

Domestic and sexual abuse services

Westminster HHCP - updated February 2024

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 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 re-settlement support• Single sex temporary accommodation• A property where a sanctuary scheme has been put in place• A property which is 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.</p> <p>You can also email us on pan.london.fss@refuge.cjsm.net or panlondonfss@refuge.org.uk.</p> <p>Webpage: 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>0208 741 7008</p> <p>Mon - Fri 10am - 6pm</p> <p>Thurs 10am - 9pm</p> <p>Translators available</p> <p>angelou@advancecharity.org.uk</p>



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Emergency overnight provision	<p>The Westminster Women's Safe Space (WWSS) offers 3 emergency respite rooms for the purpose of an emergency requiring an overnight stay. WWSS staff will work with referrers to move these clients out the following day. Clients who access these beds could potentially move into the respite rooms in the body of the WWSS however, this will depend on individual circumstances and suitability as well as availability. This will be managed on a case-by-case basis.</p> <p>The WWSS offers a further 13 temporary respite rooms (for up to 3 months) for female's 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. Pets are also considered on a case-by-case basis. Each room 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>
Forced Marriage Unit	Government office providing information and advice for British nationals forced into marriage. There is a helpline to provide advice	<p>Tel: 020 7008 0151 Email: fm@fco.gov.uk</p>



Service	Details	Contact details/ referral details
	and support to victims of forced marriage as well as to professionals dealing with cases.	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://galop.org.uk/get-help/support-services/ 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.mensadviceline.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://paladinservice.co.uk/wp-content/uploads/2015/07/Paladin-Victim-Leaflet.pdf
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: http://www.nhs.uk/Service-Search/res-and-sexual-assault-referral-centres/LocationSearch/364



Service	Details	Contact details/ referral details
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. DRIVE – a case management project working with high risk perpetrators of DA, cases identified at MARAC will be considered for this programme	Refer to CIFA cifa@risemutal.org
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 map (https://survivorsgateway.london/service-map/) to search for local services if this is the case.	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 Self referrals: https://www.dpmscloud.com/external/referralformselfwgn Referrals from professionals: https://www.dpmscloud.com/external/referralformorgwgn Website: https://survivorsgateway.london/
Survivors UK	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. SurvivorsUK can offer a range of support services including access to an independent sexual violence advisor (ISVA) service, counselling	Call: 0203 598 3898 , 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/



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	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.	
The National Domestic Violence Helpline	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. Translation facilities and a service for callers who are deaf or hard of hearing are available. As well as advice it can offer access to emergency refuge accommodation .	For advice call the 24-hour national domestic helpline on 0808 2000 247 . Website: https://www.nationaldahelpline.org.uk/
The National Association for people abused in childhood (NAPAC)	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.	Call free on 0808 801 0331 for advice (10am - 9pm Monday – Thursday and Friday 10am-6pm. They cannot take messages or call you back. Website: https://napac.org.uk/ Email for support: support@napac.org.uk
Victim Support	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.	Call free on 08 08 16 89 111 . Open 24/7 You can dial 141 to hide your number, but please check with your network provider as this doesn't work on some mobile networks. Online form to request support: https://www.victimsupport.org.uk/help-and-support/get-help/request-support Website: https://www.victimsupport.org.uk/
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.	Call: 020 7034 0303 , open Monday to Friday 9.30 am to 5pm For general enquiries: office@womanstrust.org.uk



Service	Details	Contact details/ referral details
		Website: https://womanstrust.org.uk/what-we-do/individual-counselling/

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.
- A toolkit addressing domestic and sexual violence, substance use and mental ill-health <https://avaproject.org.uk/wp-content/uploads/2013/05/AVA-Toolkit-2018reprint.pdf>
- 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
- How to work with survivors of childhood sexual abuse – useful for staff <http://www.scie-socialcareonline.org.uk/yes-you-can-working-with-survivors-of-childhood-sexual-abuse-second-edition/r/a11G000000180ZBIAY>
- 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

