



HILLINGDON
LONDON

The London Borough of Hillingdon Resources Guide

**A guide for organisations
providing support to the victims and survivors
of Domestic Abuse and other forms of violence and abuse**

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1. Domestic Abuse *Victims (women/BME/LGBTQ+/Disabled/Elderly/Young People/Mental Health), Victims (men) and Services for Perpetrators*

National DV 24 hour Helpline 0808 2000 247 (Operated by Women's Aid and Refuge)

www.nationaldomesticviolencehelpline.org.uk

Freephone Helpline: 0808 2000 247

Are you experiencing domestic violence?

Do you know of someone who is experiencing abuse and may need help and support?

The Freephone 24 Hour National Domestic Violence Helpline is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers.

All calls are completely confidential.

Translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing are available.

Refuge

www.refuge.org.uk/

Tel: 020 7395 7700

Freephone 24-Hour National Domestic Violence Helpline: 0808 2000 247

Supporting those who have experienced violence and abuse is at the core of everything Refuge does. No matter what your experience – domestic violence, sexual violence, 'honour' based violence, forced marriage, FGM, human trafficking or modern slavery – we are here to support you.

They run a range of specialist services to help survivors access safety and rebuild their lives. If a woman is not sure what service she wants or needs, Refuge will support her to explore her options.

Women's Aid Federation of England

www.womensaid.org.uk

Helpline: 0808 2000 247 (24 hours)

Women's Aid, The Survivor's Handbook accessed via www.womensaid.org.uk/the-survivors-handbook/

Women's Aid Directory of Services can be accessed via www.womensaid.org.uk/domestic-abuse-directory/

Hillingdon Independent Domestic Violence Advocacy (HIDVA) Service

www.hillingdon.gov.uk/article/30369/Hillingdon-independent-domestic-violence-advocacy-HIDVA

Tel: 020 8246 1745

The Hillingdon IDVA Service will assess the risk of harm a victim and their children are facing, create individual safety plans and support, advise and guide the victim through any action they may decide to take. It also offers an independent and confidential listening ear providing:

- Advice and guidance
- Appointments and full safety plan if the victim is at serious risk of harm
- Advice, direction and support through the civil courts
- Advocacy and support through criminal procedures
- Referral to on-going support services
- Advocacy and referral to other appropriate support service

Domestic Abuse (DA) Multi-Agency Risk Assessment Conference (MARAC)

The DA Multi-Agency Risk Assessment Conference (MARAC) is where local agencies meet to discuss and use their professional skills to reduce the risks faced by high-risk victims of domestic abuse who are living in Hillingdon Borough.

For information regarding the MARAC process visit

www.safelives.org.uk/sites/default/files/resources/MARAC%20FAQs%20General%20FINAL.pdf

For information relating to the Hillingdon DA MARAC visit

www.hillingdon.gov.uk/article/30377/MARAC---Information-for-professionals

For further information and advice on making a referral please call the DA MARAC Coordinator:

Tel: 0208 246 1789

Email: Tim.Moriarity@met.police.uk - coordinator

The London Violence Against Women and Girls (VAWG) Consortium

thelondonvawgconsortium.org.uk/partners/

There are 29 specialist organisations in this partnership. For further support and advice contact:

- Solace Advice Hub
Tel: 0808 802 5565
Email: advice@solacewomensaid.org
- Women and Girls Network Advice Hub
Tel: 0808 801 0660
Email: advice@wgn.org.uk

Hillingdon Women's Centre

www.hillingdonwomenscentre.org/domestic-abuse/

Tel: 01895 259 578

Email: info@hillingdonwomenscentre.org

The charity is open to women aged 18 and over with any issue; of which the greatest demand is for those relating to domestic violence, sexual abuse, exploitation, housing/homelessness, mental health, poverty, isolation, language and culture.

Care2Talk

www.care-2talk.co.uk/

Tel: 07564 016066

Email: info@care-2talk.co.uk

Provides the You, Me and Mum programme to support female victims and their children.

Care2Talk also provides a domestic violence intervention service for men and women who use (or have used) domestic abuse/violence in their intimate partner relationships.

Care2Talk provides a structured intervention programme including 1-2-1 and group work and a partner support service.

They work with people who are using violence and abuse in same sex/same gender relationships.

Southall Black Sisters

www.southallblacksisters.org.uk

Tel: 0208 571 0800 (helpline) Open Monday, Wednesday and Friday 9.30am to 4.30pm

Tel: 0208 571 9595 (enquiries) Open Monday to Friday 9am to 5pm

Southall Black Sisters provides information, advice, advocacy, practical help, counselling and support to women and children experiencing domestic and other forms of gender-related violence. Services include:

- Rape and sexual abuse
- Forced marriage
- Honour crimes
- Sexual harassment
- Dowry related abuse
- Matrimonial issues
- Child residence and contact
- Housing and homelessness
- Immigration and asylum
- Suicide, self harm, mental health and depression

They can advise you in English, Hindi, Punjabi, Gujarati and Urdu and arrange interpretation in Somali and other languages.

Ashiana Project (London)

ashiana.org.uk

Helpline: 020 8539 0427

Email: Info@ashiana.org.uk

The Ashiana Network offers specialist refuge, advice, support and counselling services for black and minority ethnic women and girls (14+) affected by domestic violence, sexual violence, forced marriage, honour based violence, female genital mutilation and women who have no recourse to public funds.

Office opening hours are Monday to Friday between 9.30am to 12pm and 1pm to 5pm.

Asian Women's Resource Centre (AWRC)

asianwomenscentre.org.uk/

Tel: 020 8961 6549/ 5701

The AWRC tackles issues relating to abuse which includes domestic and sexual violence, forced marriages, honour based violence, and trafficking.

The AWRC also addresses the many interrelated issues associated with violence such as homelessness, welfare benefits, child contact and immigration which includes support to women who have no recourse to public funds, students and over stayers.

Practical and same language services are available.

Standing Together Against Domestic Violence

www.standingtogether.org.uk/

Tel: 020 8748 5717

Email: admin@standingtogether.org.uk

Standing Together Against Domestic Violence is a UK charity bringing communities together to end domestic abuse.

Standing Together supports organisations, including the police, criminal justice partners, social services, healthcare workers and charities, to identify and respond effectively together to domestic violence.

Hillingdon Safeguarding Children's and Safeguarding Adults' Boards

Visit the following websites for more information on the work of the Boards:

hillingdonlscb.org.uk/professionals/useful-guidance/domestic-abuse/

hillingdonsab.org.uk

Tel: 01895 556633

Respect

respect.uk.net/

Tel: 0808 802 4040

Tel: 0808 801 0327 (men's helpline)

Respect is the UK membership organisation for work with domestic violence male victims of domestic violence and young people's violence in close relationships.

Respect also lead on domestic abuse perpetrator programmes for men.

For **general enquiries** call the main office line: 020 7549 0578 – please don't use this number with enquiries about domestic violence perpetrator programmes or about support for male victims.

Enquiries about working with domestic violence perpetrators and for availability of domestic violence perpetrator programmes call the Respect Freephone:

Tel: 0808 802 4040 (Monday to Friday, 9am to 5pm)

Enquiries about supporting male victims of domestic violence: call the Men's Advice Line on:

Tel: 0808 801 0327 (Monday to Friday, 9am to 5pm)

Calls to 0808 80 numbers are free to call from landlines and mobile phones within the UK and do not appear on itemised bills. They are also free to call from BT payphones.

Galop, the LGBT+ anti-violence charity

www.galop.org.uk/domesticabuse/

Tel: 0207 704 2040

Email: referrals@galop.org.uk

If you are in London, the [LGBT Domestic Abuse Partnership](#) can help too. The DAP is made up of 4 LGBT agencies who each provide different services for LGBT victims/survivors of domestic abuse.

With one phone call, you will be linked in with Galop, Stonewall Housing, LGBT Switchboard, and London Friend. You'll have access to a range of services including:

- Advice and safety planning
- Housing advice, including options on finding safe accommodation
- Emotional support
- Free one-to-one Counselling
- Support and assistance with dealing with the police
- Help reporting incidents
- Legal advice on civil or criminal protection (eg non-molestation orders)
- Support through civil and criminal court system
- Help finding solicitors
- Advice on child safety and child contact issues

Specific support around sexual abuse too.

Translation service available to those who do not have English as a first language

To get started with the LGBT Domestic Abuse Partnership, contact Galop on 0207 704 2040 or fill out lgbtdap.org.uk/self-referrals/.

Stonewall LGBT Domestic Abuse

www.stonewall.org.uk/help-advice/criminal-law/domestic-violence

For further information call Stonewall's Information Service on 08000 502020 (Monday to Friday, 9.30am to 5.30pm).

Albert Kennedy Trust

www.akt.org.uk

48 The Chocolate Studios, 7 Shepherdess Place, London N1 7LJ

Tel: 020 7831 6562 (Monday to Friday, 10am to 4.30pm)

A LGBTQ+ Youth Homelessness charity, which ensure young people's needs and issues are at the heart of everything they do.

AKT is involved in youth engagement, consultancy and campaigning.

LGBT - Young Hillingdon

www.hillingdon.gov.uk/article/30049/LGBT

Want to have a confidential chat and meet likeminded people of your own age (13 to 19)?

Our service is running a youth work drop-in project for young people who identify as LGBT or who are questioning their sexuality.

You can meet new friends in a safe space, get involved in a range of youth work activities and access advice and information.

The project is based at a central location in Uxbridge and takes place on Mondays from 4pm to 6.30pm

The session is delivered in partnership with colleagues from [Mosaic LGBT Youth Centre](#)

If you need additional information about this project call 01895 250721/07951 884349 or call the Mosaic youth project on 07931 336668 or email Info@mosaicyouth.org.uk

West London LGBT Forum and Support Groups

Details can be found by visiting:

www.ealingcvs.org.uk/equalities-and-cohesion/lgbt/other-lgbt-contacts-and-resources/

Victim Support

www.victimsupport.org.uk/help-and-support/get-help/support-near-you/london/west-london

If you've been affected by crime, call the West London Victim Assessment and Referral Service on freephone 0808 168 9291 (lines are open 8am to 8pm Monday to Friday and 9am to 5pm on Saturdays).

You can also contact your local victim team in West London on 020 8965 1141 (lines are open 9am to 5pm, Monday to Friday).

Alternatively, you can contact us via [live chat](#) - our normal operating hours are from 9am to 5pm Monday to Friday.

If you need support outside of our open hours, call the [Support line](#) for free on [0808 16 89 111](tel:08081689111) or [request support via the website](#)

Hillingdon Safe Space project (operated by Victim Support)

Tel: 020 8965 1141

Email: HillingdonSafeSPACE@victimsupport.org.uk

Support for children and young people (age 5 to 18) affected by domestic abuse (only service users working or being educated in the six southern wards of the borough).

Victim Support (VS) IDVA service

The Victim Support IDVAs (Independent Domestic Violence Advocates) service is staffed by specialist caseworkers and supported by specialist volunteers.

These workers will help you to decide what action you want to take and the support and help that feels right for you.

IDVAs often support survivors through the criminal justice system, if you choose to report the crime, and co-ordinate health and support services.

VS has domestic abuse outreach services, which will work with victims in the community, co-ordinating support and providing direct practical and emotional support.

Women and Girls Network

www.wgn.org.uk/

Tel: 0808 801 0660

Women and Girls Network (WGN) is a free, women-only service that supports women in London who have experienced violence, or are at risk of violence.

The Network offers counselling, advocacy and advice for women and girls who have experienced gendered violence, including sexual and domestic violence.

Ascent

thewomensresourcecentre.org.uk/8653-2/

Tel: 020 7697 3450

Email: admin@wrc.org.uk

Ascent is a project undertaken as part of the London Violence Against Women and Girls (VAWG) Consortium, delivering a range of services for survivors of domestic and sexual violence, under six themes, funded by London Councils.

23 organisations are currently involved in the Ascent project.

Ascent improves service provision for those affected by sexual and domestic violence in London through the provision of front-line services as well as support to voluntary and statutory organisations.

P3 - Hillingdon Drop In Centre - Navigator

www.p3charity.org/services/hillingdon-drop-in-navigator

18e Fairfield Road, Yiewsley, West Drayton, UB7 8EX

Tel: 01895 436114

Opening times: Monday 9am to 5pm, Tuesday 1pm to 7pm, Wednesday 9am to 5pm, Thursday 1pm to 7pm, Friday 9am to 5pm

Open to all young people who need advice or support, be that about their tenancy or housing situation, relationship issues, or if they simply need support to access other services.

No appointment needed.

Services include:

- Housing and homelessness
- Accessing specialist services
- Dealing with debt
- Mental and physical health
- Education and employment
- Addiction issues
- Relationships

There are different ways to contact P3 – see the options here: www.p3charity.org/contact-us/contact-us

National Centre for Domestic Violence (NCDV)

www.ncdv.org.uk/

Tel: 020 7186 8270 or 0800 970 2070

Email: office@ncdv.org.uk

The National Centre for Domestic Violence was established to help survivors of domestic violence and abuse obtain protection against an abuser, as well as offering services to the police, probation service, domestic abuse agency workers and the legal profession.

The National Centre for Domestic Violence provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation.

An emergency court injunction can sometimes be issued within 24 hours of making contact with NCDV.

Hestia Housing and Support

www.hestia.org/

Tel: 020 7378 3100 Urgent? Call 020 7378 3100

Email: hestia.referrals@hestia.org or hestia.support@hestia.org

Services include:

- Registered care homes
- Supported accommodation
- Day centres
- Befriending projects
- Community floating support
- Recovery Cafes
- Hospital Discharge Service

Action on Elder Abuse

www.elderabuse.org.uk/

Tel: 020 8835 9280

Email: Enquiries@elderabuse.org.uk

A major point to remember – whether you are personally coping with abuse or whether you are concerned about the abuse of another – is that you are not alone.

It is important therefore to protect yourself if you are an older person, and sometimes that can be very simple. Too often abuse has continued because people spotted something that felt wrong, but took no action as they doubted their own concerns. Being alert to the possibility of abuse is sensible, without needlessly seeing it everywhere.

Age UK Hillingdon

www.ageuk.org.uk/hillingdon/about-us/contact-us/

Tel: 020 8756 3040 (Monday to Thursday 9am to 2pm. Friday 9am to 1pm)

Email: enquiries@ageukhillingdon.org.uk

Age UK Hillingdon offers lots of services for older people and their carers in Hillingdon Borough.

Criteria for all services:

- Age 65 and over
- Resident in the London Borough of Hillingdon
- Registered with a GP in the London Borough of Hillingdon (our falls service)
- Housebound or have little social contact for our Befriending service only

SIGNHEALTH**DEAF HOPE**

www.signhealth.org.uk/our-projects/deafhope-projects/

Tel: 020 3947 2600

Email: info@signhealth.org.uk

Have a range of projects, services and campaigns, all aimed at improving the health of Deaf people.

SignHealth is probably the country's biggest employer of Deaf people, and most of the staff in their projects and services are fluent sign language users.

SignalHealth's work is varied and aims to give Deaf people easier access to healthcare and information, as well as providing services which are not provided elsewhere.

The domestic abuse service is called DeafHope. It provides practical and emotional support to Deaf people who are experiencing domestic abuse, and to those who have survived it. The team help people to make choices and to stay safe.

SafeLives

www.safelives.org.uk/about-us

Men's Advice Line

www.mensadvice.org.uk

Tel: 0808 801 0327 (Freephone)

Email: info@mensadvice.org.uk

NHS Choices

<https://www.nhs.uk/live-well/healthy-body/getting-help-for-domestic-violence/>

Mankind Initiative

www.new.mankind.org.uk/

Tel: 01823 334244

Helping men escape from domestic abuse

Mankind UK

www.mankindcounselling.org.uk

Tel: 01273 911680

Email: admin@mankindcounselling.org.uk

Advice and counselling for men experiencing violence.

The Traveller Movement

travellermovement.org.uk

Tel: 020 7607 2002

Email: info@travellermovement.org.uk

Promoting the inclusion of Gypsies, Roma and Travellers through community engagement, advocating their human rights and leading on research to shape policy. (See also the organisations in section 4 of this resources guide).

West London Equality Centre

www.wlec.net

Tel: 020 8231 2550 / 020 8231 2574 / 020 8231 2575 / 020 8231 2576

Opening hours: Monday to Friday, 10am to 4pm

Services include advice relating to:

- Debt
- Family including Matrimonial matters
- Employment
- Immigration
- Welfare and Benefits
- Housing/Tenancy

For further details please visit: <http://www.wlec.net/what-we-do/>

Advance

<http://advancecharity.org.uk>

Advance's Minerva Service helps women involved in the Criminal Justice System to move on with their lives.

If you have been involved in the Criminal Justice System, Advance provides all the help you need to make the choices that are right for you at the women-only Minerva Centres and local hubs. Dedicated, specialist advocates are there to listen and support you to move forward with your life to a better future.

Advance works closely with probation (National Probation Service, Community Rehabilitation Company, housing, health, children's services and other professionals to get women all the guidance they need, when they need it, from one place.

Advance believe that the Criminal Justice System is built by men, for men, so it is important that a safe, woman-only option like Minerva is available for women and young girls.

To find out more about the Minerva Service for women involved in the Criminal Justice System call 020 8563 2225.

For self-referrals, please contact MinervaWA@advancecharity.org.uk

2. Child Abuse including Criminal Child Sexual Exploitation

Barnado's

www.barnardos.org.uk/what_we_do/our_work/sexual_exploitation.htm

If you think that a child is in immediate danger please **dial 999**. Alternatively please contact your local authority social care department, or the NSPCC 24 hour child protection helpline listed below.

If you are a child who needs help, please call [Childline](https://www.childline.gov.uk) on **0800 11 11**.

Alternatively, please call **0808 800 5000** to discuss your concerns with the [NSPCC 24 Hour Child Protection Helpline](https://www.nspcc.org.uk/what-we-do/our-work/sexual-exploitation/).

NSPCC

www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/child-sexual-exploitation/

Tel: 0808 800 5000

Email: help@nspcc.org.uk

Child abuse linked to faith or belief:

www.gov.uk/government/publications/national-action-plan-to-tackle-child-abuse-linked-to-faith-or-belief

National FGM Centre

<http://nationalfgmcentre.org.uk>

Tel: 0208 498 7137

Email: info@nationalfgmcentre.org.uk

Came Women and Girls Development Organisation (CAWOGIDO)

<http://cawogido.co.uk/new/>

Tel: 020 8422 3621 / 07931873801

Email: margarethyuydzewira@cawogido.co.uk

Came Women and Girls Development Organisation (CAWOGIDO) is a community based diaspora organisation dedicated to improving the health and well-being.

CAME aims to upgrade and improve the environment, health, educational, social, and cultural and infrastructure aspects. CAME provides education on women and girls sexual and reproductive health through seminars, workshops & conferences and capacity building for women.

CAME educates to prevent and tackles breast 'ironing'/flattening.

The Victoria Climbié Foundation

<https://vcf-uk.org/about-2/>

Tel: 020 8619 1191

Email: info@vcf-uk.org

- **Community Education Service**
Empowering communities to safeguard their children - work with community groups and their service users to identify needs and tailor workshops to address these.
- **Active Listening Programme**
Promoting young people's life-chances - an advocacy service for teenagers struggling with the impact of past or current abuse and neglect; and provision of regular work placements for young people.

- **Victim Support Service, Serious Case Review, Family Involvement and Support Package: Advocating for families** involved in court proceedings or who have lost a child through neglect or abuse, legal casework for children/families and facilitation of family engagement in serious case and DHRs
- **Practice consultancy**
- **Challenging and supporting child protection services** to improve their service delivery - expert case work or review assessments, analysis and interventions, a community engagement strategy, tailored training for professionals, regular social work practice placements.
- **Campaigning**
- **Protecting children across culture and faith**
Harmful practices linked to faith or belief; witchcraft and spirit possession, FGM, Radicalism
Trafficked children, Child Sexual Abuse

Afruca

www.afruca.org.uk

Tel: 0844 660 8607

3. Sexual Assault and Rape

Havens (and Sexual Assault Referral Centres)

www.thehavens.org.uk/

Tel: 020 3299 6900 for urgent advice/appointments

The Havens are specialist centres in London for people who have been raped or sexually assaulted. There to help you if you've been [raped or sexually assaulted](#) in the past 12 months.

Centres are available 24 hours a day, 7 days a week, for an [initial assessment](#).

When they need to see you urgently, such as for a [forensic medical examination](#) they will aim to see you within 90 minutes.

Follow-up after care, including [counselling](#), [tests and treatments](#) is also available.

If you were assaulted more than 12 months ago, we can provide you with information on [other organisations](#) that can help.

The London Violence Against Women and Girls (VAWG) Consortium

thelondonvawgconsortium.org.uk/partners/

There are 29 specialist organisations in this partnership.

For further support and advice contact:

- Solace Advice Hub
Tel: 0808 802 5565
Email: advice@solacewomensaid.org
- Women and Girls Network advice hub
Tel: 0808 801 0660
Email: advice@wgn.org.uk

Rape Crisis (England and Wales)

<https://rapecrisis.org.uk>

National Freephone helpline: 0808 802 9999 (Midday to 12.30pm, 7pm to 9.30pm every day, plus 3pm to 5.30pm weekdays)

Email: info@rapecrisis.org.uk

Services are available to women who have been sexually abused at any time in their lives.

Sexual abuse – support for all

HAVOCA (Help for Adult Victims of Child Abuse)

www.havoca.org

Lifecentre

lifecentre.uk.com

PO Box 58, Chichester, PO19 8UD

Freephone helpline: 0808 802 0808

Text helpline: 07717 989 022

Telephone counselling for survivors of sexual abuse and those supporting survivors. Also offers face-to-face counselling and art therapy groups in West Sussex.

One in four

oneinfour.org.uk

Advocacy service, counselling service (available over Skype and in several languages) and information for people who have experienced sexual abuse.

The Lantern Project

lanternproject.org.uk

Help and support for survivors of sexual abuse. Information library on website, and survivors' online forum.

The Survivors Trust

thesurvivorstrust.org

UK network of support organisations for survivors of rape, sexual violence and childhood sexual abuse. Offers extensive information resources plus details of your local specialist support.

Sexual abuse – support for women**CIS'ters (Childhood Incest Survivors)**

cisters.org.uk

PO Box 119, Eastleigh SO50 92F

Tel: 023 8033 8080

Email: admin@cisters.org.uk

Provides help and support for adult women who suffered incest as a child.

Sexual abuse – support for men**Mankind**

mankindcounselling.org.uk

Tel: 01273 911680

Email: admin@mankindcounselling.org.uk

Provides one-to-one counselling, therapeutic groups and couple counselling to men (age 18+) who have experienced sexual abuse at any time in their lives.

Survivors UK

www.survivorsuk.org

Tel: 020 3598 3898

Email: help@survivorsuk.org

Opening hours: Monday to Friday, 10.30am to 9pm. Saturday and Sunday, 10am to 6pm.

Support for men who have been raped or sexually abused.

Sexual abuse – support for non-abusive parents and carers of children who have been sexually abused**Mosac**

www.mosac.org.uk

Tel: 0800 980 1958 (helpline)

Email: enquiries@mosac.org.uk

Mosac is a voluntary organisation supporting non-abusing parents and carers whose children have been sexually abused, providing support, advice, information and counselling following the discovery of sexual abuse.

Support to prevent sexual abuse of children

Lucy Faithfull Foundation

www.lucyfaithfull.org.uk

The Foundation offers a range of services for individuals and families looking for help, advice, support and intervention with regard to issues surrounding child sexual abuse.

Stop it Now!

www.stopitnow.org.uk

Helpline: 0808 1000 900 (Monday to Thursday, 9am to 9pm. Friday, 9am to 7pm)

Email: help@stopitnow.org.uk

Confidential freephone helpline for people struggling with sexual thoughts and behaviours towards children. Also supports anyone with a concern, including the parents and carers of children and young people with worrying sexual behaviour, and friends and family worried about the behaviour of another adult.

4. Harmful Traditional Practices (*Honour Based Abuse/Forced Marriage/Female Genital Mutilation/Breast Ironing etc*)

HM Government Forced Marriage Unit

Tel: 020 7008 0151 (Monday to Friday service. Out of Hours Duty Officer facility (24/7, 365 days per year))

Email: fmf@fco.gov.uk

The Forced Marriage Unit (FMU) is a joint Foreign and Commonwealth Office and Home Office unit which leads on the government's forced marriage policy, outreach and casework. It operates both inside the UK (where support is provided to any individual) and overseas (where consular assistance is provided to British nationals, including dual nationals).

For further information visit: www.gov.uk/guidance/forced-marriage#forced-marriage-unit

National Society for the Prevention of Cruelty to Children (NSPCC)

www.nspcc.org.uk/what-we-do/

NSPCC FGM Helpline: 0800 028 3550

Email: fgmhelp@nspcc.org.uk

National FGM Centre

nationalfgmcentre.org.uk

Tel: 020 8498 7137

Email: info@nationalfgmcentre.org.uk

Forward - Safeguarding Rights and Dignity

forwarduk.org.uk/

Tel: 0208 960 4000, extension 1

Tel: 07834 168 141

Email: support@forwarduk.org.uk

FORWARD (Foundation for Women's Health Research and Development) is committed to gender equality and safeguarding the rights of African girls and women.

FORWARD is a leading African diaspora women's campaign and support organisation.

National FGM Centre

What is Child Abuse Linked to Faith or Belief (CALFB)?

There are a variety of definitions associated with abuse linked to faith or belief including witchcraft and spirit possession. The National Action Plan has further information.

SHARAN Project

www.sharan.org.uk/AboutUs.aspx

Tel: 0844 504 3231

Email: info@sharan.org.uk

Help for South Asian Women and others disowned by their families e.g. because of honour based abuse, forced marriage, FGM, sexual violence, abuse, domestic abuse etc

Iranian & Kurdish Women's Rights Organisation

ikwro.org.uk

Helpline: 020 7920 6460 (Monday to Friday 9.30am to 5.30pm)

Emergency numbers 24 hours: 07846 275246 (Kurdish/Arabic) / 07846 310157 (Farsi/Dari/Turkish)

Ashiana Project (London)

ashiana.org.uk

Helpline: 020 8539 0427

Email: Info@ashiana.org.uk

Office opening hours: Monday to Friday from 9.30am to midday and 1pm to 5pm

The Ashiana Network offers specialist refuge, advice, support and counselling services for black and minority ethnic women and girls (14+) affected by domestic violence, sexual violence, forced marriage, honour based violence, female genital mutilation and women who have no recourse to public funds.

Came Women and Girls Development Organisation (CAWOGIDO)

cawogido.co.uk/new/

Tel: 020 8422 3621 / 07931873801

Email: margaretnyuydzewira@cawogido.co.uk

Came Women and Girls Development Organisation (CAWOGIDO) is a community based diaspora organisation dedicated to improving the health and well-being.

CAME aims to upgrade and improve the environment, health, educational, social, and cultural and infrastructure aspects. CAME provides education on women and girls sexual and reproductive health through seminars, workshops and conferences and capacity building for women.

CAME educates to prevent and tackles breast 'ironing'/flattening.

The Victoria Climbié Foundation

vcf-uk.org/about-2/

Tel: 0208 619 1191

Email: info@vcf-uk.org

- **Community Education Service**
Empowering communities to safeguard their children - work with community groups and their service users to identify needs and tailor workshops to address these.
- **Active Listening Programme**
Promoting young people's life-chances - an advocacy service for teenagers struggling with the impact of past or current abuse and neglect; and provision of regular work placements for young people.
- **Victim Support Service, Serious Case Review, Family Involvement & Support Package: Advocating for families** involved in court proceedings or who have lost a child through neglect or abuse, legal casework for children/families and facilitation of family engagement in serious case and domestic homicide reviews.
- **Practice consultancy**
- **Challenging and supporting child protection services** to improve their service delivery - expert case work or review assessments, analysis and interventions, a community engagement strategy, tailored training for professionals, regular social work practice placements.
- **Campaigning**
- **Protecting children across culture and faith**
Harmful practices linked to faith or belief; witchcraft and spirit possession, FGM, Radicalism
Trafficked children
Child Sexual Abuse

Southall Black Sisters

www.southallblacksisters.org.uk

Tel: 020 8571 0800 (helpline open Monday, Wednesday and Friday 9.30am to 4.30pm)

Tel: 0208 571 9595 (enquiries open Monday to Friday, 9am to 5pm)

Southall Black Sisters provides information, advice, advocacy, practical help, counselling and support to women and children experiencing domestic and other forms of gender-related violence. Services include:

- Rape and sexual abuse
- Forced marriage
- Honour crimes
- Sexual harassment
- Dowry related abuse
- Matrimonial issues
- Child residence and contact
- Housing and homelessness
- Immigration and asylum
- Suicide, self harm, mental health and depression

They can advise you in English, Hindi, Punjabi, Gujarati and Urdu and arrange interpretation in Somali and other languages.

Freedom Charity

freedomcharity.org.uk

Tel: 0845 607 0133 (24/7 helpline)

Tackling Honour Based Abuse, Forced Marriage and FGM.

Karma Nirvana

karmanirvana.org.uk/what-we-do/

Tel: 0800 5999 247 (UK Helpline open Monday to Friday 9am to 5pm). If you are in immediate danger call 999.

Email: info@karmanirvana.org.uk

Muslim Women's Network UK

www.mwnhelpline.co.uk

Tel: 0800 999 5786

24 hour text service: 07415 206936

Muslim Community Helpline

www.muslimcommunityhelpline.org.uk

Tel: 020 8904 8193 / 020 8908 6715

Jewish Women's Aid Helpline

www.jwa.org.uk

Freephone: 0808 801 0500

Chinese Information and Advice Centre

www.ciac.co.uk

Tel: 0300 201 1868

Refugee Council

www.refugeecouncil.org.uk

Rights of Women

www.row.org.uk

Provides information and advice to women on all aspects of the law.

Asylum Aid

www.asylumaid.org.uk

Tel: 020 7354 9264 (Tuesdays, 1pm to 4pm)

Free confidential, independent legal advice for people seeking asylum in the UK.

The London Violence Against Women and Girls (VAWG) Consortium

thelondonvawgconsortium.org.uk/partners/

There are 29 specialist organisations in this partnership. For further support and advice contact:

- Solace Advice Hub
Tel: 0808 802 5565
Email: advice@solacewomensaid.org
- Women and Girls Network advice hub
Tel: 0808 801 0660
Email: advice@wgn.org.uk

See also the organisations in section 1 and 5 of this resources guide.

5. Modern Slavery (*Human Trafficking, Domestic Servitude, Forced Labour*)

The 24/7 Referral Helpline is hosted by The Salvation Army on:
Tel: 0300 303 8151

or the Modern Slavery Helpline on:
Tel: 08000 121 700. In an emergency call 999

There are a number of non-government organisations (NGOs) councils can contact to discuss modern slavery or receive further information from including:

Barnardo's

<http://www.barnardos.org.uk/cta.htm>

National Counter Trafficking Service (also includes the Independent Child Trafficking Service)

General Enquiries

Email: countertrafficking@barnardos.org.uk

Services near Hillingdon Borough accessed via:

<https://www.barnardos.org.uk/service-search-results.jsp?loc=Hillingdon+&lg=-0.4526<=51.5334&cl-0=>

NSPCC

<https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/child-trafficking/>

Child Trafficking Advice Centre:

Tel: 0808 800 5000

Email: help@nspcc.org.uk

Children and Young People should call:

Tel: 0800 11 11

Adults concerned about children and young people should call:

Tel: 0808 800 5000

Human Trafficking Foundation

www.humantraffickingfoundation.org

Tel: 020 3773 2040

Email: info@humantraffickingfoundation.org

Mapping Trafficking Survivor Services - see:

www.humantraffickingfoundation.org/support-services

Unseen

www.unseenuk.org

Filing a report via www.modernslaveryhelpline.org/report

Every Child Protected Against Trafficking (ECPAT) UK

www.ecpat.org.uk

General enquiries:

Tel: 0207 607 2136

Email: info@ecpat.org.uk

The Salvation Army

<https://www.salvationarmy.org.uk/modern-slavery>

Confidential Referral Helpline: 0300 3038151 (available 24 hours a day, seven days a week)

WHEN TO CALL 0300 3038151 -

- if you consider yourself to be a victim of modern slavery and are in need of assistance
- or you are nominated to make referrals to Government services for victims of modern slavery
- or simply a concerned individual, who comes into contact with someone you suspect may be a victim of modern slavery

Branches of The Salvation Army in Hillingdon Borough:

- Hillingdon Salvation Army, 125 Uxbridge Road, Uxbridge, UB10 0LQ
Email: hillingdon@salvationarmy.org.uk
Tel: 01895 271 395
- Hayes Salvation Army, 71 Coldharbour Lane, Hayes, UB3 3EE
Email: Hayes@salvationarmy.org.uk
Tel: 020 8573 7342

Migrant Help

www.migranthelpuk.org

Tel: 0808 8000 630 (Asylum Help)

Tel: 01304 203 977 (head office)

Email: info@migranthelpuk.org

Migrant help specialises in a number of areas including:

- Asylum
- Slavery and Human Trafficking
- Refugee Settlement

The Medaille Trust

www.medaille-trust.org.uk

Tel: 0161 817 2260

Email: enquiries@medaille-trust.org.uk

The Medaille Trust's mission is the empowerment of women, men and children who have been freed from human-trafficking and other forms of modern slavery enabling them to regain their dignity and self-worth. The Trust provides safe accommodation, psychological healing and protection to the victims in its care.

Kalayaan

www.kalayaan.org.uk

Tel: 020 7243 2942

Email: info@kalayaan.org.uk

Kalayaan works with migrant domestic workers in the UK to improve and to help them access their rights.

Kalayaan provides services on:

- Immigration and Employment Advice
- Anti-trafficking work
- English classes

The Victoria Climbié Foundation

vcf-uk.org/about-2/

Tel: 020 8619 1191

Email: info@vcf-uk.org

- **Community Education Service**
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- **Active Listening Programme**
Promoting young people's life-chances - an advocacy service for teenagers struggling with the impact of past or current abuse and neglect; and provision of regular work placements for young people.
- **Victim Support Service, Serious Case Review, Family Involvement and Support Package: Advocating for families** involved in court proceedings or who have lost a child through neglect or abuse, legal casework for children/families and facilitation of family engagement in serious case and domestic homicide reviews.
- **Practice consultancy**
- **Challenging and supporting child protection services** to improve their service delivery - expert case work or review assessments, analysis and interventions, a community engagement strategy, tailored training for professionals, regular social work practice placements.
- **Campaigning**
- **Protecting children across culture and faith**
Harmful practices linked to faith or belief; witchcraft and spirit possession, FGM, Radicalism
Trafficked children
Child Sexual Abuse

6. Perpetrators

Integrated DA Project (IDAP)

IDAP is a nationally-accredited community-based group work programme designed to reduce re-offending by adult male domestic violence offenders.

It is delivered within the Multi-Agency Public Protection Arrangements (MAPPA)

www.gov.uk/government/publications/multi-agency-public-protection-arrangements-mappa—2

Respect

respect.uk.net/information-support/domestic-violence-perpetrators/

Tel: 0808 802 4040 (Monday to Friday, 9am to 5pm)

Email: info@respectphoneline.org.uk

The Respect Phoneline (respectphoneline.org.uk) is a confidential helpline, email and web-chat service for perpetrators of domestic violence looking for help to stop.

Respect help male and female perpetrators, in heterosexual or same-sex relationships. Partners or ex-partners of perpetrators, as well as concerned friends and family members and Frontline Workers are also welcome to contact us for information, advice and support.

Multi-agency Tasking and Coordination (MATAC) - tackling repeat DA perpetrators

Tel: 020 8246 1789

Email: Tim.Moriarity@met.police.uk - coordinator

Background info:

<http://n8prp.org.uk/wp-content/uploads/2017/06/MATAC-N8-presentation-final-11-June-2017.pdf>

Care2Talk

www.care-2talk.co.uk/

Tel: 07564 016066

Email: info@care-2talk.co.uk

Care2Talk also provides a domestic violence intervention service for men and women who use (or have used) domestic abuse/violence in their intimate partner relationships.

Care2Talk provides a structured intervention programme including 1-2-1 and group work and a partner support service.

7. Local Authority Departments

The range of Hillingdon Council's services can be found by visiting:
www.hillingdon.gov.uk/article/9389/Contact-details

Hillingdon Council departments' contact telephone numbers can be found by visiting:
www.hillingdon.gov.uk/article/30792/Contact-us-by-phone

Hillingdon Social Care Direct (inc adults and children)
Tel: 01895 556633

Safeguarding children's team
Tel: 01895 277930

Safeguarding adult's team
Tel: 01895 556633

Housing services
Tel: 01895 556666

Switchboard
Tel: 01895 250111

Hayes One Stop Shop (council service information and advice)
Tel: 01895 556004

Text Relay (for those with hearing difficulties)
Tel: 01895 250111

Out of hours (Monday to Friday 6pm to 8am and weekends)
Tel: 01895 250111

Hillingdon Safeguarding Children's Board
hillingtonlscb.org.uk/
Tel: 01895 556633

Hillingdon Local Safeguarding Children Board (Hillingdon LSCB) brings together all the main organisations that work with children and families in Hillingdon, with the aim of ensuring that they work together effectively to keep children safe.

Hillingdon Children's Centres

The centres offer a range of support services to children and families including specialist services tackling domestic abuse.

A full list of addresses and contact details for the children's centres can be found by visiting:
www.hillingdon.gov.uk/article/25910/Contact-details-for-Children-centres

Hillingdon Safeguarding Adults' Board

www.connecttosupporthillington.org/s4s/WhereILive/Council?pagelD=2783

Tel: 01895 556633

Hillingdon Safeguarding Adults Board (SAB) is a multi-agency partnership comprising statutory, independent and charitable organisations. The Board's objective is to protect and promote individual human rights, independence and improve wellbeing, so that adults at risk stay safe and are protected at all times from abuse, neglect, discrimination, or poor treatment.

Multi-agency Safeguarding Hub (MASH)

www.hillingdon.gov.uk/article/29820/Contact-details-for-Hillingdon-MASH

If you are worried about a child or are concerned about an on-going issue involving a child please contact the MASH directly on 01895 556633 or alternatively if you feel a child is in immediate danger then call the Police emergency number 999.

Community Risk (CR) Multi-Agency Risk Assessment Conference (MARAC)

A Community MARAC (Multi-agency Risk Assessment Conference) is primarily a multi-agency problem-solving meeting that promotes managing the risk to the vulnerable victim and providing options for increased safety. It also considers other persons affected and manages the behaviour of any perpetrator. The panel will decide on the best approach to managing the overall risk to the victim or community and on effective safety planning strategies.

A victim/perpetrator should be referred if they are vulnerable or at risk to either themselves or others. For a CR MARAC Referral Form and Risk Assessment and forwarding the completed form to the CR MARAC Coordinator, Vijay Odedra – vodedra@hillington.gov.uk

Adult Social Care

www.hillingdon.gov.uk/article/9481/Contact-details-for-Social-Services

Tel: [01895 556633](tel:01895556633)

Tel: [01895 250111](tel:01895250111) (out of hours)

Email: socialcaredirect@hillington.gov.uk

8. Police

In an emergency call police free on 999 or 112.

The **999** or 112 emergency number **should** only be **used** to contact **police, fire service, ambulance service or coastguard** for situations where someone is in danger (including the caller), when a crime is actually taking place, medical emergency or fire.

If after dialing 999 or 112 you need to be silent; you can't speak or make any noise as it might alert an attacker, dial 55 to alert the operator.

In non-emergencies call police on 101 (you will be charged for this call).

Hillingdon Police Safer Neighbourhood Team (SNT) Contacts

Every ward in Hillingdon has a dedicated team that serves your neighbourhood.

These Police officers and PCSOs are in addition to the officers who police the whole borough on a 24-hour basis.

If you have concerns about day-to-day crime and disorder issues, which include anti-social behaviour, graffiti, noisy neighbours or vandalism, please contact your Safer Neighbourhoods team who are based on ward boundaries:

Barnhill Team

Tel: 020 8721 2554 or 07917 013218

Email: HillingdonBarnhill.snt@met.police.uk

Botwell Team

Tel: 020 8721 2757 or 07717 733727

Email: botwell.snt@met.police.uk

Brunel Team

Tel: 020 8721 2551 or 07917 000955

Email: brunel.snt@met.police.uk

Cavendish Team

Tel: 020 8721 2550 or 07909 936104

Email: cavendish.snt@met.police.uk

Charville Team

Tel: 020 8721 2552 or 07917 013196

Email: charville.snt@met.police.uk

Eastcote and East Ruislip Team

Tel: 020 8721 2548 or 07909 890957

Email: eastcote.ruislip.snt@met.police.uk

Harefield Team

Tel: 020 8721 2544 or 07909 665831

Email: harefield.snt@met.police.uk

Heathrow Villages Team

Tel: 020 8721 2557 or 07917 013238

Email: heathrowvillages.snt@met.police.uk

Hillingdon East Team

Tel: 020 8721 2553 or 07917 013207

Email: hillingdoneast.snt@met.police.uk

Ickenham Team

Tel: 020 8721 2543 or 07909 534633

Email: ickenham.snt@met.police.uk

Northwood Team

Tel: 020 8721 2545 or 07909 872377

Email: northwood.snt@met.police.uk

Northwood Hills Team

Tel: 020 8721 2546 or 07909 875007

Email: northwoodhills.snt@met.police.uk

Pinkwell Team

Tel: 020 8721 2556 or 07917 013 228

Email: pinkwell.snt@met.police.uk

Ruislip Manor Team

Tel: 020 8721 2549 or 07909 896437

Email: manorward.snt@met.police.uk

South Ruislip Team

Tel: 020 8721 2011 or 07843 291093

Email: southruislip.snt@met.police.uk

Townfield Team

Tel: 020 8721 2009 or 07843 291091

Email: townfield.snt@met.police.uk

Uxbridge North Team

Tel: 020 8721 2782 or 07717 733783

Email: uxbridgenorth.south.snt@met.police.uk

Uxbridge South Team

Tel: 020 8721 2758 or 07717 733782

Email: uxbridgenorth.south.snt@met.police.uk

West Drayton Team

Tel: 020 8721 2018 or 07843 291092

Email: WestDrayton.snt@met.police.uk

West Ruislip Team

Tel: 020 8721 2547 or 07909 883037

Email: westruislip.snt@met.police.uk

Yeading Team

Tel: 020 8721 2733 or 07766 991019

Email: yeading.snt@met.police.uk

Yiewsley Team

Tel: 020 8721 2713 or 07766 991017

Email: yiewsley.snt@met.police.uk

Multi-agency Tasking and Coordination (MATAC) - tackling repeat DA perpetrators

Tel: 0208 246 1789

Email: Tim.Moriarity@met.police.uk - coordinator

Background information can be found here:

<http://n8prp.org.uk/wp-content/uploads/2017/06/MATAC-N8-presentation-final-11-June-2017.pdf>

9. Healthcare

NHS Providers/Hillingdon Clinical Commissioning Group (HCCG)

www.hillingdonccg.nhs.uk/about-hillingdon-ccg

Boundary House, Cricket Field Road, Uxbridge, UB8 1QG

Tel: 01895 203000

Email: hillccg.hccgcommunications@nhs.net

NHS Hillingdon Clinical Commissioning Group (CCG) is responsible for buying health services in Hillingdon including community health and hospital services.

We're different to previous organisations because we are made up of local GPs and health professionals who are best placed to know the right services for our area.

Use this section to find Hillingdon NHS services for routine and urgent help; and for advice on how you can look after your own health.

For more information on choosing the right health services across North West London visit www.rightcarenlondon.nhs.uk.

Local Hospitals

The Hillingdon Hospitals NHS Foundation Trust

www.thh.nhs.uk

Services are provided from both Hillingdon Hospital and Mount Vernon Hospital.

- Hillingdon Hospital, Pield Heath Road, Uxbridge, UB8 3NN
Tel: 01895 238282
- Mount Vernon Hospital, Rickmansworth Road, Northwood, HA6 2RN
Tel: 01923 826111

Comprehensive list of contact numbers and emails: www.thh.nhs.uk/about/contact/index.php

Hillingdon Hospital is the only acute hospital in the London Borough of Hillingdon and offers a wide range of services including accident and emergency, inpatient care, day surgery, outpatient clinics and maternity services. The Trust's services at Mount Vernon Hospital include routine day surgery at a modern treatment centre, a minor injuries unit, and outpatient clinics.

London North West, University Healthcare, NHS Trust Northwick Park Hospital

www.lnwh.nhs.uk/patients-visitors/locations-of-our-services/northwick-park-and-st-marks-hospitals/

Northwick Park hospital operates a 24/7 Accident and Emergency facility.

- London North West, University Healthcare, NHS Trust
Northwick Park Hospital, Watford Road, Harrow, HA1 3UJ
Tel: 020 8864 3232 (switchboard)
Northwick Park Hospital (and St Mark's) Ward contact numbers
www.lnwh.nhs.uk/services/ward-phone-numbers/northwick-park-and-st-marks-hospital-ward-phone-numbers/

GP Surgeries

A list of GP surgeries and their addresses and contact numbers found by visiting:

www.hillingdonccg.nhs.uk/publications

NHS

Healthy Body, Domestic Violence and abuse

www.nhs.uk/live-well/healthy-body/getting-help-for-domestic-violence/

Respond

respond.org.uk/

Tel: 020 7383 0700

Email: admin@respond.org.uk

Respond aims to make a real difference to people with learning disabilities by providing effective and flexible support to help them to improve their lives.

Respond works with children and adults with learning disabilities who have experienced abuse or trauma, as well as those who have abused others, through psychotherapy, advocacy, campaigning and other support. Respond also aims to prevent abuse by providing training, consultancy and research.

Community Health Service enquiries

- Adult Services
Tel: 01895 486127
- Children's Services
Tel: 01895 891302

For help in a mental health crisis contact the Single Point of Access, which is available 24 hours per day, 365 days a year:

T: 0800 0234 650

Further details regarding the single point of access can be found by visiting www.cnwl.nhs.uk/services/mental-health-services/single-point-of-access/

Central and North West London (CNWL) NHS Foundation Trust provides a number of community and mental health services in Hillingdon for children and adults.

For further details on the services that are available in the area, and how to refer, please follow this link www.cnwl.nhs.uk/services/ and search 'Hillingdon'.

H4ALL

www.hillingdoncarers.org.uk/blank-3

Tel: 01895 811206

Email: office@hillingdoncarers.org.uk

The H4All Wellbeing Service is a comprehensive health and social care programme designed to:

- Promote more appropriate use of health care services thus saving money for the local health care economy
- Improve people's engagement with their own health and to promote more effective self-management
- Reduce the loneliness and social isolation that research irrefutably shows leads to inappropriate attendance at GP surgeries

Hillingdon Carers is a national Network Partner of [Carers Trust](http://www.carers-trust.org/), an organisation that brings together carers services from across the UK.

Hillingdon Carers

www.hillingdoncarers.org.uk/AdviceCentre

Tel: 01895 811206

Email: office@hillingdoncarers.org.uk

Hillingdon Carers provide a range of information about services of interest to carers from a range of service providers from the statutory social care and health services to other voluntary sector organisations, large and small.

Hoarding

www.nhs.uk/conditions/hoarding-disorder/

A hoarding disorder is where someone acquires an excessive number of items and stores them in a chaotic manner, usually resulting in unmanageable amounts of clutter.

The clutter can cause significant distress or negatively affecting the quality of life of the person or their family – for example, they become upset if someone tries to clear the clutter and their relationship suffers. Many do realise they have a problem but are reluctant to seek help because they feel extremely ashamed, humiliated or guilty about it.

Hillingdon Mind

www.hillingdonmind.org.uk

Contact Hillingdon mind via:

<http://www.hillingdonmind.org.uk/index.php/contactusatmind>

T: 01895 271 559

Support Services and Projects include:

-
- Counselling
 - Asian Community Support
 - Social Clubs
 - Befriending
 - Anger Management
 - Somilian Outreach Project
 - Carers Support
 - Peer Support Group
 - Young People's Support Group
 - Mind at work
-

Other support services:

www.hillingdonmind.org.uk/index.php/contactusatmind?id=5

Alzheimers Society Outreach

www.myhealth.london.nhs.uk/gp/local-services/alzheimer%27s-society-harrow-and-hillingdon

www.alzheimers.org.uk

Tel: 01923 823 999 (Helpline)

Tel: 01923 829 888 (Day centre)

Email: enquiries@alzheimers.org.uk

Royal Society for the Prevention of Cruelty to Animals

www.rspca.org.uk

10. Addiction

Addiction, Recovery, Community, Hillingdon Service (ARCH)

www.cnwl.nhs.uk/service/addiction-recovery-community-hillingdon-service-arch/

Tel: 01895 207777

Email: arch.hillingdon@nhs.net

ARCH work with people at any stage of their alcohol or drug difficulties to provide a single point of access to assessment and treatment, for problems.

ARCH recognise the importance of providing treatment for both the substance misuse problem, as well as any associated emotional / mental health issues.

ARCH employs; nurses, doctors, recovery workers, social workers, occupational therapists and clinical psychologists. We also offer an accredited peer mentor programme and provide volunteering opportunities and activities for all service users

Alcoholics Anonymous

www.alcoholics-anonymous.org.uk/

Tel: 0800 9177 650 (FREE National Helpline)

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

The only requirement for membership is a desire to stop drinking.

Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.

Alcohol Abuse and Domestic Violence

www.getdomesticviolencehelp.com/alcohol-abuse-and-domestic-violence.html

Take Control! Get Domestic Violence Help

The Get DVH website is dedicated to providing domestic violence help to reduce abuse in relationships through education and resources for personal empowerment.

Take control of your life by getting domestic abuse help now or aid others through personal knowledge and training.

A user led mental health resource.

P3 - Hillingdon Drop In Centre - Navigator

<https://www.p3charity.org/services/hillingdon-drop-in-navigator>

Tel: 01895 436114

18e Fairfield Road, Yiewsley, West Drayton, UB7 8EX.

Opening times: Monday 9am to 5pm, Tuesday 1pm to 7pm, Wednesday 9am to 5pm, Thursday 1pm to 7pm and Friday 9am to 5pm

Open to all young people who need advice or support, be that about their tenancy or housing situation, relationship issues, or if they simply need support to access other services.

No appointment needed.

Services include:

- Housing and homelessness
- Accessing specialist services
- Dealing with debt
- Mental and physical health
- Education and employment
- Addiction issues

- Relationships

There are different ways to contact P3 – see the options here:

www.p3charity.org/contact-us/contact-us

Adfam

Families, Drugs and Alcohol

www.adfam.org.uk

Tel: 020 3817 9410

Email: admin@adfam.org.uk

Adfam is a national UK charity working to improve support for those affected by someone else's substance use. This is done through three strands of work:

- Support and empower families.
- Support the frontline workers who work with family members and carers, working in the drug and alcohol and related sectors.
- Influence at both local and national levels to shape the environment in which key decisions are made.

11. Stalking and Harassment

Suzy Lamplugh Trust

www.suzylamplugh.org/Pages/FAQs/Category/personal-safety

Tel: **0808 802 0300** (National Stalking Helpline)

Email: info@suzylamplugh.org

Paladin

paladinservice.co.uk

Tel: 020 3866 4107

Email: info@paladinservice.co.uk

Paladin is a National Stalking Advocacy Service. It is a trauma-informed service established to assist high risk victims of stalking in England and Wales.

Paladin services include:

- Provide trauma informed support, advice and advocacy to high risk victims
- Raise awareness of dangers and risks of stalking
- Campaign on behalf of victims of stalking
- Develop a single port of call for any victim seeking the best support and safety advice, for a professional seeking information about how to respond to stalking and principles of an effective advocacy service.

12. Military

The Ministry of Defence (MOD) issues its first strategy to tackle Domestic Abuse. Details can be found here: www.gov.uk/government/news/mod-launches-first-ever-defence-domestic-abuse-strategy

Army Families Federation

aff.org.uk/advice/family-life/domestic-abuse/

Contact the South East Coordinator:

Tel: 07974 970696

Email: southeast@aff.org.uk

RAF Northolt Families Federation

www.raf-ff.org.uk/news/raf-northolt-families-support-project-supporting-armed-forces-families-based-at-and-around-the-unit/

Where to get help – further details can be found by visiting:

<https://www.gov.uk/government/publications/armed-forces-domestic-abuse-where-to-get-help/armed-forces-domestic-abuse-where-to-get-help>

Alternatively, contact a specialist military welfare provider for confidential support and advice:

- **Royal Navy Royal Marines Welfare:** www.royalnavy.mod.uk/welfare/find-help
- **Army Welfare Service (AWS):** AWS provides specialist welfare support to serving soldiers and their families. Staff can be contacted from 8.30am to 4.30pm UK local time during the working day.
Tel: +44 (0)1904 882053
Email: AWS-HQ-IAT@mod.uk
- **RAF SSAFA Personal Support and Social Work Service:**
<https://www.ssafa.org.uk/help-you/currently-serving/personal-support-and-social-work-service-raf>
- **SAAFA – RAF Northolt Branch:**
Tel: 0208 841 8581 / 0300 0111 723
Email: isc_northolt@ssafa.org.uk

13. Counselling and Other Support

EACH

www.eachcounselling.org.uk/contact

Tel: 020 8577 6059

Tel: 020 8579 4529

Email: info@eachcounselling.org.uk

EACH operates across West London and provides a range of services including:
One-to-One counselling in a number of languages (Hindi, Urdu, Punjabi, Gujarati and English)

Ascent Advice and Counselling (A&C) partnership

thewomensresourcecentre.org.uk/8653-2/

Tel: 0207 697 3450

Email: admin@wrc.org.uk

Project offers free, confidential advice and support by phone, email and in person in a confidential space in every London borough. Individual counselling and support groups are also available. Services are available in a number of languages, including: English, Turkish, Punjabi, Urdu, Hindi, Bengali, Spanish, Portuguese, French, Farsi, Arabic, Kurdish, Dari, Pashto, Cantonese and Mandarin.

The project offers free and confidential legal advice, information and training and assistance for women with no recourse to public funds.

Ashiana Project (London)

<http://ashiana.org.uk>

Helpline: 020 8539 0427

Email: Info@ashiana.org.uk

Office opening hours are Monday to Friday from 9.30am to midday and 1pm to 5pm.

The Ashiana Network offers specialist refuge, advice, support and counselling services for black and minority ethnic women and girls (14+) affected by domestic violence, sexual violence, forced marriage, honour based violence, female genital mutilation and women who have no recourse to public funds.

West London Somaliland Community – Charity (WLSC)

opencharities.org/charities/1128309

Tel: 07792 931458

Email: w londonsomalilanders@googlemail.com

Work with refugees and people seeking asylum in the UK and offer practical support and advice throughout their journey in the UK.

WLSC provides IAG, tuition for children from key stage 2 and onwards, football training and tournaments, folklore dance training and recreational trips. It also organises workshops for its beneficiaries to address issues of concerns like education, social inclusion and parenting.

The Traveller Movement

travellermovement.org.uk

Tel: 020 7607 2002

Email: info@travellermovement.org.uk

Promoting the inclusion of Gypsies, Roma and Travellers through community engagement, advocating their human rights and leading on research to shape policy.

Refugees in Effective and Active Partnership (REAP)

Key House, High Street, Yiewsley, UB7 7BQ

For information on our services, projects or for general enquiries, you can contact us by phone or email:

Tel: (+44) 01895 441530

Email: enquiries@reap.org.uk

Policy and Campaigns

Email: HEARCampaigns@reap.org.uk, Mhairi@reap.org.uk

Network Coordinator

Email: HEAR@reap.org.uk,

E: Christine@reap.org.uk

REAP also supports the:

1. **Aghan Women's Support Group**

<http://reap.org.uk/afghan-women-support-group-hayes-ub3/>

In partnership with EACH, CNWL and Nestles Avenue Children's Centre.

The group supports mothers with children under the age of five years, women expecting babies and women who have experienced torture, war, poverty, and losing member(s) of their family and feeling loneliness, isolation and depression.

The aims and objectives of this support group:

- To support each women individually in a safe environment.
- To empower women to come out of isolation and depression, to heal and give them hope for equality and well being for having a better future.
- To gain confidence and self-esteem. To fight against violence and know their rights, so they are more able to take control of their lives again, make a difference and move forward.
- To encourage them to learn English. To integrate with other communities. Most of the ladies are illiterate in their main languages - which are Dari and Pashto - as they weren't allowed to go to school in Afghanistan but now through our Support Group they are learning English.

English classes are provided to support women become more independent and to communicate better with their children's school and get more involved with their children's education. Courses are provided on different topics in relation to women's needs and each week a professional is invited to come to the group and give information.

Please call: Khalida, Coordinator – Advocate/Interpreter

Tel: 07913 059014

Languages: English, Dari and Pashtu

The group meets every Thursday afternoon during the school term from midday to 3pm at Nestles Avenue Children's Centre, Nestles Avenue, Hayes, UB3 4QA

Tel: 01895 558147

2. **The West London Refugee Children and Young People Network**

The West London Refugee Children and Young People Network is a network of and for activists, agencies and voluntary and statutory professionals who work with refugee children across West London.

List of key organisations

[app6-spreadsheet-of-key-organisations-25th-april-2016](#)

Further list of support organisations for Young Refugees

[app7-spreadsheet-of-other-highly-relevant-organisations-25th-april-2016](#)

Additional resources and support can be found by visiting <http://reap.org.uk/useful-websites-for-refugee-groups/>

Hillingdon Law Centre

www.hillingdonlaw.org.uk

Tel: 020 8561 9400

Email: info@hillingdonlawcentre.co.uk

12 Harold Avenue, Hayes, UB3 4QW

Opening hours: Monday to Friday, 10am to 5pm

Hillingdon Law Centre is an independent legal advice service managed by local people and employing professionally qualified staff. It is a registered charity and has not-for-profit contracts with the Legal Aid Agency.

The centre provides free advice and representation on these matters:

- Housing (if eligible for legal aid)
- Immigration and Asylum (OISC Level 3) for people who live in the Hillingdon Wards of Yiewsley, West Drayton, Heathrow Villages, Townfield, Botwell and Pinkwell
- Employment (free for people who live in West London)

Hillingdon Refugee Support Group

www.hrsq.org.uk

Tel: 01895 434728

Email: enquiries@hrsq.org.uk

Opening hours: Monday to Friday, 9am to 4pm

Services include:

- welcoming and providing care and practical support to young unaccompanied asylum seekers and refugees aged 16 to 21 years
- Educational and structured recreational activities to enhance the quality of life and integration into the local community for young refugees and asylum seekers
- Strive to raise awareness in the wider community to ensure a positive presentation of asylum seekers and refugees.
- Weekly befriending service working with volunteers providing learning opportunities via structured activities.
- Recruitment, training and coordination for volunteers.
- Practical support of donations of food and clothing.
- Daily one to one and group providing support to further assist young people with; volunteer placements; CV and letter writing; budgeting; referrals; English; Maths; emotional and miscellaneous support.
- Weekly outreach services to hostels and supported accommodation.
- Practical living skills; access to practical activities; outdoor activities; informal and formal education; training; drama; arts and crafts; creative reading and writing workshops

Citizen's Advice Bureau

www.citizensadvice.org.uk

Citizen's Advice - Hillingdon

www.hillingdoncab.org.uk

Tel: 0344 848 7903 (calls cost 5p per minute from a BT landline)

Opening hours: Monday to Friday, 9.30am to 3.30pm

List of local contact numbers: www.hillingdoncab.org.uk/get-advice/useful-contact-numbers/#1519736974775-7d2198a7-461d9d27-7cd01349-f4cc

**Heathrow Travel Care
Independent Social Work at Heathrow Airport**

heathrowtravelcare.co.uk

Room 00142, North Wing, Terminal 3, Heathrow Airport, Hounslow, TW6 1BZ

Tel: 0208 745 7495

Email: heathrow_travel_care@heathrow.com

Services provided:

- Crisis social work
- Emergency Response
- Social work advice to the Foreign & Commonwealth Office
- Help for rough sleepers
- Responsible Adults (ensuring the best interests of a child or young Person is fully taken into account when they are being interviewed by the UK Border Agency or the police).

Hillingdon Inter Faith Network

www.interfaith.org.uk

2 Grosvenor Gardens, London SW1W 0DH

Tel: +44 (0)20 7730 0410

Email: ifnet@interfaith.org.uk

The Inter Faith Network for the UK works to promote understanding, cooperation and good relations between organisations and persons of different faiths in the UK.

It does this through providing opportunities for linking and sharing of good practice, providing advice and information to help the development of new inter faith initiatives and the strengthening of existing ones. It raises awareness within wider society of the importance of inter faith issues and develops programmes to increase understanding about faith communities, including both their distinctive features and areas of common ground.

The Inter Faith Network's member bodies include national faith community representative bodies; national, regional and local inter faith organisations; and academic institutions and bodies concerned with multi faith education.

An alphabetical list of Inter Faith Network members can be found by visiting:

<https://www.interfaith.org.uk/members/a-z>

LGBT - Young Hillingdon

www.hillingdon.gov.uk/article/30049/LGBT

Want to have a confidential chat and meet likeminded people of your own age (13 to 19)?

Our service is running a youth work drop-in project for young people who identify as LGBT or who are questioning their sexuality.

You can meet new friends in a safe space, get involved in a range of youth work activities and access advice and information.

Sessions

Day, time and place: The project is based at a central location in Uxbridge and takes place on Mondays from 4pm to 6.30pm

Run by: The session is delivered in partnership with colleagues from [Mosaic LGBT Youth Centre](#)

Contact: If you need additional information about this project call 01895 250721/07951 884349 or call the Mosaic youth project on 07931 336668 or email Info@mosaicyouth.org.uk

West London LGBT Forum and Support Groups

Details can be found by visiting: www.ealingcvs.org.uk/equalities-and-cohesion/lgbt/other-lgbt-contacts-and-resources/

Mermaids UK

www.mermaidsuk.org.uk

Tel: 0344 344 0550

Email: Info@mermaidsuk.org.uk

Mermaids provides a helpline aimed at supporting transgender youth up to and including the age of 19 years, their families and professionals working with them.

The helpline offers emotional support, a gateway to the parents and teens forums, information about current legislation and protections under the law, plus signposting to training and resources.

Services are available Monday to Friday 9am to 9pm (during Bank Holidays times may vary).

West London Equality Centre

www.wlec.net

Tel: 020 8231 2550 / 020 8231 2574 / 020 8231 2575 / 020 8231 2576

Opening hours: Monday to Friday, 10am to 4pm

Services include advice relating to:

- Debt
- Family including Matrimonial matters
- Employment
- Immigration
- Welfare and Benefits
- Housing/Tenancy

For further details please visit www.wlec.net/what-we-do/

Hillingdon AIDS Response Trust (HART)

Empowering HIV positive people

hart-hiv.org.uk

New Windsor Street, Uxbridge, UB8 2TU

Opening hours: Monday to Wednesday, 9am to 5pm. Thursday to Sunday the office is closed.

Or contact via <https://hart-hiv.org.uk/home/getting-in-touch-with-us/>

Services are free and include:

- Drop in facilities
- Peer support
- Benefits advice
- Welfare support
- Advocacy service
- Hardship funding
- Home visits
- Complementary therapies
- Educational resources
- Women's groups
- Regular weekly meals
- IT and internet access
- Partnership work with Health and Social Care
- Access to Food Bank
- Free baby milk to mums without recourse to public funds
- Social events

- Access to grant making charities for individuals
- Free condoms

Royal Voluntary Service

www.royalvoluntaryservice.org.uk/service/1454-london/volunteering-locally/page-2

Tel: 020 3002 2190

Email: londonhub@royalvoluntaryservice.org.uk

Opening hours: Monday to Friday, 9am to 5pm

Roles range from befriending and home help to community transport and hospital wards and cafés and we offer these opportunities throughout the region (London) including Hillingdon, Bromley, Lewisham, Bexley, Kensington, Chelsea, Romford and the surrounding areas.

British Red Cross

www.redcross.org.uk

Tel: 0344 871 1111

Email: contactus@redcross.org.uk

Services offered include:

- Help with loneliness
- Support at home
- Borrowing a wheelchair
- Borrowing a commode
- Help for Refugees
- Help for Young Refugees
- Help with money problems

Disablement Association Hillingdon (DASH)

dash.org.uk

Tel: 0208 848 8319

Email: info@dash.org.uk

DASH, which is user led, provides advice, support and activities that allow disabled people to take control of their lives and become more independent, confident and part of the community.

DASH is an inclusive organisation and promotes independence to every individual.

For advice, information and office based support, our main office address is:

DASH, Disablement Association Hillingdon, Wood End Centre, Judge Heath Lane, Hayes, UB3 2PB

For our activities and outreach work, our Hub address is:

The DASH Hub, The Pavilions Shopping Centre (next to Wilko at the back),
18 Chequers Square, Uxbridge, UB8 1LN

Bucks New University

Students Union Advice Centre accessed via www.bucksstudentsunion.org/support/advice/

Uxbridge Campus: 1.03 (beside Pulse)

Opening times: Monday to Thursday, 9am to 5pm. Friday, 9am to 4.30pm

Tel: 01494 605180

Email: suadvice@bucks.ac.uk

Brunel University

Union of Brunel Students Advice and Representation Centre (ARC) accessed via

brunelstudents.com/support/

Tel: 01895 269269

Email: Advice@brunel.ac.uk

The list of resources forming this guide is not an exhaustive list of the agencies and organisations which are available to support victims, survivors and/or perpetrators.

If you would like an organisation included in this guide, that supports Hillingdon borough residents then please email:

jrobertson@hillingdon.gov.uk

**Jacqui Robertson
Hillingdon Council
Service Manager, Community Safety**