

Violence Against Women and Girls (VAWG) Service Directory

For professionals working in Redbridge

Working towards a safer Redbridge



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Please consider the following:

- If someone is in immediate danger, call the police on 999.
- When making referrals, ensure you have the consent of the individual first unless it is a child protection or safeguarding adult referral.
- This directory was last updated in December 2023 and was accurate at the time of publishing. We recommend using it electronically rather than printing copies. It will be updated regularly by the Community Safety Team, however, please do check that details are correct before giving out to service users.
- Please email any amendments to CSP@redbridge.gov.uk if you become aware of any additional services or if any information needs to be changed/removed. This includes if services are not currently accepting referrals which will be highlighted in grey.

Multiple forms of VAWG/ Domestic Abuse Services

Name	National/ Local	Information	Referral type	Contact Details for referral
General				
Reach Out	Redbridge	<p>The council's independent support service for any adult or child aged 16 or over living in Redbridge who is experiencing or may be at risk of domestic abuse.</p> <p>Reach Out also support children and young people who have been affected by domestic abuse. There is also help available for perpetrators who are worried about their behaviour and wish to address it.</p>	Self/ professional	<p>Link to referral form: https://eforms.redbridge.gov.uk/redbridge-reach-out-service-referral/</p> <p>Telephone: 0800 145 6410 E-mail: reachout@redbridge.gov.uk</p> <p>Opening hours Monday to Friday from 9am to 5pm</p>
Safe2Talk	Redbridge	A non-judgmental physical space for anyone who has experienced sexual assault, harassment, or abuse to come and speak one-on-one with female experts including a police officer, a domestic abuse specialist, a Redbridge housing officer and an immigration lawyer.	Drop-in	<p>Location: Fullwell Cross Library, 140 High Street, Barkingside, IG6 2EA</p> <p>Upcoming dates on the council domestic abuse webpage</p>
Redbridge Housing Services	Redbridge	If someone is homeless due to domestic violence/abuse the Housing Options Team may be able to find them a place of safety or assist with other housing options. NOTE: This does not apply to those who have no recourse to public funds (NRPF) and those from the EU will be assessed on contributions paid in.	Self	Housing advice and options – open 9am to 4.45pm Monday to Friday: 020 8708 4002
Multi-Agency Risk Assessment	Redbridge	A multi-agency meeting held weekly to discuss high-risk cases of domestic abuse and decide actions to take to safeguarding the victim.	Professional	To make a referral (16+) to the MARAC please complete the DASH Risk Assessment and the MARAC referral form online:

Conference (MARAC)		A referral to the MARAC should be made in addition to a domestic abuse support service referral.		https://eforms.redbridge.gov.uk/marac-risk-indicator-referral-form/ If you think an Emergency MARAC should be called, then please contact the MARAC Coordinator on telephone number 0208 708 5082 immediately. For further queries contact: MARAC@redbridge.gov.uk
Aanchal Women's Aid	Local	<p>Helpline for free and confidential advice and support. Can help in several languages including English, Hindi, Punjabi, Urdu, Gujarati, Tamil, Bengali and Eastern European languages.</p> <p>They focus on supporting women facing honour-based violence and accept all cases from high-medium-low risk cases to NRPF. Long term 1:1 support is provided to children with the help of the child support officer.</p> <p>Programs they offer include, "chai-chat", therapeutic sessions and the Jasmine project.</p>	Self	Support Line: 0800 0124924 (Mon-Fri 9am to 10pm) Office Tel: 0203 384 9412 Email: info@aanchal.org.uk Website: https://aanchal.org.uk/ Referral form: https://aanchal.org.uk/referral-form/
East London Victim Support	Local	<p>Give emotional and practical help to people who have been affected by crime in Redbridge and other East London Boroughs. They are an independent charity and people can contact them for support regardless of whether they've contacted the police or no matter how long ago the crime took place.</p>	Self	<p>East London Victim Assessment and Referral Service on freephone 0808 168 9291, then dial 2.</p> <p>Or contact local victim care team in East London on 0203 910 9040.</p> <p>Check here for opening times: https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/london/east-london </p>
National Stalking Helpline	National	Provide advocacy, support and information on stalking and harassment to reduce the risk and ensure personal safety.	Self/ Others	Tel: 0808 802 0300 Website to refer: https://www.suzylamplugh.org/refer-someone-to-us

Women and Girls services

Ashiana Network	London	Offers advice, counselling and accommodation for women and children escaping violence. Ashiana Network provides advice and support for South Asian, Middle eastern & Turkish women in addition to other minority groups.	Self/ Professional	0208 539 0427 www.ashiana.org.uk Referral forms: http://www.ashiana.org.uk/resources/refer-to-us/
The Refuge Eastern European Service	Redbridge and Barking & Dagenham	A support service for women and girls affected by gender-based violence and/or abuse within intimate or family relationships. The service is a culturally specific specialist domestic abuse support service run by Eastern European outreach workers that speak Romanian, Russian and Lithuanian.	Self/ Professional	Tel: 07909 000 195 Email: easterneuropeanservice@refuge.org.uk Monday to Friday 9am to 5pm
Jewish Women's Aid	National	For Jewish women and children affected by domestic and sexual violence.	Self/ Professional	Helpline: 0808 801 0500 Webchat: jwa.org.uk/webchat Website: www.jwa.org.uk
IMECE Women's Centre, VAWG service	London	Addresses all forms of VAWG under one roof, including: financial and emotional abuse, stalking, harassment, rape and other sexual abuse, harmful practices (namely forced marriage, so-called ' honour-based ' violence and FGM), as well as trafficking for sexual exploitation and prostitution. Service delivers woman-centred, holistic, linguistic, and culturally sensitive support to Turkish, Kurdish, Cypriot Turkish and other Turkish speaking women as well as Black, Asian, Minority, Ethnic and Refugee women with no recourse to public funds experiencing immigration, language, emotional and physical wellbeing barriers and with limited knowledge and experience of the UK cultural norms and criminal justice system.	Self/ Professional	Advice and Information Line 0207 354 1359 Email: info@imece.org.uk Website: https://imece.org.uk/services/vawg/

London Stalking Support Service	London	Non-crisis support meeting the needs of women with multiple disadvantages who are being stalked and harassed.	Self/ Professional	Victims can contact helpline: Tel: 0808 802 0300 (press 2 for London) Online contact page: https://www.suzylamplugh.org/contact-the-helpline Professionals may refer directly (with victim's consent) by requesting a referral form: samantha@suzylamplugh.org
Ascent Advice and Counselling-East Hub	London	Provide advice and support to women and girls affected by all forms of gender-based violence as well as support to professionals. Including: - Specialist BME focused advice from BME organisations across London. Specialist Housing Advice, Young Women's Advice (aged 14+), and Sexual Exploitation / Problematic Substance Use Advice —on a Pan London basis.	Self/ Professional	Solace Advice Freephone 0808 802 5565 open Mon-Fri 10am-4pm, Tues 6-8pm Email: advice@solacewomensaid.org Not currently accepting referrals
Solace Women's Aid	London	Free and confidential advice service offers specialist short term support to women affected by domestic and sexual violence.	Self	Tel: 0808 802 5565 Mon- Fri 10am - 4pm. Also 6- 8pm on Tues Email: advice@solacewomensaid.org
Women & Girls Network	London	Free service run by women, for women in London who have been affected by all forms of violence and abuse. Offer support and advice for professionals too.	Self/ Professional	Tel: 0808 801 0660 Mon- Fri 10am-4pm & Wed 6-9pm Online chat available
National Domestic Violence Helpline	National	The National Domestic Violence Helpline provides access to 24-hour emergency refuge accommodation, as well as an information service, including safety planning and translation facilities to thousands of women who suffer at the hands of an abusive partner.	Self	https://www.nationaldahelpline.org.uk/ Tel: 0808 2000 247 24 hours a day, 7 days a week
Traveller Movement	National	Domestic abuse and violence against women and girls, help for Gypsy, Roma, and Traveller women.	Self	Helpline: 0754 1637 795 Website: https://travellermovement.org.uk/domestic-abuse-and-sexual-violence/

Kiran Support Services	East London	Kiran's philosophy is to offer empowerment, freedom & light to survivors of domestic abuse in the south Asian women and children community. Offers counselling in Urdu, Hindi, Punjabi, Bangla and Sylheti. Offers support with immigration, refuge, leaving an abusive relationship and obtaining a court order as well outreach events and activities.	Self/ Professionals	Helpline: 0208 558 1986 Email: Info@kiranss.org.uk Website: https://www.kiranss.org.uk/
Adanna Women's Support Group	Barking and Dagenham, Redbridge, Newham and Walthamstow.	Adanna Women's Support Group is a grassroots community group who aim to alleviate poverty in women and children through education, business enterprise and support for the benefit of mainly (but not exclusively) BAME women, women from immigrant communities and young parents.	Self/ Professional	Helpline: 07906343050 Website: https://adannawomensupportgroup.com/
Sistah Space	National	A specialist charity that supports African & Caribbean heritage women affected by domestic and sexual abuse; UK wide. Provides advocacy and support from IDVAs and ISVAs	Self/ Professional	Website: https://www.sistahspace.org/ Email: info@sistahspace.org Referral: https://www.sistahspace.org/new-page-1
The Irish Traveller Project	London	Project provides specialist casework support to Irish and Irish Traveller women (including women of Irish descent) and their children. They provide long-term casework support to survivors of abuse who have experienced domestic and/or sexual abuse at any point in their lives.	Self/ Professional	Website: https://www.solacewomensaid.org/our-services/irish-traveller-project
East European Resource Centre Domestic Abuse Support Service	London	EERC has a team of dedicated advocates, solicitors and advisers supporting Eastern European women victims/survivors of domestic abuse in London. They run a holistic and culturally sensitive service, providing free: - Independent Advocacy (with SafeLives trained IDVAs)		Contact for referrals: advocacy@eerc.org.uk Helpline for clients: Polish line: 07521857415 Romanian line: 07730021986 Ukrainian line: 07718 612 218 Monday - Thursday: 10:00 - 16:00 (Also provide translation for other Eastern European languages)

		<ul style="list-style-type: none"> - Housing and Welfare rights advice (with SafeLives trained Senior Housing IDVA) - Family law advice (with in- house Family law Solicitor) - Immigration advice (With Level 2, OISC registered adviser) - Emotional support through free 121 counselling (in Eastern European languages) 		Website: http://www.eeac.org.uk/
Children and young people services				
LBR Multi-Agency Safeguarding Hub (MASH)	Local	All concerns in relation to a child or young person that may be experiencing domestic abuse should be referred to the MASH. In an emergency, call the Police on 999.	Professional	Tel: 020 8708 3885 (Office hours) Tel: 020 8708 5897 (Out of hours) Email: cpat.referrals@redbridge.gov.uk Multi-agency referral form
The CouRAGEus Project	East London	<p>The project supports South Asian, Middle Eastern & Turkish women in addition to other minority groups aged 14-24 who have experienced VAWG issues.</p> <p>The service offers advocacy, group work and counselling. Support can be provided in South Asian, Middle Eastern & Turkish languages.</p>		Website: https://www.wgn.org.uk/young-womens-services/courageus-project Tel: 020 8539 0427 Email: info@ashiana.org.uk Referral: https://www.ashiana.org.uk/resources/refer-to-us/
Respond	National	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.	Professional	Telephone: 020 7383 0700 Email: admin@respond.org.uk Website: https://respond.org.uk/
SignHealth	National	Service giving support to women and children who are caught up in domestic abuse. It is the only service of its kind in the UK which is based in sign language.	Self/ Professional	SMS: 07800 003421 Email: da@signhealth.org.uk Website: https://signhealth.org.uk/for-professionals/

LGBT+ services				
LGBT+ Domestic Abuse Partnership	London	Advice and support open to any LGBT person experiencing domestic violence who is living or working in London.	Self	Tel: 0800 999 5428 Email: help@galop.org.uk Website: https://www.galop.org.uk/galop-to-run-national-lgbt-domestic-violence-helpline/
Ashraya Project	London	A specialist pan-London IDVA service supporting male, trans+ and nonconforming survivors of domestic abuse with housing and/or immigration needs.	Self/ Professional	Tel: 0808 168 9291 Email: malevictims@victimsupport.org.uk
Men services				
Men's Advice Line	National	Support men in heterosexual and same-sex relationships who are being abused. Contact them for non-judgmental support, practical advice, and information.	Self/ Professional	Freephone: 0808 8010327 Email: info@mensadvice.org.uk Website for more info: https://mensadvice.org.uk/
ManKind Initiative	National	Confidential helpline for all male victims of domestic abuse. Provides emotional support and practical information.	Self/ Professional	Tel: 01823 334244 Open Weekdays 10am to 4pm Website: https://www.mankind.org.uk/
Ashraya Project	London	A specialist pan-London IDVA service supporting male, trans+ and nonconforming survivors of domestic abuse with housing and/or immigration needs.	Self/ Professional	Tel: 0808 168 9291 Email: malevictims@victimsupport.org.uk
Vulnerable adult services				
Redbridge Integrated Health & Adult Social Services	Redbridge	Support adults at risk of abuse, neglect, exploitation, or harm to keep safe. Report any concerns about someone you are worried about as soon as possible.	Self/ Professional	First Contact Team Tel: 020 8708 7333 Email: adults.alert@redbridge.gov.uk First Contact Emergency Duty Team (Out of hours) Tel: 0208 554 5000 Website: https://www.redbridge.gov.uk/adult-and-childrens-services/report-abuse-of-a-vulnerable-adult/

Respond	National	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.	Professional	Telephone: 020 7383 0700 Email: admin@respond.org.uk Website: https://respond.org.uk/
SignHealth	National	Service giving support to women and children who are caught up in domestic abuse. It is the only service of its kind in the UK which is based in sign language.	Self/ Professional	SMS: 07800 003421 Email: da@signhealth.org.uk Website: https://signhealth.org.uk/for-professionals/
Hourglass	National	Provide information, support and signposting to an older person or anyone concerned about an older person (aged 60+) who is at risk of, experiencing or recovering from any form of abuse or neglect.	Self/ Professional	Website: https://wearehourglass.org/ 247 Helpline: 0808 808 8141 Email: helpline@wearehourglass.org
The Silver Project for older women by Solace Women's Aid	London	Service work with women over 55 who have current ongoing support needs (unless historic abuse is still affecting current support needs). Please be aware that we can only offer practical support - if the client requires emotional support only, please refer to counselling services. We support women experiencing sexual abuse within a Domestic Violence context.	Self/ Professional	Website: https://www.solacewomensaid.org/our-services/silver-project-older-women/ Email: silverproject@solacewomensaid.org Contact: 020 3875 6288 Monday to Friday 9 am to 5 pm
Perpetrator services				
Reach Out's Spotlight Service	Redbridge	Reach Out is a support service for any adult aged 18 or over in Redbridge who is experiencing domestic abuse. The service includes support for residents who would like to change their abusive behaviour through the Spotlight Programme	Self/ Professional	Website: https://www.redbridge.gov.uk/crime-and-public-safety/help-for-domestic-abuse-perpetrators/ Tel: 0800 145 6410 E-mail: spotlight@redbridge.gov.uk

Respect Phonline	National	A confidential helpline, email, and webchat service for perpetrators of domestic violence looking for help to stop. Help male and female perpetrators, in heterosexual or same-sex relationships. Information, advice, and support also given to partners or ex-partners of perpetrators, concerned friends and family and Frontline Workers	Self/ Professional/ Other	Website: https://respectphonline.org.uk/ Tel: 0808 8024040 Email: info@respectphonline.org.uk
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Rape and Sexual Abuse Services

Name	National/ Local	Information	Referral type	Contact Details for referral
The Havens	London	The Havens are specialist centres in London for people who have been raped or sexually assaulted in the past 12 months. This includes men, women, young people, and children of all ages. The nearest centre to Redbridge is the Whitechapel Haven, near to Royal London Hospital.	Self/ Professional	Urgent advice and appointments Tel: 0203 299 6900 Non-urgent advice and referrals Tel: 023 299 1599 Website: https://www.thehavens.org.uk/
East London Rape Crisis Service	East London	Provides free, confidential specialist help for women and girls who have been raped or experienced any other form of sexual violence. Services are for women of all ages including young women over the age of 14, whatever the assault and whenever it occurred.	Self/ Professional	Tel: 0800 160 1036 Website: http://www.niaendingviolence.org.uk/rape/index.html
Sexual Violence Helpline- Women and Girls Network	London	Free helpline for confidential emotional support for anyone in London who self identifies as a woman (aged 14+) who has been affected by any form of sexual violence at any time in their lives.	Self/ Professional	Tel: 0808 801 0770 Monday-Friday 10am- 12.30pm, 2- 4.00pm, additionally Wed 6-9pm. Email: advice@wgn.org.uk

Solace Women's Aid Advice Line	London	Free and confidential advice service offers specialist short term support to women affected by domestic and sexual violence.	Self	Tel: 0808 802 5565 Email: advice@solacewomensaid.org
LBR Multi-Agency Safeguarding Hub (MASH)	Local	All concerns in relation to a child or young person at risk of child sexual exploitation (CSE) should be referred to MASH. In an emergency, call the Police on 999.	Professional	Tel: 020 8708 3885 (Office hours) Tel: 020 8708 5897 (Out of hours) Email: cpat.referrals@redbridge.gov.uk Multi-agency referral form
East London Victim Support	Local	Give emotional and practical help to people who have been affected by crime in Redbridge and other East London Boroughs. They are an independent charity and people can contact them for support regardless of whether they've contacted the police or no matter how long ago the crime took place.	Self	East London Victim Assessment and Referral Service on freephone 0808 168 9291, then dial 2. Or contact local victim care team in East London on 0203 910 9040. Website: https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/london/east-london
National Helpline for LGBT+ Victims and Survivors of Abuse and Violence	National	Service is personal, friendly and actively inclusive of all lesbian, gay, bisexual, queer, trans, intersex, asexual, non-binary and genderqueer identified people aged 13+. Help those who have experienced sexual assault, violence or abuse or provide information.	Self/ Professional	Tel: 0800 999 5428 Email: referrals@galop.org.uk Website: http://www.galop.org.uk/sexualviolence/ https://galop.org.uk/make-a-referral/
Survivors UK	National and London	Provide a national helpline and both individual counselling and group work from their base in Shadwell, London, E1. The counselling and groups are for boys and adult men (13 and over) who have experienced sexual abuse at any time in their lives. The helpline is for any man, boy or non-binary person who has ever experienced unwanted sexual activity.	Self	Tel: 02035983898 SMS: 020 3322 1860 Whatsapp: 074 9181 6064 Website: https://www.survivorsuk.org/
Perpetrator services				

Stop It Now!	National	Helps to prevent child sexual abuse. If you are worried about an adult, young person or child's sexual behaviour, either online or offline , call the freephone for anonymous and confidential advice and support.	Self/ Professional/ Other	Tel: 0808 1000 900 Website: https://www.stopitnow.org.uk/
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Prostitution, Modern Slavery and Trafficking

Name	National/ Local	Information	Referral type	Contact Details for referral
nia	London	Provides a non-judgemental service giving advocacy and support in exiting for women aged 18+ working, living or in prostitution in London.	Self/ Professional	Tel: 07880 230 516 Email: lea@niaendingviolence.org.uk Website: https://niaendingviolence.org.uk/prostitution/
Modern Slavery Helpline	National	The UK's independent, confidential, 24/7 specialist hotline for anyone wanting to seek help or report modern slavery and exploitation.	Self/ Professional/ Other	Tel: 08000 121 700 Website: https://www.unseenuk.org/
Safe Women's Project by Women On The Frontline Ministries	Redbridge and Newham	Provide a weekly outreach on the streets in the evenings to known areas of street prostitution with provisions of gift bags, drinks, chocolates and information on local services. Provide a daytime drop-in service (every Tuesday 2-4pm) where women can come and talk on a one to one basis as well as take part in creative activities. The project offers a	Self	Email: info@wofm.org.uk Tel: 07535 604739 (Leave a message with name and number and a team member will call you back.)

		follow up service where they can assist with advocacy for women.		
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Forced Marriage/ Honour Based Abuse

Name	National/ Local	Information	Referral type	Contact Details for referral
Ashiana Network	London	Offers 13 refuge spaces for women experiencing Harmful practices (forced marriage and honour-based violence) from South Asian, Turkish & Middle eastern women. Provides advice, counselling & immigration support to South Asian, Middle Eastern & Turkish women in addition to other minority groups.	Self/ Professional	Tel: 0208 539 0427 Email: info@ashiana.org.uk Website: www.ashiana.org Referral: https://www.ashiana.org.uk/resources/refer-to-us/
Karma Nirvana	National	Confidential support for victims of honour-based abuse and forced marriage. Work with all victims regardless of age, faith, gender or sexuality.	Self/ Professional	Helpline: 0800 5999 247 Website: https://karmanirvana.org.uk/
Forced Marriage Unit	National	Forced Marriage Unit provide advice and support for individuals in fear of forced marriage even if they are not a British National.	Self	Tel: 0207 008 0151 Website: https://www.gov.uk/guidance/forced-marriage

Female Genital Mutilation (FGM) and Other Harmful Practices

Name	National/ Local	Information	Referral type	Contact Details for referral
LBR Multi-Agency Safeguarding Hub (MASH)	Local	All concerns in relation to a child or young person at risk of FGM or other harmful practices should be referred to MASH.	Professional	Tel: 020 8708 3885 (Office hours) Tel: 020 8708 5897 (Out of hours) Email: cpat.referrals@redbridge.gov.uk Multi-agency referral form
Ashiana Network	London	Offers advice, counselling and accommodation for women and children escaping violence. Ashiana Network provides advice and support for South Asian, Middle eastern & Turkish women in addition to other minority groups.	Self/ Professional	Tel: 0208 539 0427 Email: info@ashiana.org.uk Website: www.ashiana.org Referral: https://www.ashiana.org.uk/resources/refer-to-us/
NHS National FGM Support Clinic- Whipps Cross Hospital	Local	Community-based clinic running every 2 weeks that offers a range of support services for women with FGM, aged 18+ and not pregnant.	Self/ GP and Health Professionals	E-mail: bartshealth.fgmwhipps@nhs.net Website: https://www.nhs.uk/conditions/female-genital-mutilation-fgm/national-fgm-support-clinics/
Foreign and Commonwealth Office	National	Contact the Foreign and Commonwealth Office if you know a British national who's already been taken abroad.	Self	Telephone: 020 7008 1500 From overseas: +44 (0)20 7008 1500 Website: https://www.gov.uk/female-genital-mutilation-help-advice
NSPCC FGM Helpline	National	If you're worried a child is at risk of or has already had FGM, call NSPCC's free, anonymous dedicated FGM helpline.	Professional/ Other	Tel: 0800 028 3550 Email: help@NSPCC.org.uk . Website: https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/dedicated-helplines/
Childline	National	Free, confidential 24-hour helpline (phone or online chat) that offers support to children and young people who are worried about or have experienced FGM.	Self	Tel: 0800 1111 Website: https://www.childline.org.uk/info-advice/bullying-abuse-safety/abuse-safety/female-circumcision-fgm-cutting/

Legal and Immigration Services

Name	National/ Local	Information	Referral type	Contact Details for referral
Ashiana Network	Local	<p>Ashiana delivers a legal service aimed at supporting women and girls who are impacted by gender-based violence and have no recourse to public funds. Along with being OISC level 2 accredited, they have a dedicated team of qualified solicitors led by a Senior Practitioner with over 10 years' experience. Ashiana provides both advice and assistance on all legal matters within both Immigration and Family Law.</p>	Self/ Professional	<p>Tel: 0208 539 0427 Email: info@ashiana.org.uk Website: www.ashiana.org</p>
Kiran Support Services	East London	<p>Provide a free and confidential immigration advice service to Asian women only who have suffered domestic abuse. Immigration advice is provided by a dedicated regulated (OISC Level 3) immigration advisor who is fluent in Hindi, Punjabi, Bangla, Urdu.</p> <p>The service provides free advice and representation in immigration applications under the domestic violence rules (SET DV). This includes applications under the domestic violence concession (DDVC).</p>	Self/ Professional	<p>Website and referral form: https://www.kiranss.org.uk/immigration Tel: 020 8558 1986 Email: info@kiranss.org.uk</p>

Duncan Lewis Solicitors	Local	Provides legal support and advice for anyone who is going through legal proceedings in regard to domestic violence.	Self/ Professional	Website: https://www.duncanlewis.co.uk/family_abuse.html Tel: 03337722409
Copper Stone Solicitors	Local	The family law team at Copper Stone Solicitors includes specialist Family Solicitors, Divorce Solicitors and Children Law Solicitors with law society, Resolution Accreditation and Resolution accredited experts in child abduction, domestic abuse, and children matters. The team speak a number of languages including: Bengali, Gujarati, Hindi, Punjabi, Romanian, Russian, Turkish and Urdu. Attend Safe2Talk each month in the Fullwell Cross library in Barkingside. Upcoming dates shared on the domestic abuse page on the council website	Self/ Professional	Website: https://www.copperstonesolicitors.com/ Tel: 020 7 247 1159 Email tp@copperstonesolicitors.com
Bowling & Co	Local	Advise on family law issues including domestic abuse.	Self/ Professional	Email: family@bowlinglaw.co.uk Website: https://www.bowlinglaw.co.uk/practice-area/family-and-children/
Rights of Women Advice Lines	London and National	The advice lines provide vital free and confidential legal advice to women to help them understand the law and their legal rights. Translation service is available.	Self/ Professional	Website: https://www.rightsofwomen.org.uk/pages/category/advice-lines

Financial Support Services

Name	National/ Local	Information	Referral type	Contact Details for referral
Financial assistance				
Redbridge Foodbanks	Redbridge	<p>Trusted organisations can issue food vouchers which can be used at Trussell Trust Foodbanks.</p> <p>These facilities provide food, essential items, and toiletries to people in financial need.</p>	Professional	<p>To issue voucher: Dashboard (foodbank.org.uk)</p> <p>Location: Find your nearest foodbank</p>
Redbridge baby banks	Redbridge	<p>Redbridge baby banks provide essential items needed for babies/toddlers such as clothes, nappies, equipment, and other essentials.</p> <p>This is to support families who may be having financial hardship in accessing such items. The items are all clean, safe, and free to families in Redbridge.</p>	Self	<p>Locations:</p> <p>Orchard Baby Bank at Orchard Children’s Centre Liston Way, Woodford Green, IG8 7BL Telephone: 020 8708 8344 Email: orchardcc@redbridge.gov.uk</p> <p>Loxford Baby & Toddler Bank at Loxford Children’s Centre 136 Ilford Lane, Ilford, IG1 2LG Telephone: 020 8708 2060 Email: loxfordcc@redbridge.gov.uk</p> <p>Hainault Baby & Toddler Bank at Hainault Children’s Centre 114 Huntsman Road, Hainault, IG6 3SY Telephone: 020 8708 9423 Email: newburyhallcc@redbridge.gov.uk</p>
Ilford Community Grocery	Ilford	Ilford Community Grocery allows Ilford residents to complete their weekly shop at a significantly lower cost.	Self	<p>Visit the store to become a member</p> <p>City Gates, 25-29 Clements Road, Ilford, IG1 1BH</p>

		Once individuals have paid their £5 annual membership fee, they can shop in store twice a week for just £4 per visit.		Monday-Friday, 9:30am-4:30pm Website: https://communitygrocery.org.uk/ilford/ Telephone: 020 3422 6511 Email: ilford@communitygrocery.org.uk
Healthy Start Scheme	National	Families can get £4.25 per week to help buy healthy food, milk and vitamins. Individuals are eligible for if they are either: <ul style="list-style-type: none"> • more than 10 weeks pregnant • have a child under the age of 4 and receive child tax credit, income support, job seekers allowance or universal credit 	Self	Apply here: https://www.healthystart.nhs.uk/how-to-apply/ Telephone: 0300 330 7010
Free School Meals	National	If the resident's child is school-age and they receive one of the qualifying benefits listed on the website, they can make an application for free school meals. Free school meals are often overlooked once children enter Year 3. Families should always let their school know that they continue to be eligible after Year 2 as the school can claim pupil premium for each qualifying child.	Self	https://costofliving.redbridge.gov.uk/free-school-meals/
Holiday Activity and Food (HAF) programme	Redbridge	Qualifying families can get help during the school holidays if the child attends a Holiday Activity and Food (HAF) programme	Professional	For professionals with a referral request, email haf@redbridge.gov.uk
Flexible Support Fund (Redbridge Jobcentre Plus)	Local	The Jobcentre's Flexible Support Fund can be used to eliminate barriers to work – e.g.: ID, travel, interview clothes. Job Centre Plus can pay for first month of childcare and up to 85% going forward (in		564-570 High Road, Ilford, IG3 8EJ Telephone: 0800 169 0190 Textphone: 0845 608 8551 Redbridge Jobcentre also work from Redbridge Central Library (2 nd floor) and have a domestic abuse lead based there every Thursday

		arrears) if the individual is on universal credit.		
The Magpie Project	Local based in Newham	The Magpie Project provides a safe and fun place for mums and pre-school children who are suffering in temporary or insecure accommodation. They can help by providing essential items, advice and guidance, and access to activities (e.g.: messy play, healthy lunch)	Professional/ Self	Further information: https://themagpieproject.org/about/ To refer: https://themagpieproject.org/refer-a-family/
Glasspool	National	Glasspool provide small, one-off grants to individuals and families for everyday items. Individuals can self-refer, or support agencies can make an application on their behalf.	Professional/ Self	To apply: https://www.glasspool.org.uk/grants/grants
Family Fund (BBC Children in Need Emergency Essentials)	National	The Emergency Essentials Programme provides items that meet a child's most basic needs such as a bed to sleep in, a cooker to provide a hot meal and other items or services critical to a child's wellbeing	Self	To apply: https://www.familyfundsolutions.co.uk/emergency-essentials/
Free childcare	National	Enter details on the website to find out how they can save money on their childcare	Self	Further information: https://www.childcarechoices.gov.uk/
TCL Reuse	Redbridge	TCL Reuse is an organisation available to Redbridge residents. They collect and distribute good quality, low cost, used furniture, electrical appliances, and household goods at significantly reduced prices.	Self	Further information: https://www.tclreuse.org/
Council Tax support	Redbridge	Council Tax support is a scheme to reduce council tax bills for people on a low income.	Self	https://www.redbridge.gov.uk/council-tax/apply-for-council-tax-reduction-scheme/

		Residents can apply whether they are in or out of work. Homeowners can also get this help, regardless of the value of their home.		Telephone: 0208 708 5690
Redbridge Welfare Benefits service	Redbridge	The Welfare Benefits service helps Redbridge residents to claim the benefits and credits they may be entitled to	Self	Email: welfare.benefits@redbridge.gov.uk Telephone: 020 8708 4180 (Monday to Friday, 9am-12.30pm only) Weekly surgeries held at the Customer Service Centre in Lynton House. All surgeries are by appointment only.
Discretionary Housing Payments	Redbridge	Discretionary Housing Payments are extra payments to help meet the shortfall between housing benefit and rent or council tax payment	Self	To apply: https://costofliving.redbridge.gov.uk/discretionary-housing-payments
Rail to Refuge	National	Free train travel for those fleeing domestic abuse – accessed via Women's Aid who will arrange refuge placement and book a free train ticket on behalf of the survivor	Self	Further information: https://www.womensaid.org.uk/what-we-do/supporting-our-members/rail-to-refuge/
Healthcare Travel Costs Scheme (HTCS)	National	If referred to hospital or other NHS premises for specialist NHS treatment or diagnostic tests by a doctor, dentist or another primary care health professional, individuals may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS).	Self	Further information: https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/
Eliminate/ reduce NHS prescription costs	National	Individuals are entitled to free prescriptions if they or their partner receive certain benefits (see full list via link). Alternatively, an NHS Prescription Prepayment Certificate allows them to save money on NHS prescriptions.	Self	Eligibility for free prescriptions Apply for an NHS Prescription Prepayment Certificate
Advice and guidance				

Citizens Advice Redbridge	Redbridge	Citizens Advice can provide support with the cost of living. They offer advice on grants and benefits, getting help with bills, and council tax reductions.	Self	https://www.citizensadvice.org.uk/local/redbridge/ Citizen's Advice run drop-in sessions at Redbridge Central Library. To book an appointment email: Email: advice@citizensadviceredbridge.org.uk Telephone: 0808 2787872
Hainault Community Hub	Redbridge	An opportunity for residents to ask any questions about benefits payments, falling behind on rent payments, finding a job or any other pressures related to the cost-of-living	Self	Every Tuesday at Hainault Library (100 Manford Way, IG7 4DD) Drop-in session (10am-12pm) Option to book an appointment (2pm-5pm) https://costofliving.redbridge.gov.uk/hainault-community-hub-open-to-all/
Turn2Us	National	Turn2Us is a helpful website to check benefit entitlement and identify financial support	Self	https://www.turn2us.org.uk/
Debt advice and guidance				
HSBC	National	HSBC provide debt advice to anyone who walks in. They also help to build financial literacy and offer budgeting workshops.	Self	Ilford branch: 126 High Road, Essex, IG1 1DA, Ilford
Debt Free London	London	Get 24/7 confidential support and advice around debt, saving and budgeting. Whether they need advice on rent arrears, council tax, utility bills, credit cards or loan debt, advisors will be on hand night or day.	Self	https://debtfreeadvice.com/ 24-hour helpline: 0800 808 5700 Video advisors available weekdays from 10am to 5pm Available locally via Redbridge Central Library (2 nd floor)
Debt advice	National	Including rent or mortgage arrears, fuel debts, payday loans or credit and store card debts or other. Individuals can seek advice as soon as possible to discuss their situation and take the appropriate actions.	Self	National Debtline Telephone: 0808 808 4000 Monday-Friday, 9am to 9pm and Saturday, 9:30am to 1pm StepChange

				Telephone: 0800 138 1111 Monday-Friday, 8am to 8pm and Saturday, 8am to 4pm
Breathing Space (Debt Respite Scheme)	National	Breathing Space scheme shields people in problem debt for 60 days to prevent spiralling into further debt	Self	www.breathing-space.uk
Employability and skills				
Work Redbridge	Redbridge	If residents are unemployed or on a low income, Work Redbridge is a free service that can help support with: <ul style="list-style-type: none"> • Updating their CV • Finding a job • Training and upskilling opportunities • Links with local employers 	Self	Email: workredbridge@redbridge.gov.uk Telephone: 020 8708 2298
Redbridge Institute	Redbridge	Redbridge Institute has many free courses to help residents gain a range of skills. The Institute also offer a 2-hour Managing Your Money workshops	Self	http://www.redbridge-iae.ac.uk/ Managing Your Money workshops
Jobcentre Plus	National	Jobcentre Plus helps to support people of working age into paid work and provides help and support to those who cannot work. If a resident is in receipt of working age benefits, the Jobcentre can help them to access the Department of Work and Pension's Money Management course .	Self	564-570 High Road, Ilford, IG3 8EJ Telephone: 0800 169 0190 Textphone: 0845 608 8551 Redbridge Job Centre can be found at Redbridge Central Library (2 nd floor) and have a domestic abuse lead who is there every Thursday