FLORA BOURDILLON

Domestic abuse support

Understanding your options for support

Information and places to turn

For people aged 16 and over

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BABCP-accredited Psychotherapist

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Urgent help and local support

Use a safe device and tell services how they can safely contact you. Support is available for current or past abuse; counselling access depends on assessment and capacity.

Immediate danger - 999

Call 999. If you cannot speak on a mobile, listen and press 55 when prompted to reach police. This does not provide your location; 55 does not apply to landlines.

www.police.uk/pu/contact-us/how-to-make-a-silent-999-call

Refuge - National Domestic Abuse Helpline

Free: 0808 2000 247, 24/7. For women experiencing domestic abuse; safety planning and refuge options. Interpreters available. Live chat: Mon-Fri 10am-10pm; weekends 10am-6pm. British Sign Language: weekdays 10am-6pm. Phone for refuge referrals.

www.nationaldahelpline.org.uk

Hounslow Domestic and Sexual Abuse Team

Free advice and practical support for anyone affected by domestic or sexual abuse living in Hounslow. Ask the team which local IDVA service you can access. Call 07810 031 780, Monday to Friday 9am–5pm, or email domesticabusesupport@hounslow.gov.uk. Tell the team how and when it is safe to contact you.

www.hounslow.gov.uk / Open service page

Hounslow One Stop Shop

Free drop-in: Wednesdays 10am-noon, no appointment. Holy Trinity Church, 6 High Street, Hounslow TW3 1HG. Safety, housing, benefits and legal advice. Enquiries: 07810 031 780.

www.hounslow.gov.uk / Open service page

Safe Spaces - pharmacies and banks

Use the directory for participating locations; ask staff to use their Safe Space to contact support privately. Ask for ANI is no longer available in pharmacies.

www.hestia.org/safe-spaces

Find a local IDVA

An IDVA is an Independent Domestic Violence Adviser. They help you plan for safety, understand your choices and get practical support with housing, legal processes and other services. They are not a counsellor or your legal representative.

Start with your council or local domestic abuse service

Search your council's website for "domestic abuse" or ask a local domestic abuse service: "How can I contact an IDVA in my area?· In Hounslow, use the team on page 2. Services have different age, area and referral criteria; some focus on people at high risk. Ask about other support if you do not meet the IDVA criteria.

www.gov.uk/find-local-council

Women's Aid local service directory

Find specialist domestic abuse services in England, then ask the service whether it provides IDVAs or can arrange access. The wider information page also links to support in Scotland, Wales and Northern Ireland. Live chat and the Survivor's Handbook offer further guidance on housing, money, children and legal rights.

womensaid.org.uk/information-support/womens-aid-directory

womensaid.org.uk/information-support

Bright Sky local service finder

Use the website or app to find domestic abuse support nearby, then ask about an IDVA. Only install the app if your device is safe and not monitored.

www.hestia.org/brightsky

Men and LGBT+ people

Men's Advice Line, ManKind and Galop can help identify suitable local support. Their contact details are on page 7. ManKind also has a directory of local services for men.

mankind.org.uk/help-for-victims/directory

Hounslow and West London counselling

Phoenix Counselling - Feltham

020 8890 3133; contact directly via phone or contact form. In-person and online counselling, not postcode-restricted. Advertises up to six domestic-abuse sessions FREE, then £10 per session; published fee information is dated, so confirm current offer and availability.

www.phoenixcounselling.org/support-when-you-need-it

EACH - Pathway to Safety / DV Aftercare

Free culturally informed support for women 18+, including counselling and help speaking up and accessing support. Hounslow is included; project-specific criteria apply. Self or professional enquiries: 020 8577 6059; info@eachcounselling.org.uk. Ask for the current domestic-abuse pathway. Check whether Ascent is currently accepting referrals.

eachcounselling.org.uk/domestic-abuse

Women & Girls Network - specialist counselling

Free therapy and help speaking up and accessing support for women affected by violence against women and girls, including domestic abuse. Advice/referral: 0808 801 0660; advice@wgn.org.uk. West London counselling enquiry: 020 8567 7347. Service criteria and waiting-list openings vary.

www.wgn.org.uk/our-services/counselling-and-therapeutic-support

SHEWISE - Hounslow

Free culturally sensitive domestic-abuse advice, support and counselling; contact the service yourself or ask a professional to refer you. Support line: 0333 1881 505. Email: support@shewise.org. Ask about current counselling access and language support.

www.shewise.org/advice-support

Southall Black Sisters

Free specialist advice, help speaking up and accessing support and practical support for Black and minoritised women, including migrant women. Local individual practical support includes Hounslow, Ealing and Hillingdon; confirm eligibility. Helpline: 020 8571 0800; contact form below.

southallblacksisters.org.uk/get-help

Support that understands your background

Refuge - Eastern European IDVA, Hounslow

Specialist multilingual outreach for Eastern European women affected by domestic abuse. 07725 245777, Mon-Fri 10am-5pm, as listed by Hounslow Council. If unavailable, ask Hounslow's team for the current route: 07810 031 780.

www.hounslow.gov.uk / Open service page

Ashiana Network

Specialist support and counselling for Black and minoritised women affected by domestic abuse, forced marriage or so-called honour-based abuse. 020 8539 0427; info@ashiana.org.uk. Ask about free counselling, borough eligibility and current referrals.

www.ashiana.org.uk/services/counselling

Aanchal Women's Aid

Domestic-abuse support for women, particularly South Asian communities. Free support line: 0800 0124 924, Mon-Fri 9am-10pm. East London-based; ask about borough coverage, counselling and free places.

www.aanchal.org.uk

Asian Women's Resource Centre

Free domestic-abuse and harmful-practices advice and help speaking up and accessing support. Helpline: 0808 169 4455, Mon-Fri 10am-5pm. Ask about current local support, languages and counselling referrals.

www.asianwomencentre.org.uk

Karma Nirvana

Free support for any gender experiencing so-called honour-based abuse or forced marriage. 0800 5999 247, Mon-Fri 9am-5pm. Direct helpline contact; no family involvement required to ask for help.

karmanirvana.org.uk/get-help/helpline

Practical support and refuge options

Advance / Angelou - West London

Free domestic-abuse help speaking up and accessing support for women. Hammersmith & Fulham, Kensington & Chelsea and Westminster: 0800 059 0108; angelou@advancecharity.org.uk. Ealing: 020 8153 0539; EalingReferrals@advancecharity.org.uk. Brent: same number; brent.admin@advancecharity.org.uk.

www.advancecharity.org.uk/get-help

Hestia - London Refuge Referral Line

Freephone: 0808 169 9975, Mon-Fri 10am-4pm. Helps women find domestic-abuse refuge spaces across London. Ask about availability and accommodation funding. Out of hours: National Domestic Abuse Helpline, 0808 2000 247.

www.hestia.org/get-help

Solace Women’s Aid

Free advice line: 0808 802 5565; advice@solacewomensaid.org. London help speaking up and accessing support, refuge and therapeutic services for women; borough and project criteria apply. Ask which current service you can access.

solacewomensaid.org/get-help

Victim Support - domestic abuse

FREE, confidential practical and emotional support, with or without a police report. Supportline: 0808 168 9111, 24/7. Live chat available; request an interpreter or local domestic-abuse referral.

www.victimsupport.org.uk

Support for men and LGBT+ people and stalking

Men’s Advice Line - Respect

Free support for male domestic-abuse survivors, including same-sex relationships. 0808 801 0327, Mon-Fri 10am-5pm. Email: info@mensadviceline.org.uk; webchat available. Emotional support, safety advice and referrals.

mensadviceline.org.uk

Uomini - counselling for male survivors

Specialist counselling for men affected by domestic abuse, abuse by a partner or family violence. Phone/text: 07525 066171; info@uominicounselling.org, or the online enquiry form. Ask about fees, any funded places, session format and availability; free counselling is not confirmed.

uomini.co.uk

ManKind Initiative

Free support for male survivors and people supporting them. 0808 800 1170, Mon-Fri 10am-4pm, excluding bank holidays. Practical information and local-service signposting, including for same-sex partners.

mankind.org.uk/help-for-victims/how-we-can-help

mankind.org.uk/help-for-victims/directory

Galop - LGBT+ adults 18+

Free specialist abuse support: 0800 999 5428; help@galop.org.uk. Mon-Tue 9:15am-8pm; Wed-Fri 9:15am-4:30pm; closed 1-2pm daily. Check temporary closures and webchat online.

www.galop.org.uk/helpline

National Stalking Helpline

Free: 0808 802 0300. Press 1 for national support or 2 for London. Advice on stalking, risk and safety planning, including stalking by a partner or ex-partner. Online contact and current hours below.

www.suzylamplugh.org/how-can-the-helpline-help

Legal help money and online safety

National Centre for Domestic Violence (NCDV)

0800 970 2070, option 1; office@ncdv.org.uk. Free help to explore and apply for court orders to help protect you, subject to assessment. Ask about legal-aid/free legal help access and any separate representation costs.

www.ncdv.org.uk/experiencing-domestic-abuse

Rights of Women - London legal advice

Free family-law advice for women living or working in London: 020 7608 1137. Mon/Thu 10am-noon and 2-4pm; Tue/Wed 2-4pm; closed bank holidays. Interpreters available. Separate immigration and criminal-law advice lines on the website.

www.rightsofwomen.org.uk/get-advice/call-our-advice-lines

Surviving Economic Abuse

Free guidance on money control, banking, debt and housing. The I Need Help page links to the CEDEAS helpline run by Money Advice Plus and current banking support.

survivingeconomicabuse.org/i-need-help

Refuge Tech Safety

Free domestic-abuse digital-safety guidance. Use a safe device; seek advice before changes to accounts or trackers that could alert an abuser.

refugetechsafety.org

Power and Control Wheel - Duluth Model

Free diagram showing patterns of domestic abuse, including intimidation, isolation, emotional abuse, threats and economic control. View or download the original wheel and translated versions from the official page.

www.theduluthmodel.org/wheels

Support for families and the CONNECT programme

Family Rights Group

FREE, independent advice for parents and kinship carers in England whose children are involved with, or need support from, children's services, including following domestic abuse. 0808 801 0366, Mon-Fri 9:30am-3pm, excluding bank holidays. Interpreters available; online enquiry, webchat and advice sheets. Helps with rights, social-work processes and options.

frg.org.uk/get-help-and-advice

Hounslow CONNECT programme

Free nine-week learning and therapeutic support group for children aged 5-15 (school Years 1-10) affected by domestic abuse, with a support group for mothers running alongside it. Helps with understanding experiences, feelings, safety and the mother-child relationship.

content.govdelivery.com/accounts/UKHOUNSLOW/bulletins/42d04fe

Quick referral

Complete the referral form linked on the council programme page and email FFISgroupprograms@hounslow.gov.uk. Safe-parent consent and safe contact details are required. Parent and child are assessed before acceptance. Ask about next groups, borough eligibility and venue.

content.govdelivery.com/accounts/UKHOUNSLOW/bulletins/42d04fe

Key eligibility

Separation from the person using abuse must have occurred; the child may still have contact with them. The child must remember and be affected by the abuse, and attendance must be safe. The programme advises against concurrent therapy: agree coordination with the team rather than stopping existing care independently.

content.govdelivery.com / Open service page

More counselling options

Woman’s Trust - domestic-abuse counselling

Free specialist counselling for women 16+ across London: up to 18 weekly sessions, in person, by phone or video. Self- and professional referrals by phone: 020 7034 0303, Mon-Fri 9:30am-5pm; office@womanstrust.org.uk. Places vary by area; Hounslow residents can enquire, but immediate availability is not guaranteed.

womanstrust.org.uk/what-we-do/individual-counselling

Asian Family Counselling Service - Southall

Low-cost culturally sensitive individual counselling for South Asian communities, in English, Urdu, Hindi, Gujarati, Punjabi and Bengali. Face-to-face, telephone or online; usually 6-12 sessions. General counselling: ask for individual support following abuse and confirm fees, concessions and suitability. 020 3876 8978; admin@asianfamily.co.uk.

asianfamilycounselling.org/contacting-us

EACH Mosaic Minds - Hounslow

Free counselling that takes account of the impact of trauma for adults 18+ of all genders from Black, Asian and minority ethnic communities, including refugees and people seeking asylum in Hounslow. Up to 21 sessions, online or in person; first-language support where available. General counselling, separate from EACH’s domestic-abuse help speaking up and accessing support. Self or professional referral form: referrals@eachcounselling.org.uk; 020 8577 6059. Assessment and service suitability criteria apply. Hillingdon pathway is specifically for refugees and asylum seekers.

eachcounselling.org.uk/mosaic-minds

Freedom Programme - understanding domestic abuse

Free facilitated groups for women affected by domestic abuse, usually 11-12 weeks. Helps identify pressure, threats and controlling behaviour, understand experiences and the effects on children. Learning about abuse and mutual support rather than individual therapy. Find a local group using the website’s town/area search; enter ZOOM for online groups. Enquiries: 01942 262270; help@freedomprogramme.co.uk. Separate self-paced women’s online course: £14, with a free sample; confirm local availability and costs.

www.freedomprogramme.co.uk/search2.php

More support for different communities

Jewish Women’s Aid

Free specialist domestic-abuse support for Jewish women: safety planning, housing and legal options, plus a counselling referral pathway. 0808 801 0500; advice@jwa.org.uk. Counselling is accessed through the domestic-abuse or sexual-violence support team; ask about current availability and helpline hours.

www.jwa.org.uk / Open service page

IKWRO - Women’s Rights Organisation

Free specialist advice, help speaking up and accessing support and counselling for women and girls from Middle Eastern communities affected by domestic abuse, so-called honour-based abuse, forced marriage or female genital mutilation (FGM). 020 7920 6460; info@ikwro.org.uk. Direct enquiries; ask about counselling eligibility, languages and current capacity. Contact cross-checked against London council listings.

ikwro.org.uk

Latin American Women’s Rights Service - LAWRS

Free confidential domestic-abuse advice, help speaking up and accessing support and counselling for Latin American women, in Spanish and Portuguese. Helpline: 0808 145 4909, Tue-Fri 11am-1pm. Domestic-abuse referrals: referrals@lawrs.org.uk; general enquiries: info@lawrs.org.uk. Limited capacity; no walk-ins.

lawrs.org.uk/contact

Sexual abuse support and overseas services

London Survivors Gateway

Free navigation to specialist sexual-violence support, including abuse by a partner. Any gender, age 11+, living, working or studying in London. 0808 801 0860: Mon 9:30am-5:30pm; Tue/Thu 9:30am-7:30pm; Wed/Fri 9:30am-3:30pm. Self or professional referral online; allocation to a Navigator may take up to three months.

survivorsgateway.london

SurvivorsUK - male and non-binary survivors

Free support following sexual abuse, including by a partner. Phone: 0808 801 0332, Mon-Fri 10am-noon. Webchat/SMS/WhatsApp: daily noon-8pm; message 07860 031252. London individual counselling: self-referral online or 020 3598 3898; adults can access counselling, groups and practical support. Separate age 13+ pathways also available.

www.survivorsuk.org/ways-we-can-help

DVIP - Women’s Support Service

Domestic Violence Intervention Project, now part of Waythrough. Support for women whose partners or ex-partners are involved in its violence-prevention work. Women’s support enquiries: 020 7928 4813; dvip.info@waythrough.org.uk. Ask about borough eligibility, free places and referral criteria. Its programme for people using abuse is separate from survivor counselling.

www.westminster.gov.uk / Open service page

HotPeachPages - Directory of Abuse Services Worldwide

Free international directory of domestic-abuse agencies and abuse information for women and girls. The site advertises information in over 115 languages. Useful for support outside the UK; check each listed service’s current contact details. Directory contact: webmom@hotpeachpages.net (not an urgent-support helpline).

www.hotpeachpages.net