals are not provided however, food vouchers will be provided for those with no recourse to public funds. The assessment and reconnection workers at WWSS will case work all clients who are accessing these respite rooms carrying out a full assessment. The assessment and reconnection workers will continue to work with referral agents and link clients in with all relevant services for ongoing support based on their needs at any given time. All those apart from residents with no recourse to public funds will need to make a housing benefit claim.</p>	<p>Referrals must be from Westminster-based services only and priority will be given to Westminster rough sleeping teams. We will consider referrals for those who are chain verified as well those who are not.</p> <p>For further information email: westminsterwomenssafespace@mungos.org or call 07706351139.</p>
Cranstoun Male Victims service	<p>Specialist domestic abuse support for male victims in Westminster (ages 16+).</p> <p>Key support areas include:</p> <ul style="list-style-type: none"> • Safety planning and assessments 	<p>Phone: 0203 326 8764 Email: wmvs@cranstoun.org.uk Monday-Friday, 9am-5pm</p>



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	<ul style="list-style-type: none"> Housing, welfare, debt, education, training, and employment advice Access to legal support and wellbeing services Personalised trauma-informed support, including a 12-week 'FORTIS' programme 	Referral form: https://cranstoun.org/help-and-advice/domestic-abuse/referral-form/
Forced Marriage Unit	Government office providing information and advice for British nationals forced into marriage. There is a helpline to provide advice and support to victims of forced marriage as well as to professionals dealing with cases.	Tel: 020 7008 0151 (Out of hours: 020 7008 5000) Email: fmf@fco.gov.uk Website: https://www.gov.uk/stop-forced-marriage Monday to Friday, 9am to 5pm
LGBT Domestic Abuse Helpline & Partnership	Emotional and practical support for LGBT people experiencing domestic abuse. LGBT Domestic abuse partnership can help with advice and safety issues, housing advice, help finding solicitors, child safety and child contact issues, specific support around sexual abuse	Call: 0800 999 5428 Open 10am-5pm Monday-Friday Wednesdays & Thursday 10am till 8pm Self-referrals: http://lgbtdap.org.uk/self-referrals/ Website: https://www.galop.org.uk/ Email: Help@galop.org.uk
Men's advice line	Helpline for male victims of domestic violence and abuse, both in heterosexual or same-sex relationships <ul style="list-style-type: none"> Emotional support, practical advice and information on a wide range of services for further help and support. Focus is to increase the safety of men experiencing domestic violence (and the safety of their children) and reduce the risk. 	Tel: 0808 801 0327 (Freephone number) Open: Monday Friday 9am – 8pm Email: info@respectphoneline.org.uk Online chat: Every Tuesday & Thursday 10-11am & 3-4pm. Website: http://www.mensadvice.org.uk/
Paladin National Stalking Advocacy Service	Advice & support to high-risk victims of stalking.	Phone: 020 3866 4107 Line open Mon- Fri 9am to 3pm except for Wednesdays when it is open 10am to 5pm Email: info@paladinservice.co.uk Website: https://www.paladinservice.co.uk/



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Rape and sexual assault referral centre	The Haven in Paddington is a service for women, men and children who have been raped or sexually assaulted in the last 12 months. Rape and sexual assault referral centres can be accessed if you want to report it to the police not. It is free and confidential and offers different services under one roof, including: counselling, examinations to collect evidence of rape or sexual assault and testing for sexually transmitted infections and HIV.	Phone: 020 3299 6900 , 24 hours/7 days a week Website: www.thehavens.org.uk If you would like to find a nearer centre call 111 or visit: https://www.nhs.uk/service-search/sexual-health-services/find-a-rape-and-sexual-assault-referral-centre
Respond	Respond is a national charity providing therapy and specialist support services to people with learning disabilities, autism or both who have experienced abuse, violence or trauma.	Phone: 020 7383 0700 Website: https://respond.org.uk/contact-us/ - access the referral form via this link
RISE DA Perpetrator Services	RISE DA Perpetrator Services provide 2 programmes for perpetrators. 1. Culturally Integrated Family Approach (CIFA) – provides 1-2-1 intervention programmes for perpetrators, with those eligible likely from racialised, disadvantaged or marginalised groups. 2. The Drive Project works with high-risk domestic abuse perpetrators to stop harmful behaviour and protect victims. Through 1:1 case management and a police-led multi-agency approach, it challenges perpetrators to change while addressing issues like mental health, substance use, and housing. Victims receive parallel support from IDVAs to ensure safety and coordinated working.	1. Request the referral form at cifa@risemutal.org Website: https://risemutual.org/interventions-perpetrators/ 2. Referrals to the pan-London Drive project usually come through local risk forums like MARAC or DAPP. These panels coordinate safety planning and may refer cases to Drive for 1:1 case management, disruption tactics, or other relevant offender interventions, though this isn't guaranteed.
Survivors Gateway	Survivors Gateway is a referral service for anyone over the age of 13 that has experienced sexual violence (sex they haven't consented to). Once referred to the service, Survivors Gateway will refer you to the local service that can help. The Survivors Gateway is only able to accept a set amount of referrals each week, so may close the referral process if the set amount has been reached. You can use their service	Helpline: 0808 801 0860 <u>Helpline opening times</u> Monday 9am-5pm Tuesday 9am-7pm Wednesday 9.30am-3.30pm Thursday 9am-7pm Friday 9am-3pm



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	map (https://survivorsgateway.london/service-map/) to search for local services if this is the case.	Self referrals: https://www.dpmscloud.com/external/referralformselfwgn Referrals from professionals: https://www.dpmscloud.com/external/referralformorgwgn Website: https://survivorsgateway.london/
Survivors UK	<p>SurvivorsUK offer a pan-London service to any male over the age of 18 who has experienced sexual abuse and/or raped whether in adulthood or childhood.</p> <p>SurvivorsUK can offer a range of support services including access to an independent sexual violence advisor (ISVA) service, counselling appointments as well as web and SMS chat. All services are provided by trained professionals who as specialists in the field of male sexual violence have helped many men to work through their experiences.</p>	<p>Call: 0203 322 1860 – chat via SMS, open Monday-Friday 9.30am-5pm, or email help@survivorsuk.org. Helpline webchat: Monday – Sunday 12pm– 8pm You can self-refer at: https://www.survivorsuk.org/contact-us/</p>
The Drive Project	<p>The Drive Project works to reduce the risk of domestic abuse by challenging and changing the behaviour of high-harm, high-risk perpetrators. Rather than focusing solely on victims and survivors, the Drive Project addresses the root cause—those who perpetrate abuse.</p> <p>How the Programme Works</p> <ul style="list-style-type: none"> • Individual Case Management: Tailored interventions that include direct work with the perpetrator and coordinated multi-agency support. • Disruption Tactics: Where engagement is refused or ineffective, Drive uses disruption tactics and law enforcement coordination. • Partnership Working: Operates closely with local authorities, police, and specialist domestic abuse services. 	<p>Further Information Website: www.drivepartnership.org.uk Contact: info@drivepartnership.org.uk Location: Various delivery areas across England and Wales</p>



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	<ul style="list-style-type: none"> Victim Safeguarding: Delivered alongside support for victims, without putting the burden of managing abuse on them. 	
The National Domestic Violence Helpline	<p>Helpline is run in partnership between <i>Women's Aid</i> and <i>Refuge</i>. It is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.</p> <p>Translation facilities and a service for callers who are deaf or hard of hearing are available.</p> <p>As well as advice it can offer access to emergency refuge accommodation.</p>	<p>For advice call the 24-hour national domestic helpline on 0808 2000 247.</p> <p>Website: https://www.nationaldahelpline.org.uk/</p> <p>This service can not help with getting an injunction, but the National Centre for Domestic violence can. More details at: www.ncdv.org.uk</p>
The National Association for people abused in childhood (NAPAC)	<p>Support line staffed by trained volunteers, who can help male/female clients come to terms with what happened and finding ways of repairing the harm.</p>	<p>Call free on 0808 801 0331 for advice (10am - 9pm Monday – Thursday and Friday 10am-6pm. They cannot take messages or call you back.</p> <p>Website: https://napac.org.uk/</p> <p>Email for support: support@napac.org.uk</p>
Victim Support	<p>Victim Support can provide support to victims of abuse (men and women) even if they don't want to report it to the Police. It does not matter how long ago the abuse happened. ISVA (Independent Sexual Violence Advocates) services are staffed by specialist caseworkers and supported by specialist volunteers. They can help to decide what action and support is needed.</p>	<p>Call free on 08 08 16 89 111. Open 24/7</p> <p>You can dial 141 to hide your number, but please check with your network provider as this doesn't work on some mobile networks.</p> <p>Online form to request support: https://www.victimsupport.org.uk/help-and-support/get-help/request-support</p> <p>Website: https://www.victimsupport.org.uk/</p>
Women and Girls network	<p>Advice Line offers free and confidential information, advice and access to on-going support for anyone who self identifies as a woman (aged 14+) and has been affected by domestic and/or sexual violence and abuse. The Advice Line is also open for professionals to access advice and support on cases relating to gender based violence.</p>	<p>Call Freephone 0808 801 0660 or email advice@wgn.org.uk</p> <p>Open Monday to Friday 10am to 4pm and from 6pm-9pm on Wednesdays</p>



Service	Details	Contact details/ referral details
	<p>Web Chat: One-to-one Live Chat provides specialist advice, information and support for anyone in London who self-identifies as a woman (aged 14+), and has been affected by domestic and/or sexual violence. Our chat also offers support to survivors' family and friends and professionals who may need advice and information on how to better support survivors of domestic and sexual violence.</p> <p>Sexual Violence Helpline: Offers free and confidential emotional support for anyone in London, who self identifies as a woman (aged 14+) and has been affected by any form of sexual violence at any time in their lives. The Helpline also provides support to friends and family of survivors, as well as other professionals, to help them understand how best to support survivors of sexual violence.</p> <p>1-2-1 Advice Casework: Our caseworkers work with survivors to explore support options as well as advocating to statutory services such as housing, social services, health services, school/university and the police. They can attend key meetings, appointments and court hearings with survivors, or support survivors to report the abuse if they wish to. Caseworkers can help create safety plans and ensure a survivor's wellbeing is considered as well as providing emotional support and holding.</p>	<p>Access on our website: www.wgn.org.uk (just press on the 'chat' button) Open Monday-Friday 10am-4pm and <u>new extended time on Wednesdays from 6pm-9pm</u></p> <p>Call Freephone 0808 801 0770 or email advice@wgn.org.uk Open Monday to Friday 10am to 12:30pm, 2:30-4pm and from 6pm-9pm on Wednesdays.</p> <p>Call Freephone 0808 801 0660 to discuss.</p>
Women's Trust Counselling Service	Open to all women who are, or have been, affected by domestic abuse. Counselling sessions offer a time to explore feelings and talk through difficulties in a safe, confidential and non-judgemental environment. All counsellors are female.	<p>Call: 020 7034 0303, open Monday to Friday 9.30 am to 5pm For general enquiries: office@womanstrust.org.uk Website: https://womanstrust.org.uk/what-we-do/individual-counselling/</p>



Other resources

- Guidance on Working Effectively with Perpetrators and Survivors of Domestic Abuse in Homelessness Settings is available [here](#).
- [St Mungo's Homeless couples and relationships toolkit](#) provides a section on domestic violence.
- [SafeLives](#) is a charity for people at risk from domestic abuse. They have a range of information, resources, and practical guides about staying safe during the coronavirus pandemic.
- Comprehensive PDF on Surviving Childhood Sexual abuse – useful for staff and clients http://napac.org.uk/wp-content/uploads/2016/06/Recovering_from_childhood_abuse.pdf
- Leaflet on types of abuse: http://napac.org.uk/wp-content/uploads/2016/06/1403-Survivors_11.pdf
- Booklet for male perpetrators in heterosexual relationships: <http://respectphoneline.org.uk/wp-content/uploads/2017/01/Respect-Phoneline-Choose-to-stop-booklet-for-men.pdf>
- Booklet on male violence in gay and bisexual relationships: <http://respectphoneline.org.uk/wp-content/uploads/2017/01/Choose-to-stop-booklet-for-gay-and-bi-men.pdf>

Other websites for support

- National charity supporting male victims of domestic abuse: www.mankind.org.uk/
- Pet fostering service for women fleeing domestic violence in Greater London: www.moretodogstrust.org.uk/freedom-project/freedom-project
- National Stalking Helpline: www.stalkinghelpline.org/
- The National Centre for Domestic violence, provides a free, fast emergency injunction service for survivors of domestic violence: www.ncdv.org.uk

