

## Available Services for Victims of Domestic Abuse

If there is an immediate risk or emergency please contact the Police

- By dialling 999 on a phone
- By text to 999 (you will need to text 'register' to 999 first)
- By dialling 18000 on a textphone

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**Refuge National Domestic Abuse Helpline**  
Who can use their services/who are they primarily for?  
- Women only (of any race, religion, sexual orientation, irrespective of their pregnancy or disability status)  
Services include:  
- Support/Advice (in multiple languages)  
- Refuge/Safe Accommodation  
- Webchat available (Monday – Friday 3 – 10 PM)  
- BSL accessible phone service available from their website (Monday – Friday 10 AM – 6PM)  
Website:  
<https://www.nationaldahelpline.org.uk/en>  
Click this box to be directed to their website  
Phone:  
0808 2000 247 (24 hour)

**Safer Places**  
Who can use their services/who are they primarily for?  
- Anyone of any gender, race, religion, sexual orientation, irrespective of their pregnancy or disability status  
Services include:  
- Support/Advice  
- Refuge/Safe Accommodation and Children's Services for those in refuge  
- Stalking Advocacy Service (short to medium term support for those affected by stalking)  
Website:  
<https://www.saferplaces.co.uk/>  
Click this box to be directed to their website  
Phone:  
03301 025 811 (24 hour referral line)  
Email:  
info@saferplaces.co.uk

**Refuge Hertfordshire Independent Domestic Violence Advocacy (IDVA) Service**  
Who can use their services/who are they primarily for?  
- Anyone of any gender, race, religion, sexual orientation, irrespective of their pregnancy or disability status  
Services include:  
- Support/Advice  
- Safety planning  
Phone number:  
0300 790 6772 (Mon-Fri 9am-5pm)  
Email:  
Hertsidva@refuge.org.uk

**Mankind Initiative**  
Who can use their services/who are they primarily for?  
- Men only (of any race, religion, sexual orientation, irrespective of their pregnancy or disability status) and concerned family/friends of male victims  
Services include:  
- Support/Advice  
- Signposting to other relevant services  
Website:  
<https://www.mankind.org.uk/>  
Click this box to be directed to their website  
Phone:  
01823 334244

**Herts Domestic Abuse Helpline**  
Who can use their services/who are they primarily for?  
- Anyone of any gender, race, religion, sexual orientation, irrespective of their pregnancy or disability status  
Services include:  
- Support/Advice  
- Referral/Signposting to other services  
- Drop in service for all Hertfordshire residents who are victims of abuse or concerned about a friend or family member  
Website:  
<https://www.hertsdomesticabusehelpline.org/>  
Click this box to be directed to their website  
Phone number:  
08 088 088 088 (Mon-Fri: 9am – 9pm Sat-Sun: 9am – 4pm)  
Email:  
Kim@mailpurple.org

**Key:**  
Green border – Within Dacorum or Hertfordshire  
Purple border – Nationwide  
● All genders  
● Women only  
● Men only  
● LGBTQ+ (Lesbian, Gay, Bisexual, Transgender, Queer) specialist support  
● BAME (Black and Minority Ethnic) specialist support  
● BSL (British Sign Language) accessible  
● Hertfordshire County Council commissioned pathway

**Men's Advice Line**  
Who can use their services/who are they primarily for?  
- Men only (of any race, religion, sexual orientation, irrespective of their pregnancy or disability status)  
Services include:  
- Support/Advice  
- Signposting to other relevant services  
Website:  
<https://mensadvice.org.uk/>  
Click this box to be directed to their website  
Phone:  
0808 8010327

**(I am) Cherished**  
Who can use their services/who are they primarily for?  
- Women only (of any race, religion, sexual orientation, irrespective of their pregnancy or disability status)  
Services include:  
- Coffee, Cake and Chat for informal support and/or advice  
- Cherished Recovery Toolkit - a 12 week programme that aims to help women to recover from the psychological trauma of being in an abusive relationship.  
- You and Me, Mum - a 10 week programme for mothers which will help you understand how domestic violence affects you as a parent and how it affects your children.  
- In-house crèche facilities  
- Freedom Course – an 11 week programme open to women 16+ who want to learn more about the reality of domestic violence and abuse in relationships.  
Website:  
<http://www.iamcherished.co.uk/>  
Click this box to be directed to their website  
Phone:  
01442 767390  
Email:  
enquiries@iamcherished.co.uk

**Galop**  
Who can use their services/who are they primarily for?  
- LGBTQ+ people who have experienced any kind of violence or abuse (including domestic abuse)  
Services include:  
- Support and referral to other services  
- Advocacy, legal support and casework  
- Support for forced marriage and honour based abuse  
Website:  
<https://galop.org.uk/>  
Click this box to be directed to their website  
Phone:  
Domestic Abuse Helpline - 0800 999 5428  
Conversion Therapy Helpline - 0800 130 3335  
Hate Crime Helpline - 020 7704 2040

**St Albans & Hertsmere Women's Refuge (SHWR)**  
Who can use their services/who are they primarily for?  
- Women only (of any race, religion, sexual orientation, irrespective of their pregnancy or disability status)  
Services include:  
- Support/Advice  
- Refuge/Safe Accommodation  
- Triple R Therapy Programme - A therapy based programme designed to enable victim/survivors to recognise and recover from abuse and build resilience by building on their strengths and addressing challenges in order to build a better sustainable safe future for themselves and their families.  
Website:  
<https://sahwr.org.uk/>  
Click this box to be directed to their website  
Phone number:  
Countywide - 03301 025811 (24 hour referral line)  
Dacorum - 07484 934518  
Email:  
Countywide - referrals@saferplaces.co.uk  
Dacorum - dacorumoutreach@sahwr.org.uk

**SignHealth Domestic Abuse Service**  
Who can use their services/who are they primarily for?  
- Deaf or audibly impaired adults and children who are experiencing domestic abuse or require other support  
Services include:  
- Domestic abuse support for deaf or audibly impaired adults and children  
- Additional therapy/advocacy/counselling support for deaf or audibly impaired adults and children  
Website:  
<https://signhealth.org.uk/with-deaf-people/domestic-abuse/>  
Click this box to be directed to their website  
Text:  
07800 003421  
Email:  
da@signhealth.org.uk

**Watford Women's Centre**  
Who can use their services/who are they primarily for?  
- Women only (of any race, religion, sexual orientation, irrespective of their pregnancy or disability status)  
Services include:  
- My Life Domestic Abuse awareness workshops – a 12-week workshop that brings together women who are experiencing domestic abuse, in a supportive group environment.  
- Specialist Domestic Abuse support for Migrant & Ethnic Minority women  
- Legal advice  
- Counselling  
- Peer-to-peer support groups & telephone helpline  
- Referral/Signposting to other services  
Website:  
<https://wwcplus.org.uk/da>  
Click this box to be directed to their website  
Phone:  
Domestic Abuse Service Appointments - 01923 816 229 and select Option 2  
Legal Advice Service Appointments - 07999 772 123

**Karma Nirvana**  
Who can use their services/who are they primarily for?  
- Anyone of any gender, race, religion, sexual orientation, irrespective of their pregnancy or disability status who has experienced, at risk of, or concerned about forced marriage and honour based crimes  
Services include:  
- Support/advice regarding forced marriage and honour based crimes  
Website:  
<https://karmanirvana.org.uk/>  
Click this box to be directed to their website  
Phone:  
0800 5999 247

**Finding Legal Options for Women Survivors (FLOWS)**  
Who can use their services/who are they primarily for?  
- Women who are experiencing domestic abuse and want advice on their legal options e.g non molestation orders, divorce, what  
Services include:  
- Advice on domestic abuse legal safety measures such as non molestation orders, injunctions, Domestic Abuse Protection Orders and Notices (DAPO/DAPN), occupation orders etc.  
- Advice on divorce, joint tenancies etc.  
- Signposting to local legal advice services that can offer in-person support  
Website:  
<https://www.flows.org.uk/>  
Click this box to be directed to their website  
Phone:  
0203 745 7707  
Email:  
flows@rcjadvice.org.uk

**Surviving Economic Abuse**  
Who can use their services/who are they primarily for?  
- Anyone who has experienced or is experiencing economic or financial abuse or experiencing financial difficulty as a victim/survivor of domestic abuse  
Services include:  
- Welfare, benefits and debt advice  
- Support in developing a budget and safely opening new bank accounts  
- Signposting or referral to small grants (where applicable) to offset severe financial hardship  
- Advice for professionals who are supporting victims of economic/financial abuse  
Website:  
<https://survivingeconomicabuse.org/>  
Click this box to be directed to their website  
Phone:  
Freephone 0808 1968845 (Mon-Fri, 9am-1pm and 2pm-5pm)

**Survivors/Stevenage Against Domestic Abuse (SADA) Housing Navigator**  
Who can use their services/who are they primarily for?  
- Anyone of any gender, race, religion, sexual orientation, irrespective of their pregnancy or disability status  
Services include:  
- Signposting to specialist domestic abuse and housing services  
Phone:  
01438 242666  
Email:  
SADA@stevenage.gov.uk