

Pathway in Westminster to support victims of domestic or sexual abuse (updated October 2018)

This document aims to provide staff and service users with information on the domestic and sexual abuse support services available in Westminster. This document can be downloaded from http://www.westminsterhhcp.org/domestic_and_sexual_abuse_services.htm. This document aims to improve workers knowledge of the landscape of services to better to help them to navigate the options for clients. Information on these services is also listed at:

<http://www.peoplefirstinfo.org.uk/staying-safe/domestic-abuse/help-for-people-experiencing-domestic-abuse.aspx>

Service	Details	Contact details/referral details
Angelou Project	<p>The Angelou Project consists of 9 support services for females experiencing domestic or sexual violence, living in K&C, H&F and Westminster. This service is the first port of call for support enquiries during weekdays, unless it is an emergency and a 999 call is more appropriate.</p> <p>Angelou is: Advance, Standing Together Against Domestic Violence, Galop, Woman’s Trust, African Women’s Care, Solace Woman’s Aid, Hestia, Women and Girls Network and Al-Hasaniya.</p> <p>They can help with:</p> <ul style="list-style-type: none"> • Sexual violence or abuse, including rape and child sexual exploitation • Domestic abuse, this includes familial as well as partner relations • Stalking and harassment • Harmful practices, such as FGM and honour-based violence • Faith-based violence • Support tailored to specific backgrounds and needs, such as ethnicity and sexual orientation 	<p>If you would like to chat about your situation, or the situation of someone you know, get in touch.</p> <p>Phone: 0808 801 0660 (Free phone) or call 020 8741 7008. Lines are open Monday-Friday 10am-4pm and Wednesday 6pm-9pm.</p>

LGBT Domestic Abuse Helpline & Partnership	<p>Emotional and practical support for LGBT people experiencing domestic abuse.</p> <p>LGBT Domestic abuse partnership can help with: advice and safety issues, housing advice, help finding solicitors, child safety and child contact issues, specific support around sexual abuse</p>	<p>Call: 0800 999 5428 Open 10am-8pm Monday & Thursday, 10am-5pm Tuesday, Wednesday & Friday.</p> <p>Help@galop.org.uk</p> <p>Call: 020 7704 2040</p>
Men's advice line	<p>Helpline for male victims of domestic violence and abuse, both in heterosexual or same-sex relationships</p> <ul style="list-style-type: none"> • Emotional support, practical advice and information on a wide range of services for further help and support. • Focus is to increase the safety of men experiencing domestic violence (and the safety of their children) and reduce the risk. 	<p>Tel: 0808 801 0327 (Freephone number) Open: Mon-Fri 10am-1pm and 2pm–5pm. Answer machine out of these hours.</p> <p>Email: info@mensadviceline.org.uk, response within two working days.</p> <p>Website: http://mensadviceline.org.uk/mens_advice.php.html</p>
Rape and sexual assault referral centre	<p>The Haven in Paddington is a service for women, men and children who have been raped or sexually assaulted. Rape and sexual assault referral centres can be accessed if you want to report it to the police not. It is free and confidential and offers different services under one roof, including: counselling, examinations to collect evidence of rape or sexual assault and testing for sexually transmitted infections and HIV.</p>	<p>Phone: 020 3299 6900, 24 hours Website: www.thehavens.org.uk</p> <p>If you would like to find a nearer centre call 111 or visit: http://www.nhs.uk/Service-Search/Rape-and-sexual-assault-referral-centres/LocationSearch/364</p>
Survivors UK	<p>SurvivorsUK offer a pan-London service to any male over the age of 18 who has experienced sexual abuse and/or raped whether in adulthood or childhood.</p> <p>SurvivorsUK can offer a range of support services including access to an independent sexual violence advisor (ISVA) service, counselling appointments as well as web and SMS chat. All services are provided by trained professionals who as specialists in the field of male sexual violence have helped many men to work through their experiences.</p>	<p>Call: 02035983898, open Monday-Friday 9.30am-5pm. Website: https://www.survivorsuk.org/</p>

<p>The National Domestic Helpline Violence</p>	<p>Helpline is run in partnership between <i>Women's Aid</i> and <i>Refuge</i>. It is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. Translation facilities and a service for callers who are deaf or hard of hearing are available. As well as advice it can offer access to emergency refuge accommodation.</p>	<p>For advice call the 24-hour national domestic helpline on 0808 2000 247.</p>
<p>The National Association for people abused in childhood (NAPAC)</p>	<p>Support line staffed by trained volunteers, who can help male/female clients come to terms with what happened and finding ways of repairing the harm.</p> <p>NAPAC also run free support groups for survivors of childhood abuse. Each group is led by two experienced facilitators and will run for 12 weekly sessions, lasting 2 ½ hours each. Each group will consist of no more than 12 participants.</p> <p>Currently confirmed locations for NAPAC support groups starting in January 2016 are London and Watford.</p>	<p>Call free on 0808 801 0331 for advice (10am till 9pm Monday to Thursday, 10am till 6pm on Friday). They cannot take messages or call you back.</p> <p>Alternatively email support@napac.org.uk. They aim to respond to all email as promptly as possible. To register your interest in attending one of our support groups email supportgroup@napac.org.uk and include your location.</p> <p>Website: http://napac.org.uk</p>
<p>the London Survivors Gateway</p>	<p>The Gateway is a new pan-London access point into specialist sexual violence support services in London. The Gateway offers a specialist first response and supports victims and survivors of rape and sexual abuse (age 13 or above) to explore their options and access available specialist support.</p> <p>The Gateway is a partnership between the four London Rape Crisis Centres, Galop, SurvivorsUK and the Havens and is run by the Women and Girls Network. The project is funded by the Mayor's Office for Police and Crime (MOPAC) via the Home Office Transformation Fund with support from NHS England.</p> <p>Who do we support?</p> <p>We work with victims and survivors of sexual violence and/or abuse aged 13 or above regardless of gender, sexuality, disability, language, and ethnicity or immigration status.</p>	<p>How can I refer someone I'm working with?</p> <p>To refer someone you're working with, please obtain their consent and complete the online referral form available via the 'refer someone for support' link on our website here</p> <p><u>Survivors can also self-refer</u> by completing a shorter online form available from our website here or by calling us for free on 0808 801 0860.</p> <p>You can find further information about the Gateway on our website: http://survivorsgateway.london/</p> <p>For any further questions please email us on gateway@wgn.org.uk</p>

	<p>What support will survivors receive?</p> <p>Once we receive a referral, a specially trained 'Navigator' will contact the survivor within 2 working days. The Navigator will work with the survivor over the phone to understand their support needs, explain the options available to them and link the survivor with appropriate support services.</p> <p>If there is no specialist support available, the Navigator will offer tailored advice and information, link with existing emotional support helplines and provide self-help resources.</p> <p>Specialist Independent Sexual Violence Advocate (ISVA) Specialist ISVA for survivors who have experienced multiple disadvantage, disempowerment and chronic disempowerment As part of the Gateway project, the four London Rape Crisis Centre's, Survivors UK and Galop have each introduced a specialist ISVA to work with survivors of sexual violence who may require more specialist or intensive support. This could include multiple needs relating to:</p> <ul style="list-style-type: none"> • insecure immigration status • street homeless or destitute • in detention or prison • physical disabilities • chronic ill health • learning disabilities • problematic substance use • long term or complex mental health needs • so-called honour based violence • harmful practices • experiences of trafficking • leaving care • experiences of homophobia, transphobia and biphobia • other experiences of disadvantage, discrimination and chronic disempowerment 	<p>Referrals to these ISVAs can be made with each of the partner agencies individual referral numbers or via the Gateway.</p> <p>For referrals for women in the West London boroughs of Hounslow, Hillingdon, Harrow, Brent, Ealing and Hammersmith and Fulham please email isva@wgn.org.uk</p>
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Victim Support	Victim Support can provide support to victims of abuse even if they don't want to report it to the Police. ISVA (Independent Sexual Violence Advocates) services are staffed by specialist caseworkers and supported by specialist volunteers. They can help to decide what action and support is needed.	Call free on 0808 1689 111 . Open Monday-Friday 8pm-8am and 24 hours on weekends. Website: https://www.victimsupport.org.uk/
Women's Trust Counselling Service	Open to all women who are, or have been affected by domestic abuse. Counselling sessions offer a time to explore feelings and talk through difficulties in a safe, confidential and non-judgemental environment. All counsellors are female.	Call: 020 7034 0303/0304, open Monday to Friday 9.30 am to 5 pm For general enquiries: admin@womanstrust.org.uk

Other resources

- Comprehensive PDF on Surviving Childhood Sexual abuse – useful for staff and clients http://napac.org.uk/wp-content/uploads/2016/06/Recovering_from_childhood_abuse.pdf
- Leaflet on types of abuse: http://napac.org.uk/wp-content/uploads/2016/06/1403-Survivors_11.pdf
- Further resources on abuse: <http://napac.org.uk/resources/>
- Booklet on male violence in gay and bisexual relationships: www.respectonline.org.uk/data/files/choose_to_stop_booklet_for_gay_and_bi_men.pdf

Other websites for support

- Website providing advice and support for men suffering domestic abuse: www.dvmen.co.uk
- National charity supporting male victims of domestic abuse: www.mankind.org.uk/
- Pet fostering service for women fleeing domestic violence in Greater London: www.moretodogstrust.org.uk/freedom-project/freedom-project
- National Stalking Helpline: www.stalkinghelpline.org/
- Network for UK stalking victims and their families: www.nss.org.uk/
- The National Centre for Domestic violence, provides a free, fast emergency injunction service for survivors of domestic violence: www.ncdv.org.uk