

SUPPORT SERVICES DIRECTORY

**Essex Regional & National
Domestic Abuse & Other Related
Support Services**

2026-2027

Updated April 2026*

*Please contact us via enquiries@alphavesta.com should any information in this directory require updating.

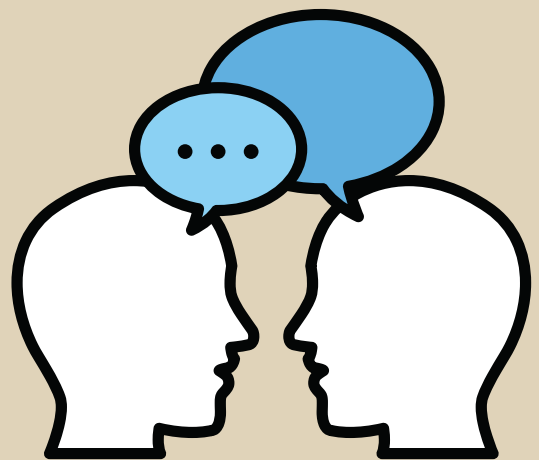


How to use this guide

Domestic Abuse is often intertwined with many other complex challenges that are experienced alongside the abuse itself. They include areas such as mental health and health issues, legal and financial issues impact of domestic abuse on children and additional vulnerability around age, learning or physical disability. Our 'Other Support Services' section details services that offer support around these complex areas.

Our Support Services Guide is split into 4 sections:

Essex Domestic Abuse Services	Essex Other Support Services
National Other Support Services	National Domestic Abuse Services



At times, referring individuals or directing them to these 'Other Services' may be more suitable, and can work alongside any specific domestic abuse support.

If you are experiencing domestic abuse: Opening up about your experience can be challenging, but it might be the first step towards finding a way forward. You may feel overwhelmed, isolated, and frightened, but it is so important that you know, you are not alone. Even on the darkest days, there is light and there are lots of support options available to you.

If you are concerned about someone else: You may not be facing domestic abuse directly, but if someone close to you is, you might be feeling uncertain about how to help and perhaps struggling to know what to do. If the person you are concerned about isn't ready to learn more about the support available, you can always contact a support service yourself and seek some anonymous advice from them.

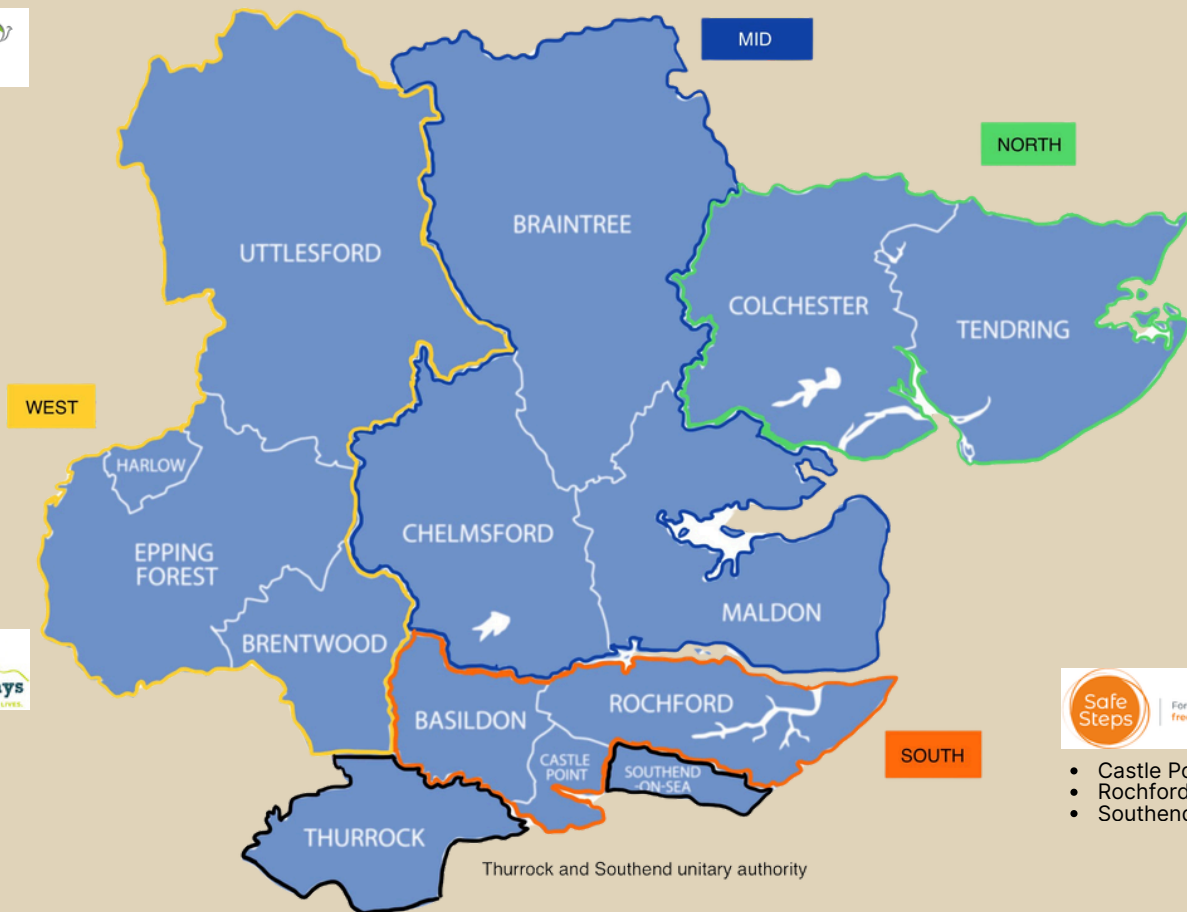
If you feel there is an imminent threat to life, you are at risk of significant harm at this very moment or you are experiencing an immediate crisis – please always call for the Police or Ambulance on 999.

Essex Regional Services: Domestic Abuse



Next Chapter

- Braintree
- Chelmsford
- Colchester
- Maldon
- Tendring
- Uttlesford



- Basildon
- Brentwood
- Epping
- Harlow
- Thurrock



- Castle Point
- Rochford
- Southend-on-Sea



**ESSEX
POLICE**

Protecting and serving Essex



<https://www.essex.police.uk>



Emergency 999 | Non Emergency 101

Information on reporting domestic abuse to the Police, the domestic violence disclosure scheme and access to online crime reporting.



<https://www.essexcompass.org.uk/>



0330 333 7444



<mailto:enquiries@essexcompass.org.uk>

COMPASS

COMPASS is a central point of contact to support victims of domestic abuse across Southend, Essex and Thurrock. From 01 April 2025, COMPASS will become a point of contact for people who have engaged in abusive behaviour in their relationships and are seeking support.

COMPASS is delivered by a partnership of established domestic abuse support agencies; Changing Pathways, Cranstoun, Safe Steps and The Next Chapter. The aim is to provide a central point of access for callers to speak with a trained member of the team who will complete an assessment to ensure contact is made with the most appropriate support service. There is an easy to use online form for both the public and professionals wishing to make a referral and note the **translate option** in the top right hand corner of the page.

Essex Regional Services: Domestic Abuse



<https://changingpathways.org/>



0330 333 7444 or 01268 729707



<mailto:welcome@changingpathways.org>

Changing Pathways is a local domestic abuse charity working in South and South-West Essex. They provide free and confidential support and advocacy to individuals subjected to domestic abuse and stalking in the areas of Basildon, Brentwood, Castle Point, Rochford, Thurrock, Harlow and Epping Forest.



<https://www.thenextchapter.org.uk/>



0330 333 7 444 or 01206 500585



<mailto:info@thenextchapter.org.uk>

Next Chapter is a domestic abuse charity working across the areas of Tendring, Colchester, Maldon, Chelmsford, Braintree & Uttlesford. They provide free and confidential services to support people who are currently or have previously experienced domestic abuse.



<https://www.safesteps.org/get-help/>



Southend: 01702 302333
Essex: 0330 3337444



<mailto:enquiries@safesteps.org>

Safe Steps is a specialist provider, delivering domestic abuse services in Southend, Thurrock, and other areas of Essex. They offer a range of community services to support women, men, young people and children to rebuild their lives after domestic abuse.



<https://cranstoun.org/>



[Find Help & Support in your area](#)



020 8335 1830 For general queries or feedback



<mailto:reset@cranstoun.org.uk>

ReSET is a domestic abuse behaviour change service, providing an effective intervention for those worried about their behaviours towards an intimate partner or family member, throughout Southend, Essex & Thurrock. This initiative will respond directly to the person causing harm.



<https://www.thechange-project.org/>



0800 500 3 006



<mailto:tcp@thechangeportfolio.org>

- We provide counselling to promote well being by enabling people to have healthy relationships in families, between individuals, and in the community.
 - Our charity has been delivering Respect accredited domestic abuse perpetrator programmes since 2009. Through the behavioural change of the abuser we aim to increase the well-being of people who are, or have been, living with conflict or domestic abuse.
 - We enable young people to develop healthy balanced relationships in later life through a range of therapeutic services, drama based workshops in schools.
 - We deliver training to professionals and the wider public about relationships in conflict.
-



<https://www.basildon.gov.uk/DA>



01268 206798



<mailto:bdatt@basildon.gov.uk>

Basildon Council has a specialist Basildon Domestic Abuse Team who deal with all domestic abuse approaches to the Council and can assist with a range of issues including:

General Help and Advice

Help and advice to find safe accommodation

Money and welfare advice

Help to access therapeutic and outreach support services

The Sanctuary Project

Help you to remain safe in your home

Legal Support

Help to access legal advice and assistance

Protective orders



<https://setdab.org>

The Southend, Essex and Thurrock Domestic Abuse Board (SETDAB) consists of representatives from various agencies focused on preventing domestic abuse in the region. The Board designs and implements the Domestic Abuse Strategy, providing strategic leadership through a multi-agency framework.

The SETDAB 'Get Support Now' tab offers resources for:

- Victim support
- Individuals causing harm
- Professionals
- Services directory
- Resource library

Essex Regional Services: Other Services



<https://www.victimsupport.org.uk/resources/essex/>



0808 17 81 694 or Live Chat available online

We're here to help anyone affected by crime. Not only those who experience it directly, but also their friends, family and any other people involved. It doesn't matter when the crime took place, or whether you've reported it to the police. You can get our help at any time, 24 hours a day, seven days a week. We're independent from the police, and our support is free and confidential.

Call your local **victim care team in Essex on 0808 17 81 694**. Lines are open 8am to 5pm, Monday to Friday. **Out of hours Support line: 08 08 16 89 111** If you need support outside of your local team's opening hours, you can call our Supportline for free. Or find other ways to [get help](#)



Essex Safeguarding
Adults Board



<https://www.essexsab.org.uk/>



03330 131 019



<mailto:esab@essex.gov.uk>

The Essex Safeguarding Adults Board (ESAB) is a statutory organisation that is committed to protecting an adult's right to live in safety, free from abuse and neglect. It is committed to ensuring that it has access to the views of adults with care and support needs as well as those that work with them. You can visit [Essex Adult Social Care](#) information and advice pages or call:

ESSEX: 0345 603 7630 | online reporting: [safeguarding.portal](#)

SOUTHEND: 01702 215008 (Out of hours: 0345 606 1212) | Adult Social Care online reporting: <https://www.livewellsouthend.com/care-support-adults>

THURROCK: 01375 511000 | email: Thurrock.First@thurrock.gov.uk



<https://forbabyssake.org.uk/>



01438 873420



<mailto:welcome@forbabyssake.org.uk>

For Baby's Sake is a holistic program for expectant parents, addressing the cycle of domestic abuse from pregnancy until the baby is two years old. Both parents participate, each with their own practitioner, focusing on individual well-being and the baby's development. The program supports parents in overcoming complex issues, promotes co-parenting, and collaborates with multi-agency partners to manage risks. It targets parents who want to improve their family dynamics and provide a better start for their baby, especially those expecting before 28 weeks of pregnancy and over 17 years of age.

Referrals: <https://forbabyssake.org.uk/refer-to-us/>

There are lots of ways to get support for children, young people and families.

To get the right help at the right time, different needs have been split into four levels within Essex:

- Level 1 - Universal
- Level 2 - Additional
- Level 3 - Intensive
- Level 4 - Specialist

Watch this explained in more detail here: <https://youtu.be/AWSZ4MOX0z0>



If a child or young person is in immediate danger, call the Police on 999

UNIVERSAL

All children have access to a range of 'universal' services tailored to their age, developmental stage, and individual needs. These services are made available to all children and families through a range of agencies. They are typically accessed within the local community and provided by partners such as schools, GPs, hospitals, community health services, family hubs, police, fire services, and voluntary/community groups.

ADDITIONAL

Children, young people and families may require some extra help due to specific needs or challenging circumstances. These needs can be addressed through the collaboration of universal services, along with targeted services aimed at enhancing education, parenting, behaviours, or addressing particular health needs, such as speech therapy, counselling, and support groups for young carers.

INTENSIVE

Multi-disciplinary support and Family Solutions are available for children, young people and families in need of more complex and intensive assistance. This approach involves collaboration between local authority services and universal services across various fields including social work, health care and education. Together, they assess needs, plan effectively and engage with families to foster positive change creating a healthier and more stable environment for the child and young people can thrive.

SPECIALIST

Children and young people in this category often experience a range of complex and unmet needs, along with various protective factors that must be taken into account. If it is believed or suspected that they are at risk of significant harm, facing family breakdown, or experiencing serious impairment to their health and development, specialised and intensive intervention will be necessary to safeguard the child's health, safety, and potential.



In Essex, three organisations are legally responsible for safeguarding children known as the Statutory Safeguarding Partners: Essex County Council, Essex Police, Essex Integrated Care Board. The Essex Safeguarding Children Board (ESCB) brings together safeguarding partners and key agencies to coordinate safeguarding work. Members include:

- Education
- ECVYS
- Local Councils
- Police, Fire & Crime Commissioner
- Probation
- 0–19 Service (HCRG)
- CAMHS (NELFT)

You may want to report a concern if you are worried about the safety or wellbeing of a child, would like to report an incident or are a child or young person who needs support. **For advice and guidance if you are concerned that a child could be at risk of harm, neglect or abuse:**

<https://www.essex.gov.uk/children-young-people-and-families/report-concern-about-child>



**Essex Child and Family
Wellbeing Service**



<https://essexfamilywellbeing.co.uk/>



0300 247 0022

HCRG Care Group, in partnership with Barnardo's, offers the Essex Child and Family Wellbeing Service (ECFWS) across Essex, commissioned by Essex County Council. The Family Hub supports families from before birth up to age 19 (or 25 for those with Special Educational Needs) by providing free, high-quality services accessible in communities, schools, homes, or at one of the 12 Essex Family Hubs. The goal is to ensure all families have the best possible start in life.

West Essex

- [Uttlesford District – Spangles Family Hub](#)
- [Harlow District – Treehouse Family Hub](#)
- [Epping District – Brambles Family Hub](#)

North Essex

- [Colchester District – Berechurch Family Hub](#)
- [Tendring District – Sydney House Family Hub](#)

South Essex

- [Brentwood District – Larchwood Family Hub](#)
- [Basildon District – Northlands Park Family Hub](#)
- [Castle Point District – Little Lions Family Hub](#)
- [Rochford District – Oak Tree Family Hub](#)

Mid Essex

- [Braintree District – Carousel Family Hub](#)
- [Maldon District – Maldon Family Hub](#)
- [Chelmsford District – Chelmsford Central Family](#)



Essex County Council



<https://www.essex.gov.uk/children-young-people-and-families/support-children-young-people-and-families>



0345 603 7627

Family Solutions gives you a single 'key person' to help you find solutions to problems your family might be facing. You can find out [more about Family Solutions](#) in this video.

If you're a parent or carer, child or young person and you need support, you can get in touch by phone: 0345 603 7627 and ask for the Children's Line. The advisors will listen to your concerns and try to find the right level of support for you and your family. You can also fill in the online [Request for Support form](#) or as a professional understand how to make an effective request for support through the [information for professionals page](#).



The Blossom Project is a nature-based group therapy programme, set up to empower children, teens and adults who have experienced/witnessed domestic abuse. Participants will learn strategies for self care, and understanding of how to process the past and build new futures, working closely with the University of Essex to monitor and evaluate outcomes and help guide the content and future of the programme.



 <https://www.essexvvu.co.uk/>

We support interventions, education and awareness programmes to support young people at risk of crime.



 <https://ecvys.org.uk/youth-groups/>

For activities for young people visit the Essex Youth Map.



<https://www.kidsinspire.org.uk/>



01245 348707



<mailto:clinicaladmin@kidsinspire.org.uk>

Kids Inspire provide mental health and trauma recovery support for children, young people and their families. Through therapeutic and community activities, they promote resilience, self-awareness, and relationship building to empower more positive life choices.



<https://www.snapcharity.org/>



01277 211300



<mailto:familyteam@snapcharity.org>

If you have a child between 0 – 25 years who has any additional need or disability and you live under Essex County Council, Thurrock or Southend local authorities then we are here for you and your family. No formal diagnosis or professional referral is necessary to access SNAP services.



<https://theministryofparenting.com/>



01206 562626



<mailto:administrator@theministryofparenting.com>

Colchester-based company that works with children, young people, parents, professionals, and organisations. Main activities are the delivery of a range of parenting groups/workshops, young peoples' workshops, one to one parent coaching and professional parent programme training. Providing resources as well as support via their website.

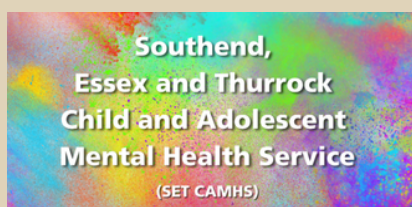
Working with young people and their families in Essex and Hertfordshire. Whatever you're going through, we encourage you to make positive choices. If you think you're in an unhealthy relationship, you're worried about your parents' drinking, or you're looking for support with your own drug or alcohol use, we've got you covered. Through a range of positive activities we can increase your confidence, develop life skills and promote positive mental and emotional wellbeing.

- **EYPDAS** supports young people below 25 who are affected by substance use.
- **CHHAT** supports young people aged 8-18yrs (up to 25yrs with SEN) who are impacted by family members/carers with substance use and/or mental health needs.
- **Family Support** working to address the isolation, stigma, and lack of support experienced by families dealing with complex challenges.
- **Youth Diversion** supports young people at early intervention, or with infrequent use. Providing drug and alcohol education and harm reduction information.
- **Vaping Support pilot** working with Essex schools, supporting young people between ages of 13-18 through the reduction of vaping and nicotine based products.



 <https://youth.essex.gov.uk/>
 03330 322800
 <mailto:youth.work@essex.gov.uk>

Supporting young people in Essex to navigate school, work, and life, promoting their growth, skills, and overall well-being throughout their journey. Collaborating with schools, professionals, and organisations in Essex through: Local youth groups, Duke of Edinburgh Award, Support for young carers, Information on healthy relationships, Work experience opportunities, Volunteering options, Education, employment, and training support.



 <https://www.nelft.nhs.uk/set-camhs>
 0800 953 0222 or out of hours: 0800 995 1000
 <mailto:SET-CAMHS.referrals@nelft.nhs.uk>

The **Southend, Essex and Thurrock** Child and Adolescents Mental Health Service (SET CAMHS) provides advice and support to children, young people and families who are in need of support with their emotional wellbeing or mental health difficulties.

Any young person, concerned parent, care giver or a responsible adult of a young person can access the SET CAMHS by either making an appointment to see their young person's GP with them, or accessing the services for information.

The service covers Southend, Essex and Thurrock and is open to young people between the ages of 0-18, or up to 25 for those with special educational needs.

Whatever your age, gender or sexuality, we provide free, confidential and non-judgemental services for **everyone in Essex**. We can deliver advice, information, protection, testing, treatment and any other support you and your sexual partners may need.

Essex Sexual Health Services are funded by the NHS and delivered by a number of partners.

<https://theouthouse.org.uk/>

01206 871 394

<mailto:info@theouthouse.org.uk>

The Outhouse is a **Colchester** based registered charity, providing opportunities for LGBTQ+ people in Essex. They support people in the LGBT community, and those connected to it through family or other relationships, to increase their skills, knowledge, and self-confidence in improving their health and well-being.

<https://transpiresouthend.org/><mailto:admin@transpiresouthend.org>

Transpire is a group of hardworking volunteers offering social support, connection, and community for trans and gender-diverse people, and welcoming allies who want to learn and stand with us. We host inclusive events, provide peer support, and work to make **Southend** a safer, more understanding place for everyone. Working in collaboration with local organisations, councils, and services, we advocate for positive change for the whole community, with trans voices at the heart of it.

<https://www.facebook.com/thurrocklgbtnetwork><mailto:thurrocklgbtqnetwork@gmail.com>

We are Thurrock's LGBTQ+ community network, open to all who identify as LGBTQ+. Friends and allies are welcome, too. We aim to put Thurrock on the map as a place where LGBTQ+ people feel safe and accepted as part of the community. We also aim to raise visibility, combat isolation, and nurture good mental health. The group hosts regular events, meet-ups in Thurrock, and drop-in events offering support, advice, and information. It's a great way to socialise and network, meet new people, and make friends from all walks of life.



Synergy Essex is a partnership of rape and sexual abuse centres in Essex:

- Centre for Action on Rape and Abuse (CARA),
- SERICC Rape and Sexual Abuse Specialist Service
- Southend-on-Sea Rape Crisis (SOS Rape Crisis).

You can speak to a First Contact Navigator to find out more about the services or you can contact the centres directly.

<https://synergyessex.org.uk/userfiles/Resources/0659synergy-poster-2021.pdf>



<https://caraessex.org.uk/>

0300 003 7777 or 01206 367881

<mailto:info@caraessex.org.uk>

Centre for Action on Rape and Abuse (CARA) working in Mid and North Essex works with victims and survivors of sexual violence and child sexual abuse, providing independent, specialist support and promoting and representing their rights and needs.

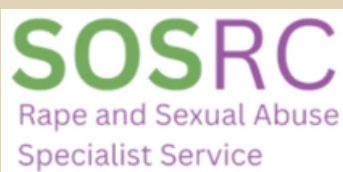


<https://sericc.org.uk/>

01375 380609

<mailto:sericc@sericc.org.uk>

SERICC provides specialist services to anyone in South and West Essex who is experiencing, or who has experienced, any form of sexual violence and abuse at any time in their life.



<https://sosrc.org.uk/>

0300 0037777

<mailto:info@sosrc.org.uk>

Southend on Sea Rape Crisis provides free, confidential specialist support for all survivors who have been raped or experienced any other form of sexual violence at any time in their lives. They offer community-based services in Southend-on-Sea, Castle Point, and Rochford.

Mid and North East Essex Mind are an independent mental health charity affiliated with Mind nationally. Partnering with other local Minds, NHS and local health services and community organisations to support individuals impacted by mental health issues and suicide. Services cater for all ages, offering counselling and outreach for mild to moderate mental health concerns like anxiety and depression as well as crisis support for those with serious trauma or long term conditions.

Residents of Tendring, Colchester, Maldon, Braintree and Chelmsford can access the services.

The Mid Essex Sanctuary provides a safe, supportive space where people experiencing emotional distress or mental health crisis can receive support outside of normal working hours. This is a community-based alternative to crisis mental health services. They are open from 10am to 1am 365 days a year, and you can be referred by **NHS 111 (option 2)**.

The North East Essex Sanctuary provides a safe, compassionate space whether you're experiencing a mental health crisis or need support to stay well. Open from 10am – 11pm, 7 days a week, 365 days a year and you can self-refer by contacting them on **0300 330 9492**

<https://www.mindinwestessex.org.uk/>

01371 876 641

<mailto:admin@mindinwestessex.org.uk>

Residents of Epping Forest, Harlow and Uttlesford can access the services including:

- Private counselling
- Mental Health First Aid (MHFA) training
- Training to be emotionally strong
- Support from friends and colleagues
- Making friends to feel less lonely
- Helping people with grief
- Supporting our community

In addition to the above client facing services we also run Crisis Alternative Services:

West Essex Night Owls is a telephone, text and email support service for emotional support. Open 5pm-7.30pm then 8.30pm-10.30pm seven days a week. Anyone in West Essex (Uttlesford, Epping Forest and Harlow) over 18, who needs emotional support, including people with complex emotional needs, struggling with loneliness, depression and anxiety.

The Sanctuary is for people who are experiencing a mental health crisis but do not require hospital treatment. They are open from 4pm – 11pm, 365 days a year and you can be **referred by NHS 111 (option 2)**.



 <https://www.secemind.org.uk/>
 01702 601123
 <mailto:hello@secemind.org.uk>



Serving the Chelmsford, Castle Point, Rochford, South Woodham Ferrers and Southend areas helping support local people with their mental health and wellbeing needs.

At SECE Mind we provide supported housing, counselling for both adults and children, mental health training and mental health signposting to anyone who needs it.



 <https://thurrockandbrentwoodmind.org.uk/>
 01375 391 411
 <mailto:reception@tbmind.org.uk>

Supporting people living in Thurrock and Brentwood.

Affiliated to Mind and work in partnership with Thurrock Council, Thurrock Clinical Commissioning Group, our NHS providers and other local voluntary, community and faith groups.

We want to make sure that everyone who experiences difficulties with their mental health gets the respect and support they need, at the time they need it and for people who are likely to develop mental health problems, to stay well.

We provide a range of services together with information and advice on mental health problems.



 <https://www.basmind.org/>
 01268 284130
 <mailto:info@basmind.org>

Basildon Mind provides a range of services together with information and advice on mental health. Our aim is to help people in our local communities to have better mental health and wellbeing and to live the best lives possible. We do this by providing a range of services to meet local needs.

We work in partnership with Basildon Council, Essex County Council, EPUT (Essex Partnership University NHS Foundation) Basildon & Brentwood Clinical Commissioning Group, NHS providers, local Minds in Essex, other local voluntary, community groups and faith groups.



<https://www.eput.nhs.uk/services/op-courage-the-veterans-mental-health-and-wellbeing-service/#who-we-are>



01206 228774



<mailto:epunft.opcourageadmin@nhs.net>

We are an NHS community mental health service for UK Armed Forces Veterans, non-mobilised Reservists and Service Leavers, who live in Norfolk, Suffolk, **Essex**, Hertfordshire, Bedfordshire, Cambridgeshire and Milton Keynes. We supplement existing NHS mental health services by providing specialist guidance and support to those who may be struggling with their mental health.

Outside the Wire



01603 626123



<https://www.matthewproject.org/contact>

A bespoke drug and alcohol service offering confidential advice and support to current and ex HM Forces personnel and their families, across Norfolk, Suffolk and Essex.



<https://icarp.org.uk/>



<https://icarp.org.uk/contact/>

A programme, developed in Essex, is changing the lives of military veterans, 999 personnel, vulnerable young people and many more by helping them overcome the debilitating symptoms of Post-Traumatic Stress Disorder (PTSD), Depression, Anxiety and many other challenging conditions. If you are from a mental health service, a military charity a CIC or you are an individual looking to attend yourself please email us on info@icarp.org.uk (or website contact form) and we respond to your enquiry at our earliest convenience.



<https://www.essex.gov.uk/planning-land-and-recycling/gypsies-and-travellers>



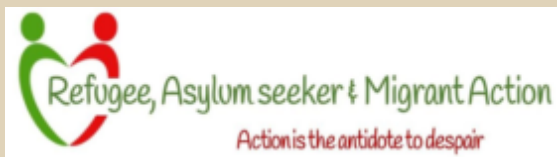
03330 321 110 (choose option 3, 'all other enquiries')



<mailto:ectu@essex.gov.uk>

The Essex Countywide Traveller Unit (ECTU) is a partnership of Essex County Council, local councils, Essex Fire and Rescue Service and Essex Police. Together, they support Gypsies and Travellers to access services, including:

- supporting children into school and further education
- health services
- site and home fire safety visits



<https://rama.org.uk/>



01206 638454



<mailto:rama@rama.org.uk>



Based in **Colchester** RAMA provides regulated immigration advice, focusing on asylum seekers, refugees, and migrants facing injustice. Our team, with lived experience and fluency in 27 languages, engages in human rights work, particularly in cases involving domestic abuse linked to immigration. While we don't handle asylum cases, we offer support and assistance related to asylum activities and well-being.



<https://www.phoenix-futures.org.uk/>



020 7234 9740



<mailto:info@phoenix-futures.org.uk>

Phoenix Futures offers a wide range of support services across Essex for people affected by multiple and complex needs. Whether you're looking for support for yourself, a loved one, or someone you work with, our services are here to help—without judgment and with compassion

Find an Essex Service: <https://www.phoenix-futures.org.uk/essex/for-people-families-who-use-our-service-essex/find-a-service-essex/>

- [DRUG AND ALCOHOL STREET SUPPORT \(DASS\)](#): Support for people who use substances and are sleeping or at risk of sleeping rough in Essex
- [Empowering Adults at Risk Service \(EARS\)](#): A multi-agency and person-centred service working with neurodivergent adults at risk of exploitation.
- [ENHANCED SUPPORT AND ACCESS TEAM \(ESAT\)](#): Enhanced support for people and their families within the Gypsy, Roma and Traveller communities in Essex.
- [Essex Liaison and Diversion](#) Location: Chelmsford The Liaison and Diversion service, incorporating screening, Street Triage services and community support for young people in Essex
- [Futures Together](#): Futures Together combines criminal justice and social inclusion, creating a service for people experiencing multiple and additional needs across Essex, excluding Southend and Thurrock.
- [HoSTS Essex](#) Tenancy and Housing support for people experiencing multiple support needs
- [Specialist Community Forensic Team \(SCFT\)](#) A service that has been developed in response to the NHS New Care Models to improve the care of service users within the forensic mental health system.
- [The High-Intensity User Project](#): The High-Intensity User Project works across the mid / South of the County of Essex, including Southend and Thurrock.



<https://www.essexrecoveryfoundation.org/recovery-spaces>

Providing safe, inclusive and vibrant spaces for people in the recovery community to get together and connect in **Thurrock, Harlow, Rayleigh, Basildon Chelmsford and Colchester.**



<https://www.openroad.org.uk/>



0844 499 1323



Open Road is a Drug and Alcohol Recovery support charity in Essex and Medway providing services to support individuals on their journey to recovery including support through the Criminal Justice sector. There are various ways to make contact personally or via a professional such as a GP. Available between 09:00-17:30 Mon-Fri excluding bank holidays.

[Basildon](#) – 01268 531435

[Harlow](#) – 01279 434621

[Chelmsford](#) – 01245 284772

[Medway Young Persons](#) – 01634 566285

[Clacton](#) – 01255 434186

[Medway Wellness](#) – 01634 471700

[Colchester](#) – 01206 766096

<https://www.openroad.org.uk/southend-young-person-drug-and-alcohol-service/>



<https://www.breakeven.org.uk/>



01273 833 722



<mailto:info@breakeven.org.uk>

Breakeven provide support and/or resource for anyone affected by gambling related harm, whether you are the gambler, partner, family member, friend or work colleague. For every person who gambles, there are between 6-10 people also affected and willing to support, and we are here to support you all. The treatment we provide is free, flexible and confidential and can be delivered via face to face, telephone or online sessions. Our counsellors will provide you a safe space to talk about how gambling affects you and work with you to find ways to help you take control of your life, move forward and feel better.

Whilst we work with anyone over the age of 16, there is also free dedicated support for anyone under the age of 16 through NHS Clinic London



<https://www.blossome.support/>



<https://www.blossome.support/referrals/>



<mailto:hello@blossome.support>

An Essex-based, not-for-profit community interest company that provides emotional support and self-care training to individuals affected by a loved one's addiction, including alcohol, drugs, and gambling. It focuses on helping families, friends, and those bereaved by addiction through a trauma-informed community, promoting self-compassion to break generational cycles of addiction.

Do you or someone you know need self-care support? We gratefully receive self-referrals and referrals from charities, medical and social care professionals who are working with someone who has been affected or bereaved by another's alcohol or substance misuse.



Provides a list of local council details for housing related advice and support such as what to do if you're at risk of homelessness, applying for council housing and claiming Housing Benefit.

What is a Sanctuary Scheme?

The Sanctuary Scheme is a victim-centred service that consists of the installation of security measures, in and around properties to enable households at risk of domestic abuse to live safely in the property if they choose to do so.

Many victims of domestic abuse are reluctant to move home and away from the area where they have networks of support. To move often means that their children have to change schools and leave their friends. Sanctuary schemes aim to make it possible for victims to remain in their own home and feel safe.

Who is eligible for the Sanctuary Scheme?

Some local Council's may have a scheme already in place while others are still developing them. They are available to anyone who is at risk of homelessness, or having to leave their home, due to domestic abuse from an abuser no longer living at that home.

How can I find out more?

If you are interested in the Sanctuary scheme, you will need to contact your local Council Housing Department to discuss your housing options; even if your local Council does not offer a Sanctuary Scheme in your area at the moment, they will still be able to give you advice.

- [Basildon Council](#)
- [Braintree Council](#)
- [Brentwood Council](#)
- [Castlepoint Council](#)
- [Chelmsford City Council](#)
- [Colchester Council](#)
- [Epping Forest Council](#)
- [Harlow Council](#)
- [Maldon Council](#)
- [Rochford Council](#)
- [Southend-on-Sea Council](#)
- [Tendring Council](#)
- [Thurrock Council](#)
- [Uttlesford Council](#)



Essex County
Fire & Rescue Service



<https://www.essex-fire.gov.uk/book-home-safety-visit>



0300 303 0088



<mailto:home.safety@essex-fire.gov.uk>

By booking a **Home Safety Visit** you're making sure your home is checked over by a fire safety specialist who will also talk to you about your individual needs and safety concerns. The easiest way to book a visit, either for you or someone you know, is to use the online booking form or call the Home Safety Team.



<https://chesshomeless.org/>



01245 281104



<mailto:administration@chesshomeless.org>



CHESS Homeless support services assess the individual's need and helps them address any obstacles that inhibit them from moving forward. They have a working relationship with the local council that provides housing payments, thus securing an address and the foundation to begin to work from. They have their own counselling service and work with the local GP's, other agencies and health services.



<https://streets2homes.co.uk/>



01279 430 011 / 01279 445 673



<mailto:streets2homes@streets2homes.co.uk>

Streets2Homes in **Harlow** operates a day centre for homeless and vulnerably housed individuals. Offering services to meet basic needs including shower facilities, clean clothes, hot meal, refreshments and a safe and friendly environment in addition to housing and benefits advice and guidance to overcome and or prevent homelessness and pathways to employment.



<https://harpSouthend.org.uk/>



01702 615000



<mailto:info@harpSouthend.org.uk>

HARP is **Southend's** leading homeless charity. They provide housing, advice and support to those that are experiencing homelessness or are at risk of losing their home.

Essex Floating Support Service

This free service gives housing related support, including how to:

- maintain your tenancy and prevent homelessness
- liaise with your landlord over issues including rent arrears and repairs
- budget your money
- manage debt
- maximise welfare benefits
- work with you and mortgage lenders to reduce the possibility of repossession.

[Essex County Council information link](#)



<https://sanctus-home.com/>



01245 257985



<mailto:info@sanctus-home.com>



Sanctus is a community hub in Chelmsford supporting individuals facing homelessness, isolation, and health struggles. Services include:

- Freshly cooked meals and unlimited drinks
- Breakfasts, sandwiches, pastries, and cakes
- Essential supplies for rough sleepers (clothes, toiletries, tents, sleeping bags)
- Free phone and computer access
- A supportive community with games, arts, and music
- Special holiday meals

The hub collaborates with over 25 partner organisations to provide person-centered support in areas such as housing, benefits, addiction, and mental health. In-house services include counseling, mentoring, and advocacy, ensuring individuals receive help navigating their challenges.



<https://sech-uk.com/>



01702 611199



<mailto:info@sech-uk.com>

Set up to support the communities of South Essex based in **Southend** through their hub with:

- Digital Inclusion and Benefits
- Housing and Homelessness
- Cost of Living
- Emergency Food Support
- Children and Young People
- Community Development
- Information
- Volunteering and Work Experience
- Training and Life Skills

Parkside Community Hub



Formerly



<https://www.chp.org.uk/parkside-community-hub/>



0300 555 0500



<mailto:community@chp.org.uk>

Parkside Community Hub is a friendly and welcoming space available to customers and the wider community. It's a great place to meet people, learn new skills, and take part in activities. The Hub is also a warm space where you can drop in for a hot drink and a chat. It has a community fridge with food available to anyone.



<https://www.withamhub.co.uk/>



01376 617998



<mailto:info@withamhub.co.uk>



The **Witham** Community Hub aims to promote social inclusion by preventing social exclusion and assisting individuals in integrating into society. It focuses on developing the skills of socially and economically disadvantaged residents, helping them identify and meet their needs. Key challenges addressed include:

- Unemployment
- Financial hardship
- Age-related issues
- Ill health (physical or mental)
- Substance abuse or dependency
- Discrimination
- Poor educational or skills attainment
- Relationship or family breakdown



<https://rainbowservices.org.uk/projects/community-hub>



01279 927005



<mailto:harlowcommunityhub@rainbowservices.org.uk>

The Community Hub is a partnership project between Rainbow Services, MRCT and Citizens Advice Harlow. It offers a range of services for people affected by crisis situations, as well as information on community and social activities, volunteering and health screening. The Community Hub in **Harlow** is open Monday to Friday between 10am – 2pm.



<https://www.eppingforestdc.gov.uk/cost-of-living-and-community-support/warm-places-24/>



01992 910701 or 07967 726851 Mon-Fri 9am-5pm

Warm places are places providing people with respect, support and warmth (previously known as social spaces). Find a warm welcome at one of our many sites across the **Epping Forest district**.



<https://nestassist.co.uk/>



07549 647 401



<mailto:nestassist@gmail.com>

We are based in Harwich and cover the following areas: CO1 – CO4 and CO7 within the Borough of Colchester CO11 – CO16 within the District of Tendring. Providing free, direct support to struggling families and vulnerable individuals. Offering essential furniture, household items, bedding, and food, along with home adaptations to assist with hospital discharges

Local community hubs and centres are places that support communities and help people stay independent. They are a base for local activities and events, helping residents to:

- get support and advice
- find information
- make applications online

There are currently 7 hubs or centres in towns and villages across Thurrock:

- [Acorns Community Hub, Stifford Clays](#)
- [Aveley Community Hub](#)
- [Chadwell St Mary Centre](#)
- [East Tilbury Hub](#)
- [Purfleet Community Hub](#)
- [South Ockendon Centre](#)
- [Tilbury Hub](#)



<https://www.essexopportunities.co.uk/connect-to-work/connect-to-work/>



[Express Interest Form](#)

Helping you overcome barriers and take your next step into meaningful work. Connect to Work is a free, voluntary employment support programme for people who are not currently in paid work and face barriers to employment. This can include health conditions, disabilities, or personal challenges. Funded by the Department for Work and Pensions (DWP), it is delivered in partnership with local authorities and expert providers across Essex, Southend, and Thurrock.



<https://capuk.org/>



0800 328 0006 Sawyers Church Brentwood

CAP offers various free services across the UK to assist individuals in overcoming debt, finding jobs, managing finances, and acquiring essential life skills.



South Essex
Advocacy Services



<https://www.southessexadvocacy.org/>



01702 340566



<mailto:advocacy@southessexadvocacy.org>

We are an independent advocacy that supports isolated / excluded / vulnerable adults by empowering them to make informed choices, challenging barriers to access appropriate services and to ensure they are included in decisions about their health, care and wellbeing.

Central Law Group CIC is Britain's first non-profit civil law firm. Our mission is to provide great legal advice and representation to ordinary people at prices they can afford. We currently serve clients in the following areas of law:

Family law

Employment law

Housing law

Consumer law

<https://www.aru.ac.uk/community-engagement/law-clinic>

01223 698498

<mailto:lawclinic@aru.ac.uk>

Committed to legal excellence and social justice, our award-winning law clinics offer free, confidential legal advice. Our Law Clinics can offer you free legal advice about family law, employment law or immigration matters, including:

- relationship breakdown
- separation or divorce
- child contact arrangements
- unfair dismissal or discrimination at work
- immigration law queries
- personal injury
- medical negligence

Support@Court is our further project where experienced students will offer you information, guidance and moral support through the court process. They cannot offer legal advice during these sessions.

<https://www.essex.police.uk/advice/advice-and-information/daa/domestic-abuse/digital-domestic-abuse/>

Digital abuse is when someone monitors, stalks, harasses, threatens, controls or impersonates another person using technology.

This could involve stalking through social media, harassment by text message or humiliation by posting pictures or videos, for example.

Digital abuse can happen to anyone but it most often happens alongside other types of domestic abuse.

It's not your fault if you're being abused, you have the right to privacy online and offline.

There are steps you can take to keep yourself safe from digital abuse, but you should always do what's safe for you.

National Services: Domestic Abuse



The freephone, 24-hour National Domestic Abuse Helpline



<https://www.nationaldahelpline.org.uk/>



0808 2000 247



<https://www.nationaldahelpline.org.uk/Chat-to-us-online/>

Call the confidential helpline for support on domestic abuse, available Mon-Fri from 10 am to 10 pm, run by Women's Aid and Refuge. It offers assistance and information nationwide, staffed 24/7 by trained female support workers. Services include translation for non-English speakers and support for deaf or hard-of-hearing callers. All calls are confidential.

Respect



<https://www.respect.org.uk/>



<mailto:info@respect.org.uk>

Respect was established to focus on perpetrators of domestic abuse, and this, including their vital work with young people who cause harm, remains their key priority. Alongside this work, they deliver expert support to male victims of domestic abuse.

Helplines:

Respect
Phoneline

Respect Phoneline - confidential helpline, email and webchat service for domestic abuse perpetrators and those supporting them. **Call 0808 8024040** or visit respectphoneline.org.uk

Respect
Men's advice line

Men's Advice Line - confidential helpline, email and webchat service for male victims of domestic abuse. **Call 0808 8010327** or visit mensadviceline.org.uk



NCDV



<https://www.ncdv.org.uk/>



0800 970 2070



<mailto:office@ncdv.org.uk>

A free, fast emergency injunction service is available for individuals at risk of domestic abuse, regardless of financial situation, ethnicity, gender, or sexuality. This service enables those recently threatened or affected by domestic abuse to apply for emergency court injunctions, even if they cannot access legal aid. Each case is assessed individually, and guidance on suitable actions is provided, along with referrals to additional support resources.

ManKind
Initiative



<https://mankind.org.uk/>



FREEPHONE 0808 800 1170



<mailto:admin@mankind.org.uk>

A confidential helpline available for male victims of domestic abuse across the UK as well as their friends, family, neighbours, work colleagues and employers. Providing information and signposting service to men suffering from domestic abuse from their current or former wife, partner (including same-sex partner) or husband.



<https://galop.org.uk/>



0800 999 5428



<mailto:help@galop.org.uk>



Helpline is available for anyone in the UK who is LGBT+ and has experienced domestic abuse, sexual violence, hate crime or so called 'conversion therapy'. They are also there for friends, family members and professionals supporting LGBT+ victims of abuse.



<https://www.lovingme.uk/>



07902 478958



<mailto:help@lovingme.uk>

Our team offers specialised safe house support for trans and non-binary individuals in England fleeing domestic abuse. Comprised of trained specialists with a deep understanding of the unique needs of the trans community, our user-led service focuses on individual client requirements. As a by and for service, our team members are also trans or non-binary.



<https://karmanirvana.org.uk/get-help/>



0800 5999 247

Karma Nirvana support victims of forced marriage and honour based abuse. Culture, Religion and Tradition are not an excuse; forced marriage is illegal in the UK.



<https://wearehourglass.org/>



0808 808 8141 or Text 07860 052906



<mailto:helpline@wearehourglass.org>

Confidential services provide information and support to an older person or anyone concerned about an older person who is at risk of, experiencing or recovering from any form of abuse or neglect. There are lots of different options to make contact with the services here: <https://wearehourglass.org/hourglass-services>



<https://www.ageuk.org.uk/>



0800 055 6112



Email form available online & webchat

Age UK's advice line is a free, confidential national phone service for older people, their families, friends, carers and professionals. Their team will give you information that is reliable and up to date and help you to access the advice you need.



PEGS - Parental Education Growth Support



<https://www.pegssupport.co.uk/>



0800 970 2070



<mailto:hello@pegssupport.com>

Services are free and available for any parent regardless of the age of their child (including adult offspring), aimed at any parent, carer or guardian experiencing Child to Parent Abuse. They don't directly work with the child displaying the behaviours but have a network of partners whose expertise lies in this area.



<https://capafirstresponse.org/>



<mailto:info@capafirstresponse.org>

At Capa First Response CIC, we provide free, tailored support for parents and carers of children, including neuro-diverse youth up to 25 years, addressing child-to-parent aggression and harmful behaviors. We avoid labeling these behaviors as 'abuse' due to their complex origins. Our approach focuses on early intervention and pro-social modeling to help parents regain confidence and support healthier self-expression in children. We also offer expert guidance for professionals, aiming to improve family dynamics and, in turn, societal outcomes.



<https://www.lucyfaithfull.org.uk/>



Stop It Now helpline: 0808 1000 900 / [online](#)



<mailto:contact@lucyfaithfull.org.uk>

The Lucy Faithfull Foundation is a UK charity focused on preventing child sexual abuse and exploitation. They protect children by working with those at risk of causing harm, support affected individuals and families, and assist professionals in creating safer environments. Utilising data and experience, they develop innovative prevention strategies and advocate for a public health approach to child sexual abuse, sharing their insights to promote child safety widely.



<https://napac.org.uk/>



0808 801 0331



<mailto:support@napac.org.uk>

NAPAC (the National Association for People Abused in Childhood) offers support to adult survivors of all types of childhood abuse, including physical, sexual, emotional abuse or neglect.



<https://www.survivorsuk.org/>



Chat via SMS text 020 3322 1860



<mailto:help@survivorsuk.org>

SurvivorsUK runs the National Male Survivors Online Helpline – a webchat and SMS service for men, boys and non-binary people who have experienced sexual abuse at any time in their lives.



-  <https://survivingeconomicabuse.org/>
-  08081 963699
-  <mailto:info@survivingeconomicabuse.org>

Working with frontline organisations that directly support victim-survivors. They support them to identify and respond to economic abuse. Providing lots of resources and guidance on their website, including how banks can help:

<https://survivingeconomicabuse.org/i-need-help/banking/how-banks-can-help/>

The Financial Support Line for Victims of Domestic Abuse is run by [Money Advice Plus](#), as the frontline partner. It offers specialist advice to anyone experiencing domestic abuse who is in financial difficulty.



-  <https://www.suzylamplugh.org/Pages/Category/national-stalking-helpline>
-  FREEPHONE 0808 802 0300
-  <https://www.suzylamplugh.org/forms/national-stalking-helpline-enquiry-form>

Run by Suzy Lamplugh Trust, you can find information and advice, which can assist you in understanding what is stalking, as well as support services available. There is also an online tool available to better understand if you are being stalked and what support is available.



-  <https://www.paladinservice.co.uk/>
-  020 3866 4107
-  [Referral Form](#)

Paladin NSAS is a trauma-informed service established in 2013, to assist high risk victims of stalking in England and Wales. Our unique trained team of accredited Independent Stalking Advocacy Caseworkers (ISACs) ensure that high risk victims of stalking are supported and that a coordinated community response is developed locally to keep victims and their children safe.



-  <https://revengepornhelpline.org.uk/>
-  0345 6000 459
-  <mailto:help@revengepornhelpline.org.uk>

The Revenge Porn Helpline supports all adult victims of intimate image abuse living in the UK. This includes those who have had private sexual images shared without consent, threatened to be shared without consent, or taken without consent. They also provide advice and information to those targeted by Sextortion and webcam blackmail. If you have been a victim of intimate image abuse, a Helpline practitioner can give you advice and support either via the phone, by email or by sending an anonymous 'Whisper' report.



<https://www.rightsofwomen.org.uk/>



020 7251 6575 / Advice Lines



<mailto:info@row.org.uk>



Access to free and confidential legal advice for women in England and Wales to help you understand the law and your legal rights. They also provide online legal guides and handbooks to help women access justice and safety through the law.



<https://www.flows.org.uk/>



0203 745 7707



<mailto:flows@rcjadvice.org.uk>

Flows is a team of experts from the Family Team of the Royal Courts of Justice RCJ Advice, working in partnership with Rights of Women. Their network of trusted and fully vetted advisers includes experienced solicitors and law clinics, Citizen Advice services, front-line professionals in women's refuges, women's aid organisations, and organisations that provide safe environments for domestic abuse survivors.



<https://www.cafcass.gov.uk/>



0300 456 4000

CAFCASS represent the interests of children and young people in the family court. They independently advise the family courts about what is safe for children and in their best interests. They focus on their needs, wishes and feelings, making sure that children's voices are heard and are at the heart of the family court's thinking and decision making.



Civil Legal Advice (CLA)



<https://www.gov.uk/civil-legal-advice>



0345 345 4345

You might be able to get free and confidential advice from Civil Legal Advice (CLA) as part of legal aid if you're in England or Wales. If you're eligible, you can get help from CLA for problems including: debt, housing, domestic abuse separating from an abusive partner, money and property, a child being taken into care, special education needs, discrimination and some child abduction cases. Check if you can get legal aid - <https://www.gov.uk/check-legal-aid>



<https://childlawadvice.org.uk/>



0300 330 5480

The website offers legal advice on family, child, and education law for children and families in England. It features guides and information pages, and provides an email advice service and a dedicated support hotline for complex issues. Topics include relationship breakdowns, Local Authority intervention, child protection, education admissions, exclusions, bullying, and assistance for children with Special Educational Needs.

Other National Services



 <https://111.nhs.uk/>
 111

For non-emergency health or mental health concerns contact NHS 111 (for Mental Health issues Option 2). For emergency health or mental health concerns, go straight to A&E or dial 999 for urgent support.



 <https://www.samaritans.org/>
 116 123
 <mailto:jo@samaritans.org>

The Samaritans offers a listening service to those going through a personal crisis and wanting to talk about their despair or suicidal feelings. There's someone to talk to 24 hours a day and it is open to anyone. Calls made to the national helpline are charged at local call rates from anywhere in the country.



 <https://www.childline.org.uk/>
 0800 1111
 <https://www.childline.org.uk/get-support/>

Childline are there to help anyone under 19 in the UK with any issue they're going through. You can talk about anything. Whether it's something big or small, their trained counsellors are there to support you. Childline is free, confidential and available any time, day or night. There are various ways to get support including call, email, online chat and sign.



 <https://www.nspcc.org.uk/>
 0808 800 5000
 <mailto:help@NSPCC.org.uk>

Helping children who've been abused, protect children at risk, and find the best ways to prevent child abuse from ever happening is central to the work of the NSPCC. They also provide vital services in keeping children safe working directly with children and families in national and regional hubs. There is also lots of support and tips on their website to help keep children safe; from advice on children's mental health to staying safe online, support for parents and what to do if you're worried about a child.



<https://www.kooth.com/>



A provider of online mental health services for children, young people and adults. Kooth, from XenZone, is an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use.



<https://www.theproudtrust.org/>

The Proud Trust focuses on enhancing the lives of LGBTQ+ young people through regional youth work and national support services. They empower both LGBTQ+ youth and their supportive adults to foster positive change, aiming to create a safer environment where these individuals can thrive and reach their full potential.



<https://www.mind.org.uk/>



0300 123 3393



<https://www.mind.org.uk/need-urgent-help/using-this-tool/>

Providing advice and support to empower anyone experiencing a mental health problem. Campaigning to improve services, raise awareness and promote understanding with advice, tools, resources and helplines.



<https://www.nhs.uk/every-mind-matters/>

There are little things we can all do to lift our mood or ease our anxiety – we need to find what works for us. This could be as simple as taking a walk in nature, prioritising your sleep or opening up to a friend. Your little thing, if you keep doing it, will make a big difference to how you feel. Get expert advice and practical tips to help you look after your mental wellbeing and make them part of your daily routine.



<https://www.familylives.org.uk/>



0808 800 2222



<mailto:askus@familylives.org.uk>

A 24 hour helpline, advice website, live chat and parenting/relationship support groups. Support around all aspects of family life that include all stages of a child's development, issues with schools and parenting/relationship support. Family breakdown, aggression in the home, bullying at school, teenage risky behaviour and mental health concerns of both parents and their children.



<https://www.manup.how/>



<mailto:manup@manup.how>



Mental Health Charity helping to change minds about men's mental health through raising awareness. Founded by a man who wished to change mental health for the better. Men talking to men about mental health developed into a fully registered charity that is chipping away at stigma. MANUP seeks to rebrand that awful phrase MANUP! - Resources and events.



<https://andysmanclub.co.uk/>



<https://andysmanclub.co.uk/contact-us/>

ANDYSMANCLUB are a men's suicide prevention charity, offering free to attend peer-to-peer support groups across the United Kingdom and online. We want to end the stigma surrounding men's mental health and help men through the power of conversation. #ITSOKAYTOTALK



<https://www.scope.org.uk/>



0808 800 3333



<mailto:helpline@scope.org.uk>

Scope is a charity which exists to create a fair and equal society for disabled people. Providing practical advice and emotional support whenever people need them most. They do this through the Scope helpline, online community, a range of employment and child sleep services, community engagement programmes, and more. Advisers can answer questions and talk you through a wide range of topics connected with disability, including: benefits, finance, social care, work, equipment and assistive technology, housing and home adaptations. They can also point you to other information providers and Scope services in your local area.



<https://www.rnib.org.uk/>



0303 123 9999



<mailto:helpline@rnib.org.uk>

RNIB, the Royal National Institute of Blind People, is the UK's leading sight loss charity. Offering practical and emotional support to blind and partially sighted people, their families and carers



<https://www.mencap.org.uk/>



0808 808 1111



<mailto:helpline@mencap.org.uk>

Finding advice and information about learning disabilities can be difficult. MENCAP can help you or your loved ones to get the support and information you need.



<https://www.gypsy-traveller.org/>



01273 234 777



<mailto:fft@gypsy-traveller.org>



Working to end racism and discrimination against Gypsy, Roma and Traveller people and to protect the right to pursue a nomadic way of life. Supporting individuals and families with the issues that matter most to them, at the same time as working to transform systems and institutions to address the root causes of inequalities faced by Gypsy, Roma and Traveller people.



<https://www.stophateuk.org/>



0800 138 1625

Helpline is for anyone experiencing Hate Crime and discrimination, based on any aspect of an individual's identity. They encourage everyone to report incidents that they experience or witness. How to do it will vary depending on where you live because unfortunately Stop Hate UK is not funded to work in every part of the UK but provide a list of other national services available here: <https://www.stophateuk.org/about-hate-crime/helpintheuk/>



<https://www.nhs.uk/live-well/addiction-support/>

Help and support for addiction, including drug and gambling addictions.



<https://adfam.org.uk/for-families/>

National charity working to improve life for families affected by drugs and alcohol. It aims to empower family members and carers, support frontline workers and influence decision-makers to prevent alcohol and drugs from destroying families.



<https://al-anonuk.org.uk/>



0800 0086 811



<https://al-anonuk.org.uk/contact/send-an-email/>

Al-Anon provides mutual support through shared experiences at meetings, offering a safe space to discuss personal concerns without judgment. Members can choose to share or remain silent, and literature on alcoholism and the Twelve Steps is available, though participation is not pressured. All relationships with the drinker are welcome, and anonymity is ensured by using first names only. There are about 700 Al-Anon groups in the UK and Eire, with no membership fees, as the organisation is self-supporting through voluntary contributions.



Narcotics Anonymous
United Kingdom



<https://ukna.org/>



0300 999 1212



<mailto:pi@ukna.org>

If you have a problem with drugs, NA are recovering drug addicts who can help you get and stay clean. Providing a helpline, meetings, events and resources for addicts who have a desire to stop using and who wish to support each other to remain drug free.



<https://www.cocaineanonymous.org.uk/>



0800 612 0225



<mailto:helpline@cauk.org.uk>

Cocaine Anonymous is a fellowship where individuals share experiences to support each other in overcoming addiction. Membership requires only a desire to stop using cocaine and other mind-altering substances, with no fees involved. The group is self-supporting and remains neutral, not aligning with any organizations or causes. Its primary goal is to maintain sobriety and help others achieve the same.



<https://www.beateatingdisorders.org.uk/>



0808 801 0677



<mailto:help@beateatingdisorders.org.uk>

The national Helpline aims to empower individuals to seek help quickly, enhancing recovery chances. They offer support online and via phone, helping people understand their illnesses and how to take steps towards recovery. They also assist family and friends with skills and advice for supporting their loved ones while maintaining their own mental health.



<https://seed.charity/>



07300 298388 General Enquiries



<mailto:Support@seed.charity>

SEED Eating Disorders Service provides a range of resources and guides on supporting someone who may be experiencing an eating disorder.



<https://www.thecyberhelpline.com/gethelp>

The Cyber Helpline is a free, confidential helpline for individuals who have been a victim of cybercrime, digital fraud & online harm. Chat to their chatbot and get immediate advice on how to deal with your cybersecurity issue. If the chatbot thinks you need more help, it will pass you on to one of the volunteer cybersecurity experts.



<https://www.citizensadvice.org.uk/about-us/contact-us/>



0800 144 8848

Providing free, confidential and impartial advice and campaigning on big issues affecting people's lives. You may have money, benefit, legal, housing or employment problems. You may be facing a crisis, or just considering your options.



<https://www.shelter.org.uk/>



0808 800 4444

Shelter offer advice around housing and housing rights along with several guides around homelessness and relationship breakdown. Shelter also run a free helpline for urgent problems.



<https://www.stepchange.org/>



0800 138 1111

Step Change provide free, confidential and expert debt advice and money guidance. They recommend the best solution or service for your circumstances. They can support you while you deal with your money worries, for as long as you need their help. They also campaign on your behalf to reduce the risk of problem debt and the harm it causes.



<https://www.trussell.org.uk/>



0808 208 2138

An anti-poverty charity and community of food banks working to ensure no one in the UK needs a food bank to survive, while providing food and practical support to people left without enough money to live on. Access a range of advice and support, including helplines and guidance on social security payments and grants that may be available to you. Their food banks and support services are here to help, acting with respect and without judgement.



Department for Work & Pensions



<https://www.gov.uk/government/organisations/department-for-work-pensions>

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits

Contact Job Centre Plus: <https://www.gov.uk/contact-jobcentre-plus>

Contact the Pension Service: <https://www.gov.uk/contact-pension-service>

Contact the Disability Service Centre: <https://www.gov.uk/disability-benefits-helpline>

RSPCA.<https://www.rspca.org.uk/reportaconcern>

0300 1234 999



Chat online

Pets are often injured or targeted during patterns of domestic abuse. If you see, or suspect, that a person may be treating an animal badly, whether this is physical violence, neglect or any other form of cruelty, you should report this to the RSPCA's cruelty line.

**Freedom from domestic abuse for dogs & their owners**<https://www.dogstrust.org.uk/how-we-help/ownership/freedom>

0800 298 9199 London & South East

<mailto:freedom@dogstrust.org.uk>

Freedom is a free and confidential specialist dog fostering service. If dog owners plan to find safety from domestic abuse but are unable to take their dog with them, Freedom provides a temporary home for their dog with a loving foster carer until their owners are safe, settled and ready to have them back. The project now runs in Greater London and South-East England, East Anglia, Yorkshire, North-East and North-West England, Scotland and Wales.

**Lifeline**<https://www.cats.org.uk/what-we-do/cp-lifeline>

0345 260 1280 London & South East

<mailto:lifelinesoutheast@cats.org.uk>

Lifeline (formerly Paws Protect) is Cats Protection's specialist cat fostering service for those fleeing domestic abuse. Offering a free and confidential fostering service for cats whose families are fleeing domestic abuse so they can rest assured their cat will be taken care of until they can be safely reunited. Referrals are handled by a specialist and experienced team, who support owners referring to the service, arrange to collect cats, and organise foster placements through a wonderful network of dedicated Lifeline volunteers. Lifeline is currently available across the South East (London, Hertfordshire, Bedfordshire, Berkshire, Buckinghamshire, Essex, Kent, Sussex, Surrey and Hampshire), and throughout Yorkshire, East Anglia and the Midlands. If you live outside of these areas, please do get in touch with your nearest team and they will chat through your options with you.