

## Domestic Violence Support

### National Domestic Violence Helpline

24-hour freephone helpline for women experiencing domestic violence. All calls are completely confidential. Translation facilities available.

**Phone:** 0808 2000 247

**Website:** [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

### RESPECT PHONELINE

The Respect Phoneline was set up to provide information and advice to domestic violence perpetrators, as well as their partners or ex-partners, concerned family and friends and frontline workers.

**Phone :**0808 802 4040

Open Monday-Friday 9am-5pm.

Free from landlines and most mobile phones, calls will not appear on your phone bill statement. Respect also offer an online web chat service, open Tuesdays and Thursdays between 10am-4pm

**Website:** <http://respectphoneline.org.uk/>

**Email:** [info@respectphoneline.org.uk](mailto:info@respectphoneline.org.uk)

### Victim Support

Victim Support is an independent charity you can contact for support regardless of whether you've contacted the police, and no matter how long ago the crime took place.

#### Referrals:

- West London Victim Assessment and Referral Service freephone : 0808 168 9291. \*Lines Open 8am- 8pm Monday to Friday 9am-5pm Saturdays\*
- West London local victim care team: 020 7259 2424.\* Lines open 9am-5pm Monday- Friday\*

Amy Burrows Suite  
St Andrews Church Centre  
Ealing  
London  
W5 2RS

**Phone:** 020 8566 8298

### Southall Black Sisters

Southall Black Sisters provides information, advice, advocacy, practical help, counselling and support to women and children experiencing **domestic and sexual violence**. Their holistic services aim to help them escape violence and abuse and deal with a range of interrelated problems such as:

- Forced marriage

- Honour crimes
- Rape and sexual abuse
- Sexual harassment
- Dowry related abuse
- Matrimonial issues
- Child residence and contact
- Housing and homelessness
- Immigration and asylum
- Depression, mental health, suicide and self-harm
- Policing and crime
- Suspicious deaths and coroners' inquests-
- Civil actions
- Human rights
- Racism

\*Southall Black Sisters do not provide advice on housing, benefits or immigration issues unless they are connected to domestic violence or sexual violence issues.\*

Southall black sisters provide services in English, Hindi, Punjabi, Gujarati, Bengali and Urdu.

Interpreters for other languages can be hired.

**Help Line:** 0208 571 0800 9.30 -4.30 pm

**General Inquiries:** 0208 571 9595 Lines open Mon- Fri 9am-5pm

### Poles In Need

Polish speaking family workers, addiction therapist and a counselor to support with:

- Domestic Violence
- Substance Misuse and mental health
- Safeguarding children issues e.g., neglect

**Phone:** 07976838571

**Email:** info@pinkuk.online

**Website:** <http://www.pinkuk.online/en/pin-uk-c-i-c/>

### Polish Domestic Violence helpline

Polish speaking helpline. Offers recovery programmes for women, liaison with support agencies and counselling.

**Phone :**0800 061 4004 open on Wednesdays (9.30-14:30) and Friday (9.30- 12.30)

### The Jasmine Project

The Jasmine Project is a women's only support group which can offer free and confidential support to women to help build confidence and wellbeing. The support groups can support women over 18 who have been affected by either- domestic violence, trauma, mental health issues and problematic drug and alcohol use.

Groups cover building self-esteem, dealing with anxiety and depression, healthy relationships, positive psychology, mindfulness.

Self-referrals and referrals by professionals are accepted by filling out the online referral form found on the website and sending to [jasmine@eachcounselling.org.uk](mailto:jasmine@eachcounselling.org.uk)

**Phone:** 020 8579 4529

**Email:** [jasmine@eachcounselling.org.uk](mailto:jasmine@eachcounselling.org.uk)

**Website:** [www.eachcounselling.org.uk](http://www.eachcounselling.org.uk)

## Refuge

Eastern European advocacy service.

Referral procedure:

Phone or email. A risk assessment will be completed with each client who engages with the service to establish the risks posed to them and at what level. Once the risks are known, the IDVA will carry out an assessment of the client's needs and create a tailor made Individual Support Plan of agreed actions to work towards increasing the victim's safety and reducing the risk level.

**Phone:** 07725 245777

**Email:** [EasternEuropeanIDVA@refuge.org.uk](mailto:EasternEuropeanIDVA@refuge.org.uk)

[ee.idva@refuge.cjsm.net](mailto:ee.idva@refuge.cjsm.net)

## Women and Girls Network- Young Women's Service

The Young Women's (YW) Service is a specialist women-only service provided by Women and Girls Network.

The YW service works with young women aged between 11 and 18 years old (up to 21 years old for care leavers or if young person's service required) with a connection\*\* to Ealing, H&F, Westminster, K&C, Harrow, Hillingdon and Hounslow. They work with young women who have experienced or at risk of any form of gendered violence, such as domestic violence, sexual violence, child sexual exploitation, gang associated violence, forced marriage, etc..

The young woman either lives, works, is educated or has family/friends in the borough. Professionals work with young women vulnerable to or affected by violence through: one to one support, work around self-esteem, confidence, and wellbeing and empowering young women both emotionally and practically.

Referral forms can be accessed via [ywa@wgn.org.uk](mailto:ywa@wgn.org.uk) and submitted by any professional or young woman. Consent must be given prior to referrals being made.

**Phone:** 0207 610 4678

**Email:** [ywa@wgn.org.uk](mailto:ywa@wgn.org.uk)

**Website:** [www.wgn.org.uk](http://www.wgn.org.uk)

### Ealing Survivors Group

Ealing Survivors Group is a Psycho/Educational group for women who are the victims/survivors of Domestic Abuse. Meet once a week for 10 sessions looking at Trauma & Loss, Anger, Boundaries, Relationships, Self Esteem, Assertion Skills and Goal Setting. Referral process: contact Barbara on number below or email.

**Phone:** 07842 117916

**Email:** [barbaras@blueyonder.co.uk](mailto:barbaras@blueyonder.co.uk)

### Asian Family Counselling Service

The Asian Family Counselling service offer individual, couple and relationship counselling. Counselling is provided mainly for relationship breakdown, domestic violence, forced marriages mixed marriages, arrange marriages and marital strain due to financial status. Individual counselling can support with various issues such as bereavement, depression, self-harm, sexual abuse, suicidal feelings, unemployment and income related issues. Individuals may self-refer or a professional such as a family support worker, GP, social worker, may refer on the individual's behalf. Costs are £10 per individual session or £25 per couple session.

**Phone:** 020 8571 3933

**Email:** [afcs@btconnect.com](mailto:afcs@btconnect.com)

**Website:** [www.asianfamilycounselling.org](http://www.asianfamilycounselling.org)

### Women's Wellness Zone

The Women's Wellness Zone (WWZ) is a free and confidential health and wellbeing service for adults in Ealing.

They are a 'One Stop Shop' that caters for women aged 18 or over with multiple, complex needs. They have a dedicated team of specialist staff that provide holistic and personalised care plan packages. The service works with women who are currently experiencing problems in three or more of the following areas: mental health, substance misuse, prostitution or trafficking, domestic abuse and offending behaviour.

A partnership with [CAPE](#) and HESTIA to ensure that we provide the right support for your needs, within a safe and confidential environment.

Based at 71-73 The Broadway, Southall. Call us on 0208 571 4954 or email o

**Phone:** 0208 571 4954

**Email:** [wwz@cgl.org.uk](mailto:wwz@cgl.org.uk)

## **Men and Masculinities Programme**

The Men and Masculinities programme is for men who are aware that their relationships have become distressing and damaged by their behaviour.

The programme will create a safe and supportive space to help you explore what it means to be a man, a partner and a father. We will address the impact of conflict, anger, anxiety and addiction on your relationships and help you try to rebuild the trust you have lost.

Referrals: **DVAadmin@cranstoun.org.uk**

**Phone:** 07701-373131

**Email:** DVAadmin@cranstoun.org.uk

**Website:** <https://www.cranstoun.org/service/menmasculinities-ealing/>