How does this directory work?

This directory provides information and contact details for organisations offering advice and support to those affected by Domestic and/or sexual violence. The directory also includes information on support available for those affected by Harmful Practices which include Forced Marriage, Female Genital Mutilation and crimes in the name of ‘Honour’.

To make this as easily accessible as possible, services have been arranged into sections to assist you in your search for support with specific issues. There is a short description at the beginning of each section explaining the type of support offered.

The London Borough of Barking and Dagenham will as of 01 August 2015 commission Victim Support to provide a free and confidential Domestic and Sexual Advocacy service to all residents of Barking and Dagenham who experience Domestic or Sexual Violence.

However, please remember - if in immediate danger, call 999.

Victim Support (Independent Domestic and Sexual Violence Advocacy Service to both men and women)
0208 591 3498
bdadvocacyreferrals@victimsupport.org.uk

“...IF IN IMMEDIATE DANGER, CALL 999.”
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Black and Minority Ethnic (BME)

Anyone can be a victim of domestic abuse, whatever their race or religion. However, there are particular issues and practices, which affect some communities and many people may prefer to receive support from culturally specific services. However, as BME individual you can of course use any of the services listed within this Directory.

**RAMFEL** was originally established in 1992 as Redbridge Refugee Forum to assist asylum seekers

Refugee & Migrant Forum of East London (RAMFEL)
326 High Rd, Ilford IG1 1QP
020 8478 4513

**Faith Action** is a network of Faith and Community based people serving their communities by delivering public services (such as childcare, health and social care, housing and welfare to work).

Faith Action
25 Neville Road, Dagenham, Essex, RM8 3QS
0845 094 6350
www.faithaction.net

**The Kiran Project** was set up in 1990 to meet the needs of women from the Indian sub-continent experiencing domestic violence.

The Kiran Project
PO Box 899, Leytonstone, London, E11 1AA
020 8558 1986
Kiran.admin@kiranproject.org.uk
Aanchal was set up to provide help to South Asian women affected by domestic abuse
020 3384 9412
info@aanchal.org.uk
www.aanchal.org.uk

Ashiana is a charitable organisation based in London, to help women from the Asian, Turkish & Iranian community get help when they need it.
Ashiana
020 8539 042
info@ashiana.org.uk

IMECE Women’s Centre provides services for women, particularly Turkish, Kurdish and Turkish Cypriot Women.
0207 354 1359
www.imece.org.uk

IKWRO (Iranian Kurdish Women’s Rights Organisation)
Provides advice, advocacy, referral and support to women and men in Arabic, Kurdish and Farsi languages.
0207 920 6460
www.ikwro.org.uk

Jewish Women’s Aid is a registered national charity run by Jewish women for Jewish women and their children who have experienced or are experiencing domestic abuse.
Jewish Women’s Aid
London N12 9ZE
020 8445 8060

**KMWEO (Kurdish Middle Eastern Women’s Organisation)**
Provides advice, advocacy, employment and training for women from the Middle East.
0207 263 1027
www.kmewo.org

**Latin American Women’s Aid (LAWA)**
Provides refuge and outreach services to women and children from Latin America.
0207 275 0321
www.lawadv.org.uk

**Latin American Women’s Rights Service (LAWRS)**
Provides advice and support to Latin American women migrants in the UK.
www.lawrs.org.uk

**Jewish Women’s Aid** is a registered national charity run by Jewish women for Jewish women and their children who have experienced or are experiencing domestic abuse.
Jewish Women’s Aid
London N12 9ZE
020 8445 8060
www.jwa.org.uk

**Southall Black Sisters** is a not-for-profit organisation set up in 1979 to meet the needs of black (Asian and African-Caribbean) and minority ethnic women.
Southall Black Sisters
020 8571 9595
www.southallblacksisters.org.uk

**NIA** provides services for women, children and young people who have experienced male violence

NIA
P.O. BOX 58203, London, N1 3XP
020 7683 1270
info@niaendingviolence.org.uk

**East London Black Women’s Organisation** (ELBWO) is a centre of excellence, providing quality support service to women and families in East London

East London Black Women’s Organisation
Forest Gate Methodist Church, Woodgrange Road, Forest Gate, London, E7 0QH
020 8534 7545

**Newham Asian Women's Project** (NAWP) is a woman only organisation and charity working to end violence against women and girls

Newham Asian Women’s Project
661 Barking Rd, London E13 9EX
020 8472 0528

**Shpresa Programme** offers a range of services for the Albanian speaking community in London.

Mansfield House, 30 Avenons Road, Plaistow, London, E13 8HD
020 7474 6829
Harmful Practices: Female Genital Mutilation, Honour Based Violence and Forced Marriage

Female genital mutilation (sometimes referred to as female circumcision) refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. This practice is illegal in the UK.

Honour based violence is a crime or incident which has or may have been committed to protect or defend the honour of the family and/or community.

Forced marriage is a marriage in which one or both of the parties is married without his or her consent or against his or her will.

**Foreign and Commonwealth Office**: Forced Marriage Unit
020 7008 0151
fmu@fco.gov.uk

**FORWARD** (Foundation for Women’s Health Research and Development) is an African Diaspora women led UK-registered campaign and support charity dedicated to advancing and safeguarding the sexual and reproductive health and rights of African girls and women

Forward
Suite 2.1 Chandelier Building, 2nd Floor, 8 Scrubs Lane, London NW10 6RB
020 8960 4000
www.forwarduk.org.uk
**Manor Gardens.** The FGM Initiative Health Advocacy Project delivers community education workshop on women’s health and child protection with focus on female genital mutilation. Also provides 1-to-1 bilingual health advocacy to women who have undergone FGM and direct links to the Whittington Hospital African Well Women clinic for counselling and clinical services.

Manor Gardens Centre  
6-9 Manor Gardens London N7 6LA  
020 7281 9478  
Fax: 020 7263 9660

**Karma Nirvana** has one clear aim: to stop the scandal of forced marriage and honour-based violence. No apologies. No excuses. No backing down.

Karma Nirvana  
PO Box 148, Leeds, LS13 9DB  
0800 5999 247  
www.karmanirvana.org.uk
Children and Young People

As a child or young person, domestic abuse can hurt you too. You might be upset by the things that you see or hear, or you might even be hurt yourself. If you are in a relationship with somebody yourself, you can also experience domestic violence. If you are not sure if you are experiencing domestic abuse, or would like more information about what to do, then there are lots of websites and help lines listed below, which are for children and young people.

Children’s Centres - to find your nearest, please follow this link: www.lbbd.gov.uk/residents/children-young-people-and-families/early-years-and-childcare/childrens-centres/find-out-whats-on-at-your-local-childrens-centres/?loggedin=true

The Family Information Service provides advice to families within Barking and Dagenham.
Barking & Dagenham Family Information Service
1 Town Quay Barking IG11 7LU
020 8215 3004

Child and Adolescent Mental Health Services (CAMHS). Our community-based child and adolescent mental health services offer help to young people from birth up to the age of 18 who are experiencing emotional, behavioural and mental health difficulties.
0300 555 1035
B&DCAMHS@nelft.nhs.uk
Subwize helps young people and families affected by alcohol and drugs.
Subwize (Young People)
50 Wakering Rd, Barking IG11 8GN
020 8227 5019

Barking and Dagenham Youth Forum (BAD Youth Forum) is set up of 13-19 year olds who make suggestions that impact on decisions about life issues that affect them and the community.
The Vibe Youth Centre (Bad Youth Forum)
195-211 Becontree Avenue, Dagenham, RM8 2UT
020 8270 6030

Arc Theatre specialises in creating and performing theatre that challenges assumptions and causes real change in the way that people relate to one another at work, at school and in the community.
0208 595 8509
nita@arctheatre.com

Kidscape was the first charity in the UK established specifically to prevent bullying and child sexual abuse.
2 Grosvenor Gardens, London, SW1W 0DH
020 7730 3300
www.kidscape.org.uk

Missing People search for people on behalf of the friends and family left behind and provide specialised support to ease their heartache and confusion.
Freefone 116 000
www.missingpeople.org.uk
**ChildLine** is a free and confidential service to all children who wish to speak to someone about their life issues.

0800 1111

www.childline.org.uk

**National Society for the Prevention of Cruelty to Children** (NSPCC). Our vision is to end cruelty to children in the UK.

Help and advice: 0808 800 5000

**Listening Zone** – confidential free counselling for 14-21 year olds.

0208 491 2345

**Home Office – This is Abuse Campaign**

http://thisisabuse.direct.gov.uk/

**Hide out**

www.thehideout.org.uk
Drugs and Alcohol Misuse

Both local and national research suggests that there are links between domestic violence and drugs and alcohol misuse. For this reason we have listed a range of organisations who can help with drugs and alcohol misuse.

**Gateway Service** offers a wide range of services from confidential advice and information, assessment of the individual's specific needs, one-to-one sessions and group work

The Gateway Service
Red Lion House, 38 George Street, Barking
020 8507 8668 / 020 8594 8504

CRI's Barking and Dagenham Substance Misuse Recovery Service and Community Alcohol Service provide open access support and treatment for people with alcohol problems.

Community Alcohol Services
St Luke's Centre, Dagenham Road, Dagenham, RM10 7UP
020 8595 1375
barking.cas@cri.org.uk

KCA provide a range of services to support people aged 18 and over into recovery by tackling both treatment needs and wide social reintegration issues, including housing, employment and education.

KCA
26 Linton Rd, Barking, Essex IG11 8HG
020 8591 6800
If you are experiencing domestic violence, then you may be forced to reconsider your housing arrangements so as to escape the violence. It is apparent that demand is currently outstripping the supply available. However, there are options for those experiencing Domestic or Sexual Violence

**London Borough of Barking and Dagenham Housing and Options Service**
Johns Smiths House, Bevan Avenue, Barking, IG11 9LL
020 8724 8323
housingadviceservice@lbfd.gov.uk

**Refuge outside of borough* via Victim Support** (Independent Domestic and Sexual Violence Advocacy Service).
0208 591 3498
bdadvocacyreferrals@victimsupport.org.uk
*We believe the safer option for those experiencing Domestic violence is to flee to accommodation outside of the associated borough

**Victim Support – Sanctuary Scheme** is based on an assessment of the individual’s specific needs, a combination of free security measures such as additional locks on doors and windows are professionally installed into homes.
0208 550 2410

**DssCribs** lists dss/housing benefits properties or flats to rent, for housing benefits/dss tenants, landlord and estate agents.
www.dsscribs.com
Legal Services

As a victim of domestic violence you may need advice on a range of legal issues such as:

- immigration
- child access
- housing
- divorce
- court orders such as:
  - injunctions
  - prohibited steps order
  - occupational orders

An injunction or Non Molestation Order is a court order that stops an abuser from using threatening violence against you, harassing, pester ing or intimidating you. If the order is breached, the police can arrest the abuser immediately.

A Prohibited Steps Order forbids someone from taking your child away from your care and control. This order is particularly appropriate when the person threatening to take away your child(ren) is ordinarily allowed to have the care and control of them. There is no power of arrest attached although police may assist informally.

An Occupational Order regulates the family home, such as: suspending rights to occupy or visit, evicting an abuser from the home and preventing an abuser from returning.
These orders can be granted for 6-12 months and a power of arrest can be attached.

The list of in borough solicitors below is by no means exhaustive, nor do we recommend any service above another.

**Rights of Women (ROW)**
Provides free telephone advice to those affected by domestic violence and abuse.
Family Law 0207 251 6577  
Criminal Law 0207 251 8887  
For Women in London 0207 608 1137  
Immigration and asylum law 0207 490 7689  
[www.row.org.uk](http://www.row.org.uk)

**Caveat Solicitors**
363 Ripple Rd, Barking IG11 9PN  
020 3249 1177

**Lillywhite Williams & Co**
Elliott House, 1 Cinema Parade, Whalebone Lane South, Dagenham, Essex, RM8 1AA  
020 8593 7471

**Milner Elledge Solicitors (Dagenham)**
Heathway, Dagenham, Essex RM9 5AW  
020 8984 0940

**Milner Elledge Solicitors (Barking)**
1a Station Parade, RM9 5AW  
020 8984 0940
Witness Service (Citizens Advice Bureau) - Many witnesses feel worried about going to court, whether they are the victim of a crime or not. This service supports witnesses, victims, their families and friends (children and adults) when they go to court. You will have someone to talk to in confidence, a chance to see the court beforehand and to learn about court procedures. You can contact the service through this link: Witness Service or on 0300 332 1000

Special Schemes - The criminal justice system has introduced ‘special measures’ in court, to make it easier for people who need extra help to give evidence. These measures can also be used to make it easier for witnesses to give their evidence if they are being threatened or intimidated. Special measures can include:

- using screens so that the defendant can't see you or you them across the courtroom
- giving evidence from outside the courtroom through a live video link
- making a pre-recorded video of your evidence
members of the court removing their gowns and wigs to make them look more 'normal'

an intermediary may be appointed by the court to assist the witness to give their evidence at court, such as sign boards, if you have difficulty with spoken English

interpreters for witnesses who do not speak English
People with Disabilities

If you have a disability then you have just as much right to be protected from domestic violence as anyone else. You may however need some additional assistance because of your disability to help you access services.

The London Borough of Barking and Dagenham Intake and Access Team is your first point of contact for initial assessment, with regards to Adult Social Care and Safeguarding
0208 227 2915

LBBD’s Community Learning Disability Team assists residents with any learning difficulties.
Community Learning Disability Team
0208 227 5432

Mencap is the leading voice of learning disability, valuing and supporting people with a learning disability, and their families and carers.
Barking and Dagenham MENCAP (incorporating Sycamore Trust)
0208 262 5330

Barking and Dagenham Carers provides advice, information and support for people who care. Whether you are a parent or child, husband or wife, partner, close relative or friend we are here to provide help when you need it
Carers of Barking and Dagenham
0208 593 4422
carers@carerscentre.org.uk

DABD (UK) is a charity working with and supporting socially excluded people across London and the UK.
020 8215 9630

LBBD Emergency Duty Team (out of hours)
0208 594 8356

VoiceAbility provides help, support and opportunities for people with learning difficulties, mental ill health or other disabilities. They help individuals to find their voice and shape their own lives.
VoiceAbility - Barking, Dagenham and Havering
0845 0175 198
imca@voiceability.org

Beverley Lewis House (BLH) is a unique and specialist housing project which provides a safe environment for women with learning disabilities, who might also have additional or complex needs.
0300 303 7333
infor@east-thames.co.uk
**Deaf Hope** provides practical and emotional support to deaf women who are experiencing, or are survivors of, domestic abuse.

Deafhope UK
07970 350366 (text) 020 8772 3241 (voice/minicom)
deafhope@signhealth.org.uk

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Health

If you are ill, pregnant or need to see someone with regards to your health, there are a variety of support services available.

If you have a medical need, and you can not access your doctor, visit a Walk-In Centre. You do not need to be registered. To find your nearest Walk-In Centre please search, using this link: www.nhs.uk/Service-Search

Queens Hospital is a premier acute hospital providing complex care and specialist services for the population of Outer North East London and Essex. Queen’s is also the local hospital for the residents of Havering, Dagenham and Brentwood.
Queen's Hospital
Rom Valley Way, Romford, London, RM7 0AG
01708 435000

King George Hospital is a modern local hospital providing excellent acute and rehabilitation services to meet the needs of the residents of Redbridge and Barking with a first class planned care centre serving our whole catchment area.
King George Hospital
Barley Lane, Goodmayes, London, IG3 8YB
Tel. 020 8983 8000
If you are pregnant and need maternity assistance please refer yourself to the **maternity services**:  
Queens Hospital (Barking, Havering, Redbridge Unit Trust BHRUT)  
Rom Valley Way, Romford, London, RM7 0AG  
020 8970 5757

**NHS 111 Service** is the NHS non-emergency number. It’s fast, easy and free. Call 111 when you need medical help fast but it’s not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.  
111  
http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx

**North East London Foundation Trust** (NELFT) mental health services. The access and assessment service is for adults aged 18 to 65 needing community mental health services in Barking and Dagenham and Havering.  
Trust Head Office, Goodmayes Hospital, Barley Lane, Ilford, London, IG3 8XJ  
0300 555 1200

**VoiceAbility** supports people who face disadvantage or discrimination to have a voice that counts. They can help you speak out or speak on your behalf if needed.  
109 Rose Lane, Marks Gate, Romford, London, RM6 5NR  
020 8590 2666  
bdh@voicability.org
The Health Visiting service works towards health and wellbeing for children and their families and supports government initiatives such as the Child Health Promotion Programme and the Every Child Matters agenda.

Wigham House, 16-30 Wakering Road, Barking, IG11 8PB
0844 6001285

The Family Nurse Partnership (Barking and Dagenham) offers support to young women under the age of 20 who are pregnant. Support continues until their child reaches two years old.

Family Nurse Partnership, Thames View Health Centre, Bastable Avenue, Barking, IG11 0LG
0203 644 2676
Rape or Sexual Abuse

Domestic violence often includes rape or sexual abuse. Rape or sexual abuse takes place when unwanted or inappropriate sexual acts are forced upon you against your will.

**East London Rape Crisis Centre** is confidential support for women and girls who has experienced sexual violence
0207 683 1210

**The Havens** (Whitechapel) – for men, women, young people and children of all ages who have been raped or sexually assaulted in the last 12 months.
0207 247 4787

**Sexual Health Clinic**
Barking Hospital, Upney Lane, IG11 9LX
01708 503838

**The Metropolitan Police Service** (MPS) has created a new trafficking hotline number for London. Victims and members of the public can now call for assistance and speak to specially trained officers.
Trafficking hotline: 0800 783 2589

**Sexual Violence Legal Advice Line**
Helpline: 020 7251 8887
Textphone: 020 7490 2562
info@row.org.uk
www.rightsofwomen.org.uk
Lesbian, Gay, Bi-Sexual or Transgender

Domestic Violence can happen to anyone, whether you are a woman, heterosexual man or lesbian, gay, bisexual or transgender. It can be even more difficult if your family and friends don’t know about your sexuality. Specialist services are available.

**Broken Rainbow** is the first and only UK organisation dedicated to confronting and eliminating domestic violence and abuse within and against the LGBT communities
0845 2605 560
mail@brokenrainbow.org.uk

**Galop** is London’s LGBT anti-violence & abuse charity, giving confidential advice and support to people who have experienced domestic abuse, sexual violence and hate crime. Galop also provides a specialist support to trans* and young LGBT people.
2G Leroy House, 436 Essex Road, London, N1 3QP
Helpline: 020 7704 2040
referrals@galop.org.uk
www.galop.org.uk
The LGBT Domestic Abuse Partnership (DAP) The DAP is a specialist LGBT partnership providing comprehensive advice and support for LGBT people experiencing domestic abuse and violence. The DAP offers one to one support, housing advice and free counselling.
www.lgbtdap.org.uk
Helpline: 020 7704 2040 or 0845 2605 560

ROAR is a free LGBT spectrum Domestic Abuse Advocacy Service. We offer confidential support, housing, legal and safety advice to all LGBT people affect by Domestic Violence in the London Area.
Earls Court Health and Wellbeing Centre,
2B Hogarth Road, Earls Court, London, SW5 0PT
020 7354 6312 or 0790 851 4748

Switchboard offers advice and support to lesbians and gay men on all issues including domestic violence. Open daily from 10:00 – 23:00
0300 330 0630
Domestic Violence Against Men

Society must recognise that men also experience Domestic Violence. Every 3 minutes the police receive a call from a male victim of Domestic Violence.

Men's Advice Line: a confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner).

0808 801 0327
info@mensadviceline.org.uk
Other useful contacts

Barking and Dagenham Council for Voluntary Services is the umbrella organisation for local voluntary and community organisations, social enterprises and individuals who wish to engage in community activity.

Ripple Centre
121-125 Ripple Road, Barking, London, IG11 7FN
020 8532 7300
info@bdcvs.org.uk

Women’s Refuge and Women’s Aid supports 3,000 women and children on any given day through a range of services, including refuges, independent advocacy, community outreach and culturally specific services.
24 hour help line 0808 2000 247

The Ascent Project is a pan London project undertaken by the London VAWG Consortium delivering a range of services for survivors of domestic or sexual violence.
www.thelondonvawgconsortium.org.uk

Solace Women’s Aid supports women and children affected by domestic and sexual violence
0808 802 5565

Women’s Trust Counselling Service offers confidential support for women who have experienced domestic violence
020 7034 0303/0304
www.womenstrust.org.uk
**The Anchor Project** has been set up to meet the needs of children and young people in affected families in any London borough, to help them recover from the trauma and upheaval they have experienced through domestic violence.

Buttle UK, Audley House, 13 Palace Street, London, SW1E 5HX
020 7828 7311
info@buttleuk.org

**The National Stalking Helpline** provides guidance and information to anybody who is currently or has previously been affected by harassment or stalking.
0300 636 0300
www.stalkinghelpline.org

**Paladin National Stalking Advocacy Service**
Provides advocacy and case work for victims of stalking
Call 0207 840 8960
www.paladinservice.co.uk

**Respect**, support for perpetrators of domestic violence who want to change their behaviour
Call 0808 802 4040 (free from landlines and most mobiles)
info@respectphoneline.org.uk
www.respectphoneline.org.uk
Domestic Violence Intervention Project - support for men who have been violent to their partner and for women who have experienced domestic violence and support for parents and children affected by domestic violence through supervised contact and play therapy.

020 7633 9181
www.dvip.org