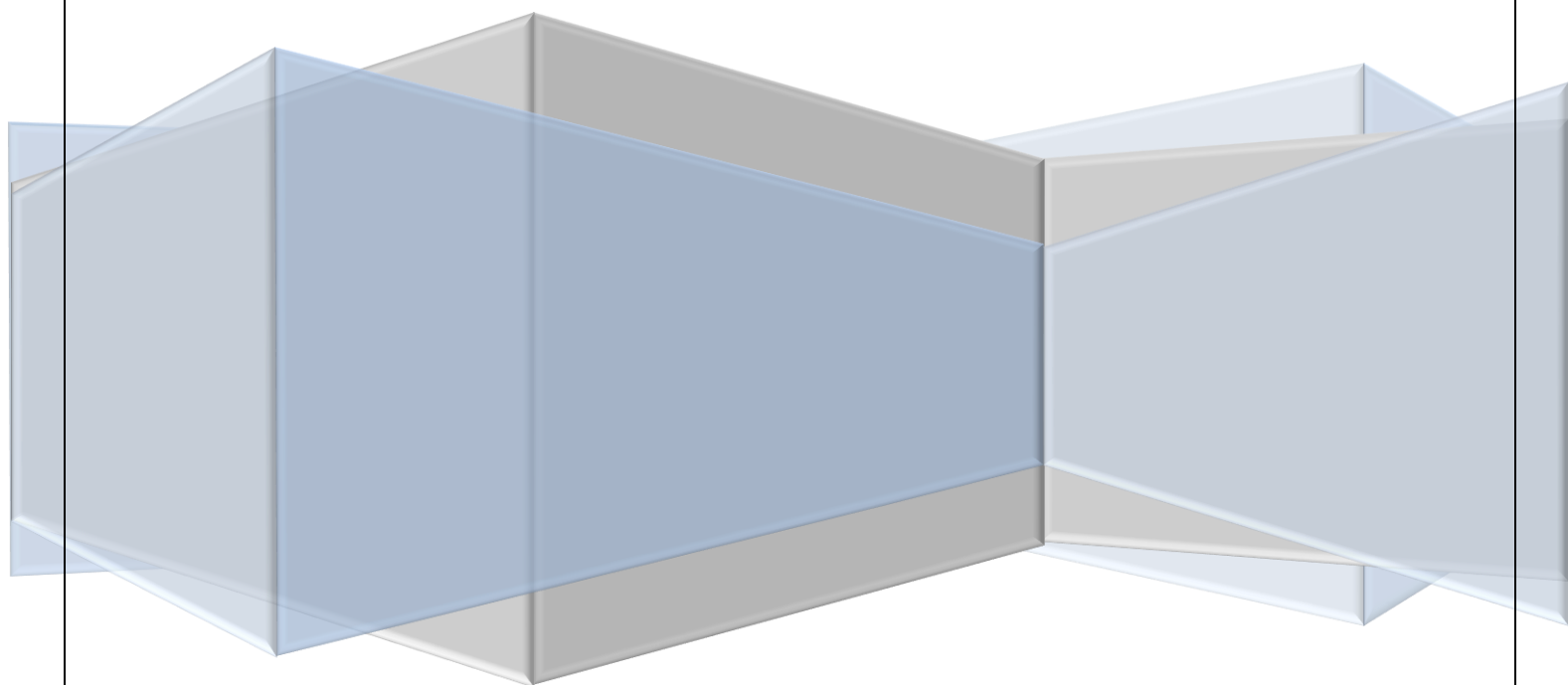


TOWER HAMLETS DOMESTIC ABUSE INFORMATION SERVICE DIRECTORY

VERSION 2 2014





Introduction

Domestic violence is a crime that has impact on victims and their families. There is NO reliable national data on the general incidence of domestic violence in the UK. Tower Hamlets Council is committed to supporting a coordinated community response to domestic violence so that:

- The safety of victims and their children is increased
- Victims are able to access the help and support they need;
- Social tolerance of domestic violence is challenged;
- Perpetrators are held accountable and are sent a clear message that their behaviour is unacceptable.

What is Domestic Abuse?

The cross-government definition of domestic violence and abuse is:

“...any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to”:

- Psychological
- Physical
- Sexual
- Financial
- Emotional
-

Controlling behaviour

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour

Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.



Family members are defined as mother, father, son daughter, brother, sister and grandparents, whether directly related, in laws or stepfamily). This definition includes 'Honour' based violence, forced marriage and other gender based violence.

Domestic Abuse is:

- Like no other crime because the perpetrator has intimate and constant access to the victim
- An abuse of power
- A coercive pattern of intimidation to control
- A repeat crime
- Life threatening
- There is significant gender bias. Figures published from 2012 – 2013 by the Office of National Statistics estimated that around 1.2 million women suffered domestic abuse and over 333,000 women were sexually assaulted. Women are much more likely than men to be the victim of multiple incidents of abuse, of different types of abuse (partner abuse, family abuse, sexual assault and stalking) and in particular of sexual violence.
- From March 2013 to March 2014 there were 2,236 DV related reports made to the Metropolitan Police in Tower Hamlets.
- Escalates in frequency and seriousness over time.
- Profoundly damaging to adults and children, causing long term emotional, physical, social and economic harm.

One woman in four will experience domestic violence at some point in her life. Up to two women are killed by current or former partners every week in England and Wales.

Every single day in the UK, 30 women attempt suicide as a result of domestic violence.

The police receive a domestic violence call every minute in the UK.

In 90% of domestic violence incidents in family households children are in the same or the next room. 50% of those children are directly abused.

Only 16% of domestic violence incidents are reported to the police - the **majority of women suffer in silence.**



We know that domestic abuse is complex and that families experiencing violence have a wide range of needs which change over time from crisis support and protection, to rehousing and services to help rebuild their lives. Some of these needs can be met by specialist domestic violence services, others by mainstream statutory agencies or by targeted community based provision. We all have a role to play in providing a safe response to victims. Knowing what services are in the borough and know how to access them is vital and we know from feedback from service users and providers that there can never be too much information to help guide people in the right direction.

The Tower Hamlets Domestic Abuse Information Services Directory is aimed at professionals working in the borough so that they can advise and assist victims who approach them for support.



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Tower Hamlets Safer Communities Domestic Violence and Hate Crime Team – Team Profile

The Domestic Violence and Hate Crime Team (DV&HCT) is based within the Safer Communities Service. The team supports the development of co-ordinated community responses to domestic violence and hate crime that focus on prevention and reducing the harm that these crimes cause to individuals, families and the community as a whole.

Domestic violence is a significant problem in Tower Hamlets. Over 6,000 incidents were reported to the police in 2012-2013 and DV constitutes about 30% of reported violent crime in the borough. It is a complex problem, requiring a partnership response to respond to it effectively.

The team's work includes:

Partnership support and joint-working:

- **The Domestic Violence Forum:** an inclusive forum for networking, consultation and information sharing about DV issues. The Forum meets 4 times a year and membership is open to any organisation/individual living or working in the borough.
- **The Tower Hamlets Multi Agency Risk Assessment Conference (MARAC):** Key staff from the Police, Housing Options, Children's Social Care, Health, Probation, Victim Support, Drug/ Alcohol Services, Mental Health and Education services meets fortnightly to review and action plan for identified high risk cases. The Conference has a priority focus on victim safety with links to child protection and multi-agency protection arrangements, (MAPPA) for violent and dangerous offenders.
- **DV1 inter-agency referral form and DV database:** the team has worked with partners over several years to develop a single monitoring and referral form to evidence domestic abuse. Designed to support an initial assessment, the form includes information on service needs and risk factors and reduces the need for victims to repeat the same information to different professionals.
- **One Stop Shop:** Key members of staff from the Community Safety Unit, (Police), LBTH Domestic Violence and Hate Crime Team, Housing Options, Victim Support Tower Hamlets and a solicitor are present every Monday from 9.30am – 12.30pm at the Jagonari Centre,



(183-185 Whitechapel Road, London, E1 1DN) to provide advice, information and signpost victims of domestic abuse to appropriate specialist support services.

- **Barkantine DV Drop in Service:** A member of staff from LBTH Domestic Violence and Hate Crime Team is available at the Barkantine GP Surgery, 121 Westferry Road London, Greater London E14 8JH every Friday from 10am to 1pm to provide advice and information to victims of domestic abuse.
- **Housing Options DV Drop in Service:** A member of staff from LBTH Domestic Violence and Hate Crime Team is available at Housing Options, 62 Roman Road, London E2 OPG every Tuesday from 10am to 4pm to provide advice, information and sign post victims of domestic abuse.
- **Specialist Domestic Violence Court Steering Group Meeting:** Multi-partnership group which monitors compliance with Protocols and find ways to address any arising problems from the process, reviews data collection and analysis/identification of trends etc. The meeting shares information to increase the safety, health and wellbeing of adult and child victims of domestic violence and contributes to the development of best practice. The SDVC project has increased victim satisfaction within the Criminal Justice Process and we have also decreased unsuccessful prosecutions.
- **Tower Hamlets No Place for Hate Forum (NPFHF):** A quarterly multi-agency forum which develops and implements the borough hate crime strategy which ensures support and protection for victims, offenders are brought to justice and raising awareness to promote community cohesion. The Forum develops best practice responses to tackling hate crime.
- **Hate Incidents Panel (HIP):** Key staff from the Police, Housing Associations, Victim Support and various departments from within the Council meets monthly to ensure a coordinated response to hate incidents.

Service and policy development:

Individuals and families experiencing domestic violence and hate crime have wide-ranging needs. Developing effective responses to meet these changing needs involves working with mainstream service providers to review and improve their policies and procedures on DV and HC, and developing new services to meet identified needs. Examples of this work include:



- **Violence against Women and Girls Strategy (VAWG):** Tower Hamlets published its first Violence against Women and Girls (VAWG) plan in January 2013. The Plan builds on the work of the DV Team by also focussing on other violence that affects women predominantly including: sexual violence, stalking, female genital mutilation and forced marriage. The VAWG Strategy Manager is responsible for working with all agencies, statutory and voluntary, across the borough to facilitate partnership working and develop tangible outcomes to develop Tower Hamlets' approach to VAWG. The idea behind the Plan, and the work of the Strategy Manager is to ensure that there is a comprehensive, multi-agency approach to tackling VAWG in the borough across four key areas: Developing further understanding of how all types of violence impact Women and Girls in Tower Hamlets; prevention of VAWG through awareness raising and campaigns; Ensuring victims have access to specialist support & protection and holding perpetrators accountable for their actions.
- **Violence Against Women and Girls Training:** A free multiagency training programme for professionals from the statutory, voluntary and community sectors to identify and respond effectively and appropriately to issues relating to VAWG. Courses cover: FGM, Sexual Violence, Harmful traditional practices, child sexual exploitation, domestic violence, prostitution, stalking and harassment. For more information on these courses please email lucy.allwright@towerhamlets.gov.uk
- **Specialist Domestic Violence Court (SDVC):** The SDVC at Thames Magistrates Court was launched in October 2009 that deals with cases arising from the London Borough of Tower Hamlets and London Borough of Hackney. Thames Magistrates' Court will convene a SDVC on a Thursday each week to deal with identified domestic violence cases. DV Court Trials are held every Monday at Stratford Magistrates Court.
- **The Sanctuary Project:** a partnership between the Police (Crime Prevention Officers), the Council, a private contractor and the London Fire Brigade to provide free tailor-made security for victims of DV at risk of homelessness (due to DV) to enable them to remain safely in their homes.
- **Commissioning:** the team commissions an Independent Domestic Violence Advocacy (IDVA) Service and a violent crime case worker with other Council commissioners of DV services such as the Supporting People Team and Children's Services



Community Education and Awareness:

- **Domestic Abuse – No Excuse Campaign:** promoting increased public awareness of domestic violence and violence against women. Public information in community languages, outreach stalls at community events.
- **No Place for Hate Campaign:** promotes increased public awareness of hate crime through a range of publications. The campaign is high profile communicated through outreach, billboards, advertisements and local media.
- **No Place for Hate Pledge:** aims to encourage all individuals who live, work or visit the borough to make a united stand against prejudice and discrimination. This public condemnation aims to send a strong message to offenders that Tower Hamlets is No Place for Hate. It also encourages organisations to sign up to the Pledge committing them to ensuring their organisation is equipped to respond to hate incidents effectively.
- **No Place for Hate Champions Project:** recruits local volunteers to go out into the community utilising their unique skill set to ensure One Tower Hamlets messages are far reaching. Accredited “hate crime leadership” training. It empowers local people to play their part in promoting community cohesion.

Support and information for staff:

- **Telephone advice and information:** the team provides a telephone duty line (0800 279 5434/0207 364 4986) for both professionals and members of the public from Monday – Friday, 9am – 5pm on domestic violence cases and issues. The team have a generic email domesticviolence@towerhamlets.gov.uk where referrals and further advice and guidance may be ascertained.
- **Resources and guidance:** we provide publicity materials and DV services directory, and produce guidelines and information materials aimed at professionals, including the Sanctuary Project, VAWG, and Drop in Services, the Specialist Domestic Violence Court (SDVC) and reporting Hate Crime.
- **Training:** the team works with the Tower Hamlets No Place for Hate Forum and DV Forum to deliver multi-agency training on Domestic abuse, Violence Against Women and Girls and hate crime, and provides in-house and corporate training, briefing sessions, seminars

DOMESTIC ABUSE



NO EXCUSE

and events to develop staff skills and knowledge in responding to domestic violence and hate crime. This training is free.

The DV and HC Team:

Head of Community Safety
DV & HC Manager
DV Partnership Officer (MARAC)
DV Projects Assistant (Sanctuary Project)
DV Projects Officer
HC Partnership Officer
HC Projects Officer
Specialist DV Court Coordinator
VAWG Strategy Manager
VAWG Training Officer

**LBTH Domestic Violence and Hate Crime Team
Safer Communities
6th Floor, Mulberry Place
5 Clove Crescent, London, E14 2BG
Freephone: 0800 279 5434 Fax: 020 7364 4299
Email: domesticviolence@towerhamlets.gov.uk**



Domestic Abuse - Best Practice guidelines and indicators

Good practice guidelines when supporting a victim of domestic violence and/or abuse

Victims of domestic violence are subject to frightening and potentially dangerous abuse to which they are trying to find solutions.

Asking for help is never easy.

Your response could be a crucial factor in enabling the victim to make decisions about their future safety.

1. **Support** – If a victim tells you about a violent or abusive situation, listen, offer support and help them decide the next steps.
2. **Take it seriously** – Pay attention – remember how difficult it is to disclose domestic violence and ask for help. Interview in private using a DV1. Treat the victim with dignity and respect. Take the time to listen and understand the current situation and explain how you can help within the limitations of your role. Keep an appropriate confidential record of your case.
3. **Remember to be non-judgemental** – Victims must not feel that they are being pressurised or judged by people they approach for help even if they have made a previous decision to return to or take back their violent partner.
4. **Be sensitive to your client's needs** – offer a worker of the same gender and ethnicity if possible. Use women interpreters whenever possible. Check that agencies you refer to can meet language and access needs. Do not use children as interpreters or conduct the interview in front of children.
5. **Give victims choice** - When presented with options victims should decide for themselves what they do next so that they feel in control of their lives.
6. **Remind victims that the violence and abuse is not their fault** – Many who live with violence and abuse blame themselves. Whatever the circumstances violence and abuse cannot be justified. Violent partners will often blame the victim for their actions.



7. **Prioritise safety** – remember that your client may be facing life-threatening violence – find out about the current circumstances – what threats have been made? Does s/he have a safe place to go? What are his/her specific fears? Always check this out before making an appointment for him/her to come back later – it may not be safe to do so. Remember that if someone is not safe to return to his/her home the council may have a responsibility through Housing Options Singles Team (HOST) to provide temporary accommodation.

SECTION 1 EMERGENCY/OUT OF HOURS SERVICES

**Police/Ambulance/Fire Services
24hr Police Stations**

BETHNAL GREEN

12 Victoria Park Square
London
E2 9NZ

**Tel: 0208 721 2851
999 (Emergency)
101 (Non-Emergency)**

LIMEHOUSE

29 West India Dock Road
London
E14 8EZ

**Tel: 0207 275 4758
999 (Emergency)
101 (Non-Emergency)**

**NATIONAL DOMESTIC
VIOLENCE HELPLINE
(Free, 24hr, Language Line
support)**

Tel: 0808 2000 247

24-hour helpline providing access to emergency refuge accommodation, and information about domestic violence issues and safety planning

**THE NATIONAL CENTRE FOR
DOMESTIC VIOLENCE**

**Tel: 0844 804 4999
Freephone: 0800 970 2070
Fax: 0207 160 9383**

**Email: office@ncdv.org.uk
Web: www.ncdv.co.uk**

24 hours a day, 365 days a year

Specialise in helping victims of domestic violence obtain non-molestation and other orders (injunctions) from court to protect them from further abuse

**ROYAL LONDON, BARTS & MILE
END CHEST HOSPITAL
ACCIDENT & EMERGENCY
DEPARTMENT**

Address: Alexandra Wing
The Royal London Hospital,
Whitechapel Road, E1 1BB
Tel: 0207 377 7000/0203 594 0884

A 24-hour, seven days a week comprehensive emergency service is provided, including senior accident and emergency staff, triage, nurse practitioners, trauma team, CT scanning, cardiac arrest team, decontamination facilities and specialist opinion from all major specialities

**VICTIM SUPPORT LINE
TELEPHONE**

**Tel: 0845 303 0900/020 7364
7957/020 8555 8254**

THE SAMARITANS

24-hour helpline

Tel: 0845 790 9090

Website: www.samaritans.org.uk

Confidential emotional support for people who are experiencing distress or despair, including those, which may lead to suicide

**CHILDLINE**

www.childline.org.uk

Tel: 0800 11 11

Free 24-hour helpline for children in distress or danger. Trained volunteer counsellors comfort, advice and protect children and young people who may feel they have nowhere else to turn

EMERGENCY HOMELESSNESS ASSISTANCE – contact via police or Royal London Hospital Accident & Emergency Dept., or Social Services out of hours service

COUNCIL HOUSING REPAIRS HELPLINE

Tel: 0800 376 1637

Tel: 0207 364 7070 Out of hours home repairs hotline/emergency helpline

NSPCC CHILD PROTECTION HELPLINE

Tel: 0808 800 5000

Text: 88858

Email: help@nspcc.org.uk



SECTION 2 – SPECIALIST DOMESTIC VIOLENCE SERVICES

Useful Help lines and Websites:

NATIONAL DOMESTIC VIOLENCE HELPLINE

Tel: 0808 200 0247

(Free, 24hr, Language Line support)

WOMEN'S AID

www.womensaid.org.uk

REFUGE

www.refuge.org.uk

THE HIDEOUT

www.thehideout.org.uk

This is a domestic violence website designed especially for children and young people. The website informs you about domestic violence, helps to identify whether it is happening at home, and directs you towards additional support and information. There are interactive checklists, quizzes and games to help you think through problems that surround domestic violence. The Hideout's design also ensures the site can be accessed safely with a 'Hide My Visit' button, and contains a downloadable safety plan.

BROKEN RAINBOW

Tel/Fax: 0845 260 5560

Helpline: 0300 999 5428

Email: mail@broken-rainbow.org.uk

helpline@broken-rainbow.org.uk

www.broken-rainbow.org.uk

Advice and referral service for people experiencing domestic violence in LGBT relationships

THE MANKIND INITIATIVE

Tel: 0182 333 4244

Helpline for men who are victims of domestic violence

MEN'S ADVICE LINE

Tel: 0808 801 0327

Email: info@mensadvice.org.uk

Mon – Fri 0900 – 1700

Helpline for men who are victims of domestic violence

VICTIM SUPPORT LINE

Tel: 0845 303 0900/020 7364
7957/020 8555 8254

Telephone helpline for any victim of crime

THE FOREIGN AND COMMONWEALTH OFFICE FORCED MARRIAGE

Tel: 0207 008 0151
Mon - Fri 0900-1700

Tel: 0207 008 1500 (Out of hours emergency number ask for Global Response Centre)

Email: fmufco.gov.uk

Help and information if you are concerned about a potential case of forced marriage.



THE NATIONAL CENTRE FOR DOMESTIC VIOLENCE

Tel: 0844 804 4999

Fax: 0207 160 9383

Email: www.ncdv.org.uk

24 hours a day, 365 days a year
Specialise in helping victims of domestic violence obtain non-molestation and other orders (injunctions) from court to protect them from further abuse.

HESTIA TOWER HAMLETS ASIAN REFUGE

Voluntary organisation

Address:

PO BOX 31131, London E14 6XA

Tel: 0207 517 1420

Email: Ranj.sindhar@hestia.org

Service Profile:

- Women's refuge providing safe temporary accommodation at a confidential location
- Key workers provide support and assistance in benefits claims, housing applications and legal protection
- Women may access the refuge for a brief respite period, or until they secure alternative permanent accommodation

Client(s) service is aimed at:

- South Asian women and children escaping domestic violence, from any area

Clients Excluded:

- Men

- Male children over 12 years
- Accommodation is provided only if it is safe – e.g. if the perpetrator is likely to find the woman at the refuge it may not be appropriate to accommodate her– this will be discussed at the referral stage

Language Provisions:

- Bengali
- Urdu
- Punjabi
- Gujarati
- Hindi

Disabled Facilities:

Fully accessible accommodation available (3 units available)

TOWER HAMLETS FLOATING SUPPORT SERVICE (THFS)

Voluntary organisation (Look Ahead Housing and Care)

Address:

3 Three Colt Street. London E14 8GQ

Tel: 0203 222 4027

Fax: 0207 515 6313

Email:

floatingsupportreferrals@lookahead.org.uk

www.lookahead.org.uk

Mon-Fri 0800 – 2000

Sat-Sun 0800 – 1800

Service Profile:

- THFS works with a person-centred approach to provide a flexible generic floating support service to customers with a range of support needs including: substance misuse, domestic violence, homelessness, mental health, learning difficulties and physical health problems.



- Individual support plans are developed with the clients at every stage.
- Specialist Needs Workers are available for those who have specialist and complex needs.
- Provides service drop in sessions for everyone who requires advice, support and/or guidance.

Client(s) service is aimed at:

- Tower Hamlets residents
- Generic support
- Anyone aged 18 and over

Clients Excluded:

- Anyone under 16

Opening/Drop in Times:

Monday 1300 – 1600

Tuesday 0900 – 1300

Wednesday 1700 – 1930

Thursday 1300 – 1600

Friday 0900 – 1300

Language Provisions:

- Bengali/Sylheti
- Urdu/Hindi
- English
- Swahili
- German

Disabled Facilities:

- None provided as clients are seen at a time and location chosen by the clients

Referral Procedures:

- Self-Referrals
- Agency Referrals
- Third party referrals

HESTIA REFUGE & FLOATING SUPPORT TOWER HAMLETS (Generic)

Voluntary organisation (Refuge)**Address:**

PO BOX 68911. London. E1W 9GQ

Telephone:

Restricted, no public number

Email: Sharon.Benoit@hestia.org

Service Profile:

- Emergency accommodation with support services for women and their children fleeing domestic violence

Client(s) service is aimed at:

- Women fleeing domestic violence

Clients Excluded:

- Men
- Boys 14 years and over
- Those with conviction of arson

Opening Times:

- Monday – Friday 0900 – 1730

Language Provisions:

- Bengali/Sylheti
- English
- Interpreters provided where necessary

Disabled Facilities:

- One disabled access flat

Referral Procedures:

- Self-Referrals
- Agency Referrals

POSITIVE CHANGE SERVICE (PCS)

Statutory organisation

Address:

Eva Armsby Family Centre.
6 Glamis Road,
London
E1W 3EG

Tel: 0207 364 3015

Email:

eafc.referrals@towerhamlets.gov.uk

**Service Profile:**

- A structured 12 week programme which is run in parallel for children and mothers who have experience domestic abuse.
- The aim is to assist mothers to build on the relationship with their children in the aftermath of experiencing violence and conflict within the home.

Programme 1: Positive Change Group for Children

- Providing children with a safe place to share and talk about their home experiences
- Discovering they are not alone and allowing them to share with other children
- Exploring ways of expressing their feelings safely
- Making sense of what experience they have been through
- Developing healthy coping strategies for the future
- Support children in building up healthy relationships with their peers
- Children can attend when mothers do not

Programme 2: Positive Change Group for Mothers:

- It creates a safe space for healing and recovery to learn and move on.
- Giving an opportunity to meet other women who have had similar experiences
- Exploring the impact their experiences may have had on children
- Strengthening the bond between mother and child/ren
- Increasing women's support network
- Decreasing women's sense of isolation
- Mothers can attend when children do not
-

Client(s) service is aimed at:

- **Women** who have experienced domestic violence and abuse within the home
- Ideally, women need to be separated from their abusive partner. However, each case is looked at individually with regard to safety and risk, especially if the partner (or ex-partner) is NOT receiving support from the Positive Change Service for Fathers.
- **Children** who have witnessed and been impacted on the domestic abuse and violence within the home. The age range is from 4 – 16 years.
- **There needs to be a link with Children's Social Care**
- At least one family member lives in Tower Hamlets

Clients Excluded:

- Children outside the age category above
- Male victims of domestic abuse
- Women who do not have children unless pregnant

Language Provisions:

- The groups are currently facilitated in English

Disabled facilities:

- There are lifts in the building at Eva Armsby Family Centre

Referral procedures:

- The referral should be made through or via Children's Social Care.
- A meeting will be arranged to establish criteria and safety and willingness to attend.



THE DESTITUTION DOMESTIC VIOLENCE (DDV) CONCESSION HOME OFFICE (UK BORDER AGENCY)

Croydon Contact Centre
Statutory

Tel: 0207 527 7121

Email:

UKBApublicenquires@ukba.gsi.gov.uk

Service Profile:

- On 1 April 2012 the UK Border Agency (UKBA) introduced the Destitution Domestic Violence (DDV) concession to replace The Sojourner Project. A person who successfully qualifies for this concession will receive temporary leave for three months, which allows them to apply for access to public funds (including jobseeker's allowance, income support and housing benefit). During this three month period the person should make a separate application for indefinite leave to remain under the Domestic Violence Rule.

For more information on the Domestic Violence Rule see the UKBA website: [http://www.ukba.homeoffice.gov.uk/visas-immigration/settlement/applicationtypes/applicationformset\(dv\)](http://www.ukba.homeoffice.gov.uk/visas-immigration/settlement/applicationtypes/applicationformset(dv))

Who is eligible for the DDV concession?

There are strict eligibility criteria for the concession, which applies to single adults and adults with children. To meet the UKBA's criteria a person must:

- Have entered the UK or been given leave to remain as a spouse, civil partner, unmarried or same sex partner of a British citizen or someone present and settled in the UK; and

- Have had that relationship break down due to domestic violence; and
- Be destitute and in need of financial help; and
- Intend to make a claim to stay permanently in the UK under the Domestic Violence Rule.

Spouses of EEA nationals do not fall within the scope of the concession and, at the present time, it does not cover the spouses of Commonwealth soldiers resident in the UK.

How to access the DDV concession

A person who meets the eligibility requirements can notify UKBA of their need to access public funds by submitting the 'protecting victims of domestic violence' notification form, which is available online at:

<http://www.ukba.homeoffice.gov.uk/sitcontent/documents/residency/dv-notification-form.doc>.

The notification form can be emailed or posted to UKBA, but email is recommended where possible, since notifications submitted by post are processed more slowly.

What next?

If a person is granted three months leave under the DDV concession this will replace the leave given to enter or remain as a spouse or partner. If a migrant does not submit an application for indefinite leave to remain to the UK Border Agency within the three month period, their leave will come to an end and they will be expected to either apply to regularise their leave in the UK in another category or leave the UK.

The UK Border Agency encourages applicants to submit applications for indefinite leave within six weeks of



being granted leave under the concession, which is similar to the time periods that were used in the Sojourner project, to allow them time to make a decision whilst an applicant has access to public funds.

If there is a serious reason why an application is unable to be submitted within the three month temporary leave period, the applicant or their representative must contact the UK Border Agency and discuss the reason of the possible delay.

As long as a person submits an application before their temporary leave expires, their leave will continue until they are either granted further leave, their application is rejected or, if they choose to appeal a rejection, until their appeal rights are exhausted.

What does this mean for local authorities?

Once an eligible person has been granted temporary leave they are eligible to access, or apply to access, public funds, including housing benefit, seek support from domestic violence shelters or apply for a homelessness assessment at their local authority housing office. However, until a person with no recourse to public funds has submitted their notification under the DDV concession, and until UKBA has responded (usually within 1-2 days), an applicant will not have access to public funds.

Social services departments should assess a person or family fleeing domestic violence in these circumstances in the usual way, taking into account a local authority's duty to protect victims of domestic violence.¹ Where a person appears eligible for the DDV concession, the proportionate response is likely to be the provision of temporary support while their notification is processed.

The DDV concession only applies to people whose leave to enter or remain in the UK was as a partner of a British citizen or person settled in the UK and so social services departments may come across cases where the concession will not apply. In this situation the presenting person or family should be assessed in the usual way, taking into consideration whether they have no recourse to public funds under Schedule 3 Nationality and Immigration Act 2002.

For more information on assessing and supporting people with NRPF see the NRPF Network's guidance, available online at:

http://www.islington.gov.uk/advice/asylum-immigration/refugees_migrants/nrpf_network/Pages/policy_guidance.aspx.

Frequently asked questions

What evidence needs to be supplied with a notification?

A person notifying UKBA under the DDV concession does not have to supply evidence that they are a victim of domestic violence with their notification, but this evidence will need to be supplied with any later application under the Domestic Violence Rule.

How long will UKBA take to process a notification?

The DDV concession is still relatively new, but so far the indications are very positive. In the majority of cases, if a notification is submitted to the UK Border Agency before 3pm via email, a decision to grant three months temporary leave is being issued on the same day. Notifications can be submitted via post but this will delay a decision and the applicant potentially having access to vital public services.



The UK Border Agency has a target to outcome notifications within 5 working days of receipt.

How does an eligible person access benefits?

Once UKBA has issued an eligible person with temporary leave to remain they should apply for benefits as usual, for example by applying to the Department for Work and Pensions. As with any benefits application, there will be a gap between applying and receiving financial benefits, but payments should be backdated to the date a valid application was made. During this gap it is possible for an individual to apply for a crisis loan through Jobcentre Plus. A person granted leave under the DDV concession is exempt from both stages of the habitual residency test for benefits.

The UK Border Agency will provide the applicant with a letter to present to the Department for Work and Pensions explaining their status.

Are there any problems with the DDV concession?

So far the DDV concession appears to be working well, but we are monitoring its impact, so please feel free to let us know if you identify any problems.

More Information

Further details about the DDV concession are available:
By contacting the NRPF Network on:
020 7527 7121 or
nrpf@islington.gov.uk.

On the UKBA website –

<http://www.ukba.homeoffice.gov.uk/sitecontent/documents/residency/FAQs-DDV-concession.pdf>

<http://www.ukba.homeoffice.gov.uk/visas-immigration/while-in-uk/domesticviolence/>

From DWP –

<http://www.dwp.gov.uk/docs/u2-2012.pdf>

From the Women's Resource Centre –

http://www.wrc.org.uk/what_we_do/campaigns/women_with_no_recourse_to_public_funds/resources_for_womens_organisations_supporting_women_with_no_recourse_to_public_funds.aspx

ASHIANA NETWORK

Voluntary organisation

Address:

Suite 3,
547-551 High Road,
Leytonstone,
London
E11 4PB

Refuge [Kyra] (16-30 year olds):

PO Box 816,
London,
E11 1QY
Tel: 0208 539 0427

Refuge [Saranaya] (Forced Marriage)

Tel: 0208 539 0427

Email: info@ashiana.org.uk
www.ashiana.org.uk

Service Profile:

- Offer safe accommodation across two schemes.
- The main refuge is a 7 bed sheared house for South Asian, Turkish and Iranian women between the ages of 16-30 who are experiencing domestic violence. The second scheme, Ashiana Saranaya is a 4 – bed safe house for young women between the ages of 16-25 at risk of forced marriage. During their



stay residents are offered confidential advice and support regarding their legal, financial, housing and personal situation

- **Outreach service** - one to one outreach; Clients may decide to move into safe houses or use the outreach service for support when leaving 'home' is undesirable or unnecessary. Outreach workers carry out an assessment and offer confidential advice and support.
- **Community Outreach** - Aims to raise awareness about domestic violence and related issues, primarily amongst South Asian, Turkish and Iranian Women, and professionals in statutory and voluntary organisations through training and development and workshops.
- **Education and advice work** – Preventative educational and advice work program is delivered to 11-16 year olds in schools across East London. Purpose is to raise awareness of domestic violence, abuse and children's rights to help prevent abuse and engage in early intervention
- **Counselling service** - In house, free short term counselling is available
- **Teen's project** - Offers extracurricular activities aimed at young people (13-19 year olds) who are disadvantaged or at risk of social exclusion.

Client(s) service is aimed at:

- South Asian, Iranian and Turkish women between the ages of 16-30 years
- Without children
- Who are experiencing any degree or form of domestic violence
- Women who are at risk due to forced marriages and/or extreme personal restrictions
- Women who are homeless

Clients Excluded:

- Women with high support, mental or physical health needs who may require 24 hour supervision
- Women who have a history of or are currently depending on drugs or alcohol
- Women who do not come from South Asian, Turkish or Iranian communities will be considered if we can identify substantial similarities in their culture, religion or language, which will enable staff to offer a culturally appropriate service

Opening Times:

0930 – 1700 Monday- Friday

Language Provisions:

- Written information available in Arabic, Bengali, Farsi, Gujarati, Hindi, Punjabi, Tamil, Turkish, Urdu
- Arabic, Bengali, Farsi, Gujarati, Hindi, Punjabi, Tamil, Turkish, Urdu, speaking staff

Disabled Facilities:

- Wheelchair access and disabled toilets available in refuges, but not in main office, but outreach can be arranged
- Braille and sign language available on request

Referral Procedures:

Agency and self-referrals accepted

KARMA NIRVANA
Honour Network Helpline
 Charity

Address:

PO BOX 148
 Leeds
 LS13 9DB

**Helpline:****0800 599 9247****Service Profile:**

- Provide emotional and practical support
- Assist in finding refuge and emergency accommodation
- Provide safety planning and risk assessments
- Provide options and guidance to individual circumstances.

Client(s) service is aimed at:

- People at risk of being or already involved in a Forced Marriage and/ or Honour Based Violence situation

Language Provisions:

- Arabic, Bengali, Urdu, Farsi and Hindi

Referral Procedures:

Self-referral or through an agency

VICTIM SUPPORT TOWER HAMLETS (VSTH)

Voluntary organisation

Address:

Durning Hall
Earlham Grove
Forest Gate
London
E7 9AB

Tel: 020 7364 7957/ **0208 555 8254/**
0845 3030900

Fax: 0208 522 1757**E-mail:**

vs.towerhamlets@victimsupport.cjsm.net

Professionals with a secure email account only can send referrals to the above email

Service Profile:

- Provides free and confidential practical and emotional support to victims of crime, including advocacy, referral and information
- Specialist workers available: Domestic violence, sexual violence, racial harassment, vulnerable witnesses, homophobic crime, restorative justice workers and children's workers
- The crime does not have to have been reported to the police to access the service
- Provides specialist safety planning and risk assessment for domestic violence cases
- Liaison with criminal justice agencies and non-statutory services to increase safety plus emotional support and referral to specialist agencies
- Third party reporting to police is offered if requested by client

Client(s) service is aimed at:

- Victims of crime living in Tower Hamlets and Newham

Client(s) Excluded:

- Those not living within the Tower Hamlets and Newham catchment area
- Identified perpetrators

Opening Times:

- Monday-Friday 0930 - 1630
- Drop in centre available all week from 1000 - 1600 (Advised to make appointments beforehand)

Language Provisions:

- Bengali/ Sylheti
- Urdu and Turkish (up till March)

Disabled Facilities:



- None provided, though clients can be seen at accessible venues by arrangement

Referral Procedures:

Agency and self-referrals accepted

LBTH DOMESTIC VIOLENCE & HATE CRIME TEAM (DV & HC Team)

Statutory organisation

Address:

Safer Communities Service
6th Floor
Mulberry Place
5 Clove Crescent
London
E14 2BG

Tel: 0800 279 5434

Domestic Violence (Freephone)

Tel: 0207 364 4986

Domestic Violence (Landline)

Tel: 020 7364 2657 / 6120

Hate Crime

Fax: 020 7364 4299 (Domestic Violence)

Email:

domesticviolence@towerhamlets.gov.uk

Website:

www.towerhamlets.gov.uk/domesticviolence

www.towerhamlets.gov.uk/hatecrime

Service Profile:

The DV Team supports the development of a co-ordinated community response to domestic violence that aims to prevent domestic violence and reduce the harm it causes to individuals, families and the community as a whole.

The DV team:

- Co-ordinate Tower Hamlets Domestic Violence Forum and the

Multi-agency Risk Assessing Conference (MARAC),

- Operates the One-Stop Shop with the police within the Borough to enhance service to DV victims and prevent repeat victimisation.
- Deliver the Sanctuary Project for victims of Domestic Violence at risk of homelessness due to Domestic Violence (see below for more information)
- Organise and deliver training on domestic violence awareness, advanced and Violence against Women and Girls (VAWG) strands such as Female Genital Mutilation (FGM), Honour Based Violence and forced marriage.
- Monitor reporting levels through the DV1 inter-agency referral form and DV database
- Oversee the “Domestic Abuse – No Excuse!” awareness campaign on domestic violence and violence against women and outreach stalls at community events
- Produce a range of domestic violence resources and information in English, Bengali and Somali as well as guidelines and information materials aimed at professionals
- Represents on the Local Safeguarding Children Board Children and DV Working group.
- Includes a specialist officer on domestic violence and no recourse and forced marriage issues
- Includes a Specialist Domestic Violence Court [SDVC] (see below for more information)
- Develops policy and service provision to meet identified needs
- Provides telephone advice & information: the team provides an information, sign-posting and referral service 0900 - 1700 Mon-Fri on domestic violence cases and issues



- Can make third party reports to the police

The Hate Crime Team ensures that there is a partnership approach to tackling hate crime in the borough. It brings together the public, private and third sector partners to implement a co-ordinated response to challenging prejudice and hate, support and protection of victims, and deterring perpetrators.

- Co-ordinates the Tower Hamlets No Place for Hate Forum
- Co-ordinate the monthly Tower Hamlets Hate Incident Panel
- Organise and deliver training and workshops on hate crime
- Runs the Tower Hamlets No Place for Hate Campaign and Pledge
- Maintain the Tower Hamlets No Place for Hate Champions Project
- Support the delivery of the Tower Hamlets No Place for Hate Youth Pledge
- Deliver outreach stalls at community events
- Produces a range of hate crime resources, guidelines and information materials aimed at professionals and public
- Provide support in policy development
- Provides telephone advice & information to case officers and public
- Maintains and oversees Third Party Reporting Sites in Tower Hamlets for hate crime and domestic violence
- Can make third party reports to the police on behalf of the victim

Client(s) service is aimed at:

The domestic violence and hate crime service is second tier– the teams do not undertake direct casework, but can give advice and support staff in front-line services on casework issues.

Opening Times:

Domestic Violence & Hate Crime Office Monday – Friday 0900 - 1700

Language Provisions:

- English
- Bengali / Sylheti (written)
- Somali (written)

Disabled Facilities:

- None available to clients as not a client facing service.

SANCTUARY PROJECT (SP)

Address:

Safer Communities Service
6th Floor
Mulberry Place
5 Clove Crescent
London
E14 2BG

Tel: 0800 279 5434 Domestic Violence Freephone Duty Line:

Tel: 0207 364 4986 Domestic Violence Landline

Tel: 0207 364 4789 Sanctuary Project Officer's Number

Fax: 0207 364 4299

Email:

Safe.Home@towerhamlets.gov.uk
Domesticviolence@towerhamlets.gov.uk

Website:

www.domesticviolence@towerhamlets.gov.uk

Service profile:

- The Sanctuary Project is for Tower Hamlets residents who are at risk of homelessness due to domestic violence, from a current or former spouse, partner or close family member.



- It is an alternative to temporary accommodation.
- The project is a partnership between the Council, the Police, specialist domestic violence (DV) services and specialist contractors. The Sanctuary Project offers victims of domestic violence the option to remain safely and securely in their home through the installation of free, tailored home security.

Client(s) service is aimed at:

- Victims of domestic violence living in Tower Hamlets who meet the following criteria:
- In permanent accommodation (temporary accommodation cases will be assessed by the manager)
- Must be a sole tenant (if victim is in joint tenancy, must have an Occupation Order and/or have a valid legal order in place against the perpetrator)
- Domestic violence incidents must have been reported to the police
- Must want to remain in the property
- Must not want to resume the relationship with the perpetrator or let them in their property.

Client(s) Excluded:

- Those not living in Tower Hamlets
- Living with the perpetrator/resuming the relationship with the perpetrator
- Victims who have breach legal orders against the perpetrator

Service Operating Hours:

Home Visit appointments made between: Monday – Friday 0900 - 1700

Regular follow up contact (up to six months): Monday – Friday 0900 - 1700

Language provisions:

Bengali/Sylheti and Urdu speaking advocate

Disabled facilities:

Anchorage House is fully accessible

Referral procedures:

- Agency referrals (a DV1 and DASH Risk Assessment form must be completed and sent to domesticviolence@towerhamlets.gov.uk or Safe.Home@towerhamlets.gov.uk)

SPECIALIST DOMESTIC VIOLENCE COURT (SDVC)

Statutory organisation

Address:

Thames Magistrates Court
58 Bow Road
London E3 4DJ

Stratford Magistrates Court
389-397 High Street
London
E15 4SB

Service profile:

- The Specialist Domestic Violence Court at Thames Magistrates operates a remand and sentencing court every Thursday. The Specialist Domestic Violence Court at Stratford Magistrates operates DV trial courts every Monday
- The Specialist Domestic Violence Court was introduced to make it easier for people who suffer from domestic violence to come forward/ access the criminal justice system, and to improve victim's experience of the court process and the proportion of successful outcomes.
- Key features of the specialist court process include specially trained court personnel, Prosecutor and Police who have a good awareness of the key features of domestic violence.



- Measures are in place to improve the safety and experience of victims during the court process, such as separate entrances, exits and waiting areas so that victims don't come into contact with their attackers.
- Tailored support and advice for victims are available from Independent Domestic Violence Advisors (IDVA's).
- Effective case management and information sharing is practiced across a range of agencies to reduce delays in the prosecution process, and to increase successful outcomes within the court process.
- Measures for victims and witnesses to claim their expenses back if they are required to attend court.
- Victims and witnesses have the opportunity to have a pre court visit (organised through the Witness Service), which allow them to see what happens, and to request safety measures for their trial day.

Opening times:

- Monday 0900 - 1700
- Thursday 0930 - 1700

Language provisions:

- Interpreting service available on request, including BSL.

Disabled facilities:

- Wheelchair access
- Disabled toilets

Referral procedures:

- The service is only offered to victims and witnesses who are attending Thames or Stratford Magistrates in relation to domestic violence criminal proceedings.

If you need further information or advice in relation to this, contact any of the following agencies:

The Witness Service at Thames Magistrates Court:

Tel: 020 8555 2248

Tower Hamlets Tel:

Victim Support Tower Hamlets (VSTH):

Tel: 0207 364 7957/ 020 8555 8254

Tower Hamlets Council Domestic Violence Team (DV Team):

0800 279 5434 0207 364 4986

Police Community Safety Unit (CSU):

0207 275 4758

Police Witness Care Unit:

0203 276 1085/1086/1080/1152

Hackney call:

The Nia Project:

Tel: 0207 683 1270

Hackney Council Domestic Violence Team:

Tel: 0800 056 0905



homophobic crime, faith hate and hate mail

SECTION 3 - POLICE

POLICE/AMBULANCE/FIRE SERVICES

TOWER HAMLETS POLICE COMMUNITY SAFETY UNIT (CSU)

Statutory organisation

Address:

Limehouse Police Station
29 West India Dock Road
London
E14 8EZ

Tel: 0207 275 4758

Fax: 0207 275 4753

Website: www.met.police.uk

Service Profile:

- Responsible for the investigation of hate crime
- Arrest and prosecution of offenders
- Court procedures
- Victim care. Work with statutory partner agencies to advise clients and make referrals. A Victim Support advocate is based within the CSU office every weekday for early intervention with victims
- Aim is to reduce repeat victimisation and victim increase safety
- Can provide security equipment and emergency alarms

Client(s) service is aimed at:

- Victims of hate crime, this includes domestic violence, racist crime,

Opening Times:

- Police are accessible 24 hours a day on 999 or 101 for non-emergency enquiries
- CSU is staffed from 0800 – 2200 daily

Language Provisions:

- Language interpreters available on request
- Written information available in Bengali, Vietnamese, Chinese and Somali

Disabled Facilities:

- Wheelchair access
- Braille and sign language available on request

Referral Procedures:

- All cases reported to the police on 999 will be picked up by the CSU
- Agency referrals accepted
- Referrals from third party reporting sites

POLICE CHILD ABUSE INVESTIGATION TEAM

Statutory organisation

Address:

Holborn Police Station.
10 Lambs Conduit Street, 5th Floor,
London.WC1N 3NR

Tel: 0208 733 6400 or 0207 275 3489

Email: (if there are concerns regarding children)

[Stratfordcjit-](mailto:Stratfordcjit-scd5@met.police.uk.cjsm.net)

scd5@met.police.uk.cjsm.net.

(Only Professionals with secure email accounts email)

Service Profile:

- Specialist unit responsible for investigating allegations of child



abuse occurring within families and extended families, care settings, committed by a trusted adult or someone in a position of responsibility for a child

- Investigate and act in cases of parental abduction of children

Opening Times:

- Monday - Friday 0800 - 2000
- Weekends Night Duty: 2000 - 0800
- Outside those hours unit can be contacted via 999 services.

Language Provisions:

- French
- Punjabi
- Urdu
- Romanian
- Use official Home Office interpreters

Referral Procedures:

- Direct reports via 999, and accept referrals from police, Social Services, health and educational establishments



SECTION 4 - THIRD PARTY REPORTING (TPR) SITES IN TOWER HAMLETS

AGE UK EAST LONDON

Address:

Appian Court Resource Centre
87 Parnell Road
London
E3 2RS

Tel: 0208 981 7124

Opening Times:

Monday – Friday 1000 - 1600

Disability Access:

- Wheelchair accessible
- Disabled toilets.

DELLOW CENTRE

Address:

82 Wentworth Street
London
E1 7SA

Tel: 0207 375 0020

Opening Times:

- Monday-Friday 0900- 1130
- 1300 – 1700 Activities
- 0930 onwards new referrals (book in advance, if possible).

Language Provisions:

Written information available in Somali, Bengali, Urdu, and Arabic

Disability Access:

Disabled toilets

REAL

Address:

Jack Dash House Close,
London.
E14 9YQ.

Tel: 0207 001 2170

Opening Times:

Tuesday – Friday 1000 - 1700

Language Provisions:

Available on request

Disability Access:

- Blue Badge parking bays
- Wheelchair accessible
- Disabled toilets
- British Sign Language on request.

LONDON MUSLIM CENTRE (LMC)

Address:

46 - 92 Whitechapel Road,
London
E1 1JX

Tel: 020 7650 3000

Fax: 020 7650 3001

Email:

info@eastlondonmosque.org.uk

Opening Times:

Monday - Sunday 1000 - 2100

Language Provisions:

- Arabic
- Bengali
- Urdu
- Somali

Disability Access:

Wheelchair accessible.

NEW START

Address:

First Floor
St Mary's Church Hall
KitKat Terrace
London
E3 2SA

Tel: 0207 364 5834

**Opening Times:**

Monday – Friday 0930 - 1730

Language Provisions:

- English
- Bengali
- Somali

Disability Access:

Limited

COUNCIL'S ONE STOP SHOP(s)**Opening Times:**

- Monday - Friday 0900 - 1700
- Saturday 0900 - 1300 (Bethnal Green and Stepney only)

Email:

generalenquiries@towerhamlets.gov.uk

Language Provisions:

Interpreting services available on request

Disability Access:

Wheelchair accessible.

BETHNAL GREEN ONE STOP SHOP**Address:**

1 Rushmead
London
E2 6NE

Tel: 0207 364 5020

BOW & NORTH POPLAR ONE STOP SHOP**Address:**

John Onslow House,
1 Ewart Place (off Roman Road)
Gladstone Place
Bow
London
E3 5EQ

Tel: 0207 364 5020

STEPNEY & WAPPING ONE STOP SHOP**Address:**

Idea Store
Watney Market
260 Commercial Road
London
E1 2FB

Tel: 0207 364 5020

SOUTH POPLAR ONE STOP SHOP**Address:**

15 Market Square
Chrisp Street
London
E14 6AQ.

Tel: 0207 364 5020

POSITIVE EAST – STEPNEY**Address:**

159 Mile End Road,
London
E1 4AQ

Tel: 020 7791 2855

Opening Times:

Monday - Friday 0930 - 1830

Language Provisions:

All languages available via Language Line

Disability Access:

- Wheelchair accessible
- Disabled toilets.

PRAXIS**Address:**

1 Pott Street
London
E2 0EF

Tel: 0207 729 7985



Tel: 0207 749 7608 (advice line)

Opening Times:

Monday - Friday 0900 - 1800
0945 - 1215 Drop in Service
1000 - 1300 & 1400 - 1600 (Phone advice line)

Language Provisions:

- Somali
- Arabic
- Kurdish
- French
- Kinyarwanda
- Swahili
- Spanish
- Italian
- Russian
- Lithuanian
- Bengali
- Hindi / Urdu
- Amharic
- Tigrinya
- Bulgarian
- Limited access to telephone interpreters for other languages

Disability Access:

- Wheelchair accessible
- Disabled toilets
- Mincom: 0207 729 0154

**VICTIM SUPPORT TOWER
HAMLETS**

Address:

Durning Hall
Earlham Grove
Forest Hill
London
E7 9AB

Tel: 0208 555 8254/0207 364 7957

Fax: 0208 522 1757 8422

Email:

vs.towerhamlets@victimsupport.cjsm.net

Opening Times:

Monday - Friday 0930 - 1630

Language Provisions:

- Bengali / Sylheti
- Language Line

Disability Access:

- Not wheelchair accessible but can provide home visits where required.

**CITY GATEWAY
LIMEHOUSE YOUTH CLUB**

Address:

Limehouse Causeway
Limehouse
London
E14 8BN

Tel: 0207 531 6199

Opening Times:

- Monday - Friday 1000 - 2000
- Mondays, Thursdays and Fridays 1000 - 2100

Language Provisions:

Multi-lingual leaflets available

Disability Access:

- Wheelchair accessible
- Disabled toilets.



STEP FORWARD [TOWER HAMLETS]

Address:

234 Bethnal Green Road
London
E2 0AA

Tel: 0207 739 3082

Opening Times:

Monday - Friday 1000 – 1800

Language Provisions:

Bengali

Disability Access:

Wheelchair accessible.



SECTION 5 - RAPE & SEXUAL ASSAULT

Useful Help lines & Websites:

- **RAPE AND SEXUAL ABUSE HELPLINE**
Tel: 0808 802 9999
- **SAFELINE**
Tel: 0300 1232028
Opening Times:
Monday – Friday 1930 - 2130
For survivors of childhood sexual abuse
Website:
www.safelinewarwick.co.uk
- **RAPE CRISIS & SEXUAL ABUSE SUPPORT CENTRE**
Free phone: 0808 802 9999
Office Line: 0207 404 6234
(Monday – Sunday 1200 – 1430 and 1900 - 2130)
Email: info@rapecrisis.org.uk
Website: www.rapecrisis.org.uk
- **SURVIVORS UK**
Helpline for Men: 0845 122 1201

Email: info@survivors.uk.org

Opening times:
Monday - Tuesday 0730 - 2100
Thursday 1200 - 1430 (except bank holidays)

AMBROSE KING CENTRE

Sexual Health Advisors
Statutory organisation at Royal London Hospital

Address:
Whitechapel Road
London
E1 1BB

Tel: 0207 377 7311

Fax: 020 7377 7648

Email:
Samanthakeeling@bartsandthelondon.nhs.uk

Service Profile:

- Sexual health clinic. Offers sexual health screening, including HIV
- Specialist clinics include East London Sexual Assault Service (ELSAS), offering sexual health screening for men and women who have been sexually assaulted
- Open Doors clinic for commercial sex workers
- Young Peoples Clinic, providing sexual health screening and contraceptive advice for those aged 19 and under
- East 1, for sexual health screening for men who have sex with men

Client(s) service is aimed at:

Everyone

Opening times:

- Monday 0900 – 1800 (walk- in service)
- Tuesday 0900– 1500 (walk- in service)
- Wednesday 12.00 - 1600 (walk- in service)
- Thursday 09:00 - 1600 (walk- in service)
- Saturday 0900 - 1200 (booking should be made via text, which is charged at standard rate. Men should text 'AKC' to 0778 620 7713 and women 'AKC' to 0778 620 7714)
- ELSAS 0930 - 1200 appointments only - Monday



- Victims of sexual assault are encouraged to go the Haven-Whitechapel

Language Provisions:

- Language line available
- Some leaflets available in other languages
- Access to hospital advocates and telephone interpreting services available

Disabled Facilities:

- Wheelchairs access available
- Disabled toilets available

Referral Procedures:

Agency and self-referrals accepted

HAVEN - WHITECHAPEL

Statutory organisation

Address:

Confidential address

Tel: 0207 247 4787

Fax: 0207 247 5802

E-mail:

kch-tr.havenwhitechapel@nhs.net

Website:

www.thehavens.org.uk

Service Profile:

- Haven is a 24 hour specialist service for women, men and children who have been raped or sexually assaulted
- Provide forensic examination, medical help/advice regarding Sexually Transmitted Disease (STI's), counselling, psychologist, practical and emotional support and safety planning (via appointments)

Client(s) service is aimed at:

Everyone

Opening times:

24 hours, 7 days a week

Language Provisions:

- Access to interpreters in all languages
- Access to health advocates speaking Somali, Bengali, Urdu, Hindi, Vietnamese and Turkish Languages

Disabled facilities:

- Premises is fully wheelchair accessible including toilet and shower facilities

Referral Procedures:

Agency and self-referrals accepted

EAST LONDON RAPE CRISIS

Statutory organisation

Address:

PO Box 58203
London
N1 3XP

Tel: 0207 683 1210

Fax: 0207 288 1751

E-mail:

rapecrisis@niaproject.info
administrator@niaproject.plus.com

Website:

www.niaproject.info

Service Profile:

- The East London Rape Crisis service works with people who have experienced sexual violence
- The service is independent from the police and other statutory organizations
- 1:1 counselling: for women and girls 14 years upwards



- Group counselling: for women and girls 14 years upwards
- Advocacy: Emotional and practical support advocacy. For women and girls 14 years upwards

Client(s) service is aimed at:

Everyone (14+)

Opening times:

- Monday, Wednesday and Friday
1000 - 1300
- Tuesday and Thursday 1300 -
1600
- Turkish speaking Wednesday 1300
- 1600
- Eastern European speaking
Thursday 1000 - 1300

Language Provisions:

Interpretations available on request

Referral Procedures:

Agency and self-referrals accepted



SECTION 6 – SERVICES FOR DOMESTIC VIOLENCE PERPETRATORS

Useful Helplines and Websites:

THE RESPECT PHONELINE

(Helpline run by Respect, a registered charity)

Tel: 0808 802 4040

Fax: 0207 549 0352

Email:

info@respectphoneline.org.uk

Website:

www.respectphoneline.org.uk

POSITIVE CHANGE SERVICE (PCS)

Statutory Organisation

Address:

Eva Armsby Family Centre,
6 Glamis Road,
London
E1W 3EG

Tel: 020 7364 3015

Email:

eaafc.referrals@towerhamlets.gov.uk

Service Profile:

Positive Change Service for Fathers

- There are two groups available for men, both of which are weekly evening sessions running for 17 and 28 weeks respectively.
- The aim of the groups is to support men to make the changes they need and want to, so that they can be around their partner and children without hurting or scaring them.

- PCS aims to help men to become the kind of father they would be proud of.

The programmes will help them to:

- Develop respect for themselves
- Become a better parent
- Recognise abusive behaviours and the warning signs
- Develop self-control to end behaviours they don't feel comfortable about
- Practice ways to choose alternatives to violence and abuse
- Recognise the effects of violence on family members
- Develop ways to show love and respect for (ex) partners and children
- Understand how they developed the need to control others

Clients Service is aimed at:

- Men/ fathers who have abused and neglected their children or exposed them to abuse of their mothers
- Men who have perpetrated violence of a severe nature towards their partners or ex partners
- At least one family member lives in Tower Hamlets

Clients excluded:

- Women who perpetrate violence to with female or male partners ex partners
- Men who are not involved actively with Children's Social Care

Language Provisions:

- There is an additional group of the 18 week duration which looks at the Bengali culture and language in relation to fathering and their children's mothers.

Disabled facilities:

- There are lifts in the building at Eva Armsby Family Centre and at

DOMESTIC ABUSE



NO EXCUSE

the location where the Bangladeshi Group is held.

Referral Procedure:

- The family is expected to have an active/named social worker
- The referral should be made through/via Children's Social Care
- A meeting will be arranged to establish criteria and safety and willingness to attend.

DOMESTIC VIOLENCE INTERVENTION PROGRAMME

Voluntary organisation

Address:

DVIP WEST LONDON:
172 King Street
London
W6 0QU

HEAD OFFICE:

Devonshire House,
164-168 Westminster Bridge Rd,
London,
SE1 7RW

Tel: 0207 633 9181

Fax: 0207 401 7278

Email: info@dvip.org

Website: www.dvip.org

Service Profile:

Perpetrator Services:

- Rolling group programme
- 29 sessions, 2.5 hours each
- Up to 12 clients per group
- Mandatory assessment interview

Associated Women's Services:

- Telephone support
- Individual face-to-face sessions
- Support group
- Workshops

- Emotional support
- Safety planning
- Longer term counselling
- Advocacy
- Attending court / appointments with her

Referral Procedures

- Agency and self-referrals accepted

PROBATION SERVICE

Statutory organisation

Address:

50 Mornington Grove
Bow
London
E3 4NS

Tel: 0208 980 1818

Fax: 0208 983 0020

Service Profile:

- The probation service works with convicted offenders, including perpetrators of domestic violence
- They prepare and allocate pre sentence reports for the courts

Opening times:

- Monday, Tuesday 0900 – 1700
- Wednesday 090 – 1930
- Thursday and Friday 0900 - 1700

For both offices:

Client(s) service is aimed at:

Work with convicted offenders

Language Provision:

Interpreters available on request

Disabled Facilities:

- Wheelchair access
- Disabled toilet facilities available

Referral Procedure:

Court referral only



PROBATION SERVICE

Statutory organisation

Address:

377 Cambridge Heath Road
Bethnal Green
London
E2 9RD

Tel: 0207 739 7931

Fax: 0207 613 4909

Service Profile:

- Pre programme work with clients referred to IDAP (integrated domestic abuse programme)
- They prepare pre sentence reports for the courts, supervise people on probation and on licence and run bail hostels
- Refer men to a number of programmes aimed at reducing offending behaviour

Opening Times:

Monday – Friday 0930 - 1700

THE RESPECT PHONELINE

(Helpline run by Respect, a registered charity)

Tel: 0808 802 4040

Email:

info@respect.phoneline.org.uk

Website:

www.respectphoneline.org.uk

Service Profile:

- Respect is the UK association for domestic violence perpetrator programmes and associated support services, with members from voluntary, private and statutory sectors in England,

Wales, Northern Ireland and Scotland

- The Respect Phone line is able to give information and advice to
- Professionals who come into contact with perpetrators in their work and those who are at risk, by providing contact information about local perpetrator programmes
- Providing advice about working with clients that you know or suspect are perpetrating domestic violence
- Explaining how perpetrator programmes work, what is involved, what is best practice and how they are different from anger management courses
- Encouraging (ex)partners, friends and relatives to have realistic expectations about the likelihood of perpetrators changing their behaviour
- Perpetrators of domestic violence:
- Encourage and motivate them to get help and to stop their violence and abuse
- Sign post them to perpetrator programmes in their local area (if they exist)
- Give perpetrators clear, unequivocal messages about domestic violence
- Does not provide counselling for perpetrators

Client(s) service is aimed at:

- Professionals wanting to know about domestic violence perpetrator programmes
- Perpetrators of domestic violence
- (Ex) partners, friends and relatives of perpetrators (male or female).

Opening Times:

Monday - Friday 0900 - 1700

Language Provisions:

Language Line available

DOMESTIC ABUSE



NO EXCUSE

Disabled Facilities:

We are Type Talk aware

Referral Procedures:

Self-referral



SECTION 7 – HOUSING SERVICES

Useful Helplines and Websites:

- SHELTERLINE NATIONAL LANDLINE**
 Tel: 0808 800 4444
 Website: www.shelter.org.uk
 Freephone 24 hour helpline - help with housing problems and finding hostel places
- TOWER HAMLETS OUT OF HOURS HOMES REPAIR HOTLINE**
 Tel: 0800 376 1637
 24-hour helpline for all issues relating to housing repairs for Council housing

LONDON BOROUGH of TOWER HAMLETS HOUSING OPTIONS SERVICE

Statutory organisation

Address:

Albert Jacob House
 62 Roman Road
 London
 E2 0PG

Tel: 0207 364 7474

Fax: 0207 364 7222

Website:

www.towerhamlets.gov.uk

Service Profile:

- Anyone seeking re-housing due to domestic violence may approach the Housing Options Service, which will assess their circumstances and consider

possible options for securing alternative accommodation where appropriate

- Statutory homelessness provision for people who are eligible for assistance (i.e. not subject to immigration control or who have recourse to public funds), unintentionally homeless and in priority need
- People who are unable to remain in their homes due to violence, or threats of violence that are likely to be carried out, may approach any Council to make a homeless application – they do not have to have a local connection. If they feel unsafe approaching their local Council then they can apply elsewhere
- Applicants can be provided with emergency temporary accommodation while consideration is given as to how best to deal with the application in the long term e.g. the 'sanctuary' option, injunction, provision of a private sector rent deposit, awarding an extenuating social need transfer.

Clients Excluded:

- People who are not eligible for assistance due to their immigration status or who do not have recourse to public funds
- People who are seeking to be housed into the public sector outside Tower Hamlets – they should approach the Council in the area they wish to be housed

Opening Times:

- Monday - Friday 0930 - 1600
- Emergency out of hours – contact the Council's out of hours service

Language Provision:

- Bengali speaking interpreter
- British Sign Language



- Other language requirements will be provided on request

Disabled Facilities:

- Wheel chair access
- British sign language
- Hearing loop system

Referral Procedures:

Agency and self-referrals accepted – applicants will be asked to attend the office. It is helpful if they bring proof of identity, children's birth certificates, tenancy documents etc. with them

LONDON BOROUGH of TOWER HAMLETS HOUSING ADVICE SERVICE

Statutory organisation

Address:

Albert Jacob House
62 Roman Road
London
E2 OPG

Tel: 0207 364 7977

Fax: 0207 364 3559

E-mail:

housingadvice@towerhamlets.gov.uk

Website:

www.towerhamlets.org.uk

Service Profile:

- Advises and assists private tenants by conciliating, mediating and negotiating on landlord and tenants disputes
- Prevent and delay homelessness for private tenants
- Advises owner- occupiers with mortgage arrears and provides specialist housing advice to Somali tenants from all housing sectors on housing and related problems

- Also offer housing advice and refer to other agencies to meet client needs
- Provide a Money Advice Service to all private tenants and clients in temporary accommodation
- Provide assistance with rent, mortgage, council tax arrears, utility bills such water, electricity and gas

Client(s) service is aimed at:

- Private tenants and owner occupiers within Tower Hamlets
- Somali residents both private and council tenants

Opening Times:

- Monday, Tuesday, Thursday, Friday: 0900 - 1700
- Wednesday: 0900 - 1200

Language Provisions:

- English Bengali, Arabic, Farsi, Swahili, Greek, Spanish and French, speaking staff
- Interpreters available on request
- Language Line used

Disabled Facilities:

- Wheelchair access
- Disabled toilets available
- Sign language and Braille available on request.

Referral Procedures:

Agency and self-referrals accepted



SECTION 8 – LEGAL ADVICE & REPRESENTATION

ASYLUM AID, REFUGEE WOMEN'S RESOURCE PROJECT

Voluntary organisation

Resource Project RWRP (Project within Asylum Aid)

Address:

253-254 Upper Street
London
N1 1RY

Tel: 0207 354 9631

Advice Line: 0207 354 9264

Fax: 0207 354 5620

E-mail: info@asylumaid.org.uk

Website: www.asylumaid.org.uk

Service Profile:

- Main focus is to provide legal advice and representation in relation to people's asylum claims
- Service represents clients who have made asylum claim based on domestic violence that has occurred in their country of origin or in this country

Client(s) service is aimed at:

- The RWRP is specifically for women asylum seekers

Clients Excluded:

- Cannot help people who have not (or cannot in the future) lodge an asylum or human rights claim

Opening Times:

- Monday - Friday 0930 – 1730

- Advice line: Tuesday 1300 – 1600
Thursday 1000 – 1230
- Appointments are made through advice line, waiting list varies.

Language Provisions:

- Written information available
- Interpreting service available
- Female interpreters are available
- Leaflets in key languages for women to understand rights before they apply for asylum

Disabled Facilities:

Wheelchair access

Referral Procedures:

- Agency and self-referrals accepted

TV EDWARDS SOLICITORS

Private Solicitor

Address:

35 – 37 Mile End Road
London
E1 4TP

Tel: 0203 440 8000

Fax: 0203 357 9587

Email: Enquiries@tvedwards.com

Web: www.tvedwards.com

Service Profile:

- Offices based in Mile End, Temple and the City
- Domestic violence solicitors who can provide emergency advice on how to protect you and any children involved. If you are at immediate risk we act quickly to obtain a court injunction and to take steps to ensure the orders are complied with and enforced
- Domestic violence solicitors who can work closely with other local agencies and can provide advice



on all of the options open to the client, enabling the client to make the best, and most informed decisions and keep their family safe.

- Domestic violence lawyers specialise in domestic abuse cases, dealing regularly with difficult relationships and sensitive circumstances. They also train the police, voluntary sector and local community groups in relation to domestic abuse issues.
- Provide clear and independent advice based on many years' experience of children, families and the law.
- If you are dealing with a difficult issue to do with marriage, divorce, children, or any other family situation and need specialist family solicitors in London to advise you, we are here to help.

Client(s) service is aimed at:

Everyone

Opening Times:

Monday-Friday 0900 – 1730

Language Provisions:

- English
- Sylheti
- Bengali
- Mauritian
- Creole
- Croat
- German
- Other languages may be available on request

Disabled Facilities:

- Wheelchair access
- Disabled toilets

Referral Procedures:

Agency and self-referrals accepted

FAMILY LAW PRACTICE

Private Solicitor

Address:

549-551 Cable Street
London
E1W 3EN

Tel: 0207 791 0432

Fax: 0207 791 0440

Email: abeale@famlawpractice.co.uk

Web: www.famlawpractice.co.uk

Service Profile:

- Organisation specialises in family law

In terms of domestic violence services, deal with:

- Injunctions
- Occupation order
- Divorce
- Contact proceedings
- Maintenance

- The organisation has a contract with the Legal Services Commission and therefore provide free legal advice and representation at court for people who qualify for CLS funding, (Legal aid)
- Are able represent perpetrators of domestic violence

Client(s) service is aimed at:

Everyone

Opening Times:

Monday-Friday 0900 – 1730

Language Provisions:

- Female Bengali speaking staff
- Female Hind and Punjabi speaking staff
- Other Language interpreters are available on request

**Disabled Facilities:**

- Wheelchair access
- Disabled toilets
- Sign Language and Braille available on request

Referral Procedures:

Agency and self-referrals accepted

JOINT COUNCIL FOR THE WELFARE OF IMMIGRANTS

Voluntary organisation

Address:

115 Old Street
London
EC1V 9RT

Tel: 0207 553 7458

Fax: 0207 251 8707

Website:

www.icwi.org.uk

Service Profile:

- JCWI is a national organisation which exists to campaign for justice in immigration, nationality and refugee law and policy
- Undertake strategic casework and act as an expert training resource for others who work in this field
- Provide advice and information on immigration issues

Client(s) service is aimed at:

Everyone

Opening Times:

- Phone advice help-line **0207 251 8708** on Tuesday & Thursday 1400 - 1700
- Appointments available on Wednesday am by arrangement

Language Provisions:

Interpreters available for casework

Disabled Facilities:

None

Referral Procedures:

Agency and self-referrals accepted

JULIA COOPER SOLICITORS

Private solicitors

Address:

53 Mile End Road
London
E1 4TT

Tel: 0207 790 0441

Fax: 0207 790 8998

Email: admin@jcoopersolicitors.org.uk

Service Profile:

- Solicitors specialising in Family Law and Children's Work
- Offer free advice sessions and same day emergency assistance to women experiencing domestic and sexual assault
- Attend court to obtain injunction orders
- Experienced in assisting lesbian, gay and transgender clients

Client(s) service is aimed at:

Everyone

Clients Excluded:

- Do not act on behalf of men who are respondents in injunction cases
- Do not act for men accused of being violent to women

Opening Times:

Monday - Friday 0930 – 1730

Language Provisions:

- English
- Bengali/Sylheti
- French
- Interpreters available on request

**Disabled Facilities:**

Wheelchair access

Referral Procedures:

Agency and self-referrals accepted

COPPER STONE SOLICITORS

Private Solicitors

Address:

32 - 38 Leman Street
London
E1 8EW

Tel: 0207 173 6175

Fax: 0207 173 6174

E-mail:

tp@copperstonesolicitors.com

Service Profile:

Solicitors specialising in all areas of family law including,

- Domestic Abuse
- Children
- Abduction
- Finances

(Legal aid available)

Advise on all areas of immigration, including under the domestic violence concession

Client(s) service is aimed at:

All clients, regardless of age or sexual orientation

Client(s) Excluded:

None

Opening Times:

Monday – Friday 0900 – 1730

Language Provisions:

- Urdu
- Hindi
- Gujarati

- Bengali
- Punjabi

Disabled Facilities:

The building is fully accessible

Referral Procedures:

Agency and self-referrals accepted

McCORMACKS SOLICITORS LLP

Private Solicitors

Address:

Head Office:
122 Mile End Road
London
E1

Address (Stratford Branch):

No2 Romford Road
Stratford
London
E15 4BX

Address:

Family and Children's Law Office:
10 Stepney Green
London
E1 3JU

Tel: 0207 791 2000

Main Fax: 0208 534 9219

Fax: 0207 265 9606

E-mail:

messages@mccormacks.co.uk

Website: www.mccormacks.co.uk

Service Profile:

- Solicitors with a Family Law department offering advice and representation on all family law matters
- CLS (legal aid) available



- Organisation deals with obtaining injunctions on behalf of clients
- Deal with care proceedings, attending court
- Deal with issues involved with children
- Deal with force marriage issues
- Deal with Civil Protection Orders

Client(s) service is aimed at:

Everyone

Opening Times:

- Monday – Friday 0900 - 1730
- Emergency number available during out of office hours

Language Provisions:

- Interpreting services
- Female Bengali speaking solicitors
- Female and male Bengali speaking interpreters

Disabled Facilities:

- Wheelchair access available
- Other facilities can be provided i.e. sign language/ large Braille print, are available on request

Referral Procedures:

Agency and self-referrals accepted

**MCMILLEN HAMILTON
MACCARTHY**

Private solicitors

Address:

67 Burdett Road
Bow
London
E3 4TN

Tel: 0208 980 6060

Fax: 0208 981 1345

E-mail:

mail@mhm-solicitors.co.uk

Web:

www.mcmillenhamiltonmccarthy.co.uk

Service Profile:

- Legal aid firm who cover two main areas of law; Family and Crime
- Within the family department cover all aspects of family law, divorce, separation, children cases- residence and contact, court proceedings involving social services
- Run an emergency domestic violence injunction service providing urgent/same day appointments
- CLS funding (legal aid) available

Client(s) service is aimed at:

Everyone

Opening Times:

- Monday – Friday 0930 -1730
- 24 hour service for both our family/injunctions and criminal department
- For non-emergencies clients can be seen within 2/3 days

Language Provisions:

- Written information in different languages available on request
- Interpreters available on request

Disabled Facilities:

Contact to arrange

Referral Procedures:

Agency and self-referrals accepted

**MILES AND PARTNERS
SOLICITORS**

Private solicitors

Address:

88-90 Middlesex Street
London
E1 7EZ



Tel: 0207 426 0400

Fax: 0207 426 0100

E-mail: office@milesandpartners.com

Web: www.milesandpartners.com

Service Profile:

- Offer service to clients including survivors of domestic violence
- Emergency and ongoing legal advice and representation at court for injunctions
- Has a contract with the Legal Services Commission and provide free legal advice and representation at court for people who qualify for CLS funding, (Legal Aid available)

Client(s) service is aimed at:

Everyone

Opening Times:

Monday - Friday 0900 - 1730

Language Provisions:

- Bengali
- Spanish and Portuguese in addition to the interpreter services

Disabled Facilities:

- Sign language available on request
- Braille available on request

Referral Procedures:

Agency and self-referrals accepted

**DOCKLANDS SOLICITORS
LLP**

Private solicitors

Address:

2 Beatty House
Admirals Way
London

E14 9UF

Tel: 0207 531 2990

Fax: 0207 531 2992

E-mail:

info@docklandssolicitors.com

Web: www.docklandssolicitors.com

Service Profile:

- Specialise in domestic violence, divorce, finances, children, cohabite disputes and emergency applications relating to family issues
- Have an accredited specialist in domestic violence and finances
- Rebecca is an accredited specialist in children and finances
- Undertakes public funded work (Legal Aid)

Opening Times:

- Monday – Friday 0900 – 1700
- We do see clients before 9am and early evening by prior agreement

Client(s) service is aimed at:

Residents and workers of Canary Wharf and the Isle of Dogs

Clients Excluded:

None

Language Provisions:

Interpreters can be arranged by agreement

Disabled Facilities:

Contact for arrangement

MAYA & CO

Private Law Firm

Address:

135 Commercial Road
London
E1 1PX



Tel: 0207 422 7508

Fax: 0207 247 0464

E-mail: info@mayaandco.com

Service Profile:

- Maya & Co is a specialist law firm providing advice on all aspects of asylum, immigration and nationality law.
- Offering services to the wider community who are finding it difficult to access quality legal assistance due to financial difficulties.
- Offer immigration advice and assistance.

Pro bono work is dedicated legal advice or representation provided by us in the public interest for vulnerable individuals, charities and community groups who cannot afford to pay for that advice or representation and where public funding is not available. Any work undertaken by the PBT will be completely free to all our clients. However, we cannot make any payments for charges such as UKBA application fees, court fees, counsel's fees or medical report fees. Any such charges would be additional third party charges, which are payable by clients and or the referral agency.

Client(s) service is aimed at:

The Pro Bono Team's services is aimed at vulnerable individuals, charities and community groups who cannot afford to pay for that advice or representation and where public funding is not available.

Client(s) Excluded:

Those in employment with a disposable income greater £400 per month

Opening Times:

Monday - Friday 0930 - 1730

Language Provisions:

- Bengali
- English
- Hindi
- Punjabi
- Urdu

Disabled Facilities:

No Disable access

Referral Procedures:

How to access our Pro Bono services
Our services can be accessed if the client has been referred to us by one of our registered referral agencies. The PBT will assess the eligibility of clients to access our services based on their financial means and the merits of their case. The assessment we make, which is at our discretion will determine whether we take on a case or not. We reserve the right to decline the offer of pro bono assistance at our discretion in all cases.

Due to resources, we cannot take on a case directly from a member of the public. Any individual who requires our assistance may still contact our office with a request to assist on a pro bono basis, which we will consider on a discretionary basis.

How to Register as a Referral Agency
If you wish to refer cases to the PBT, you must register as one of our referral agencies. To do so, please email us for an application form or visit www.mayaandco.com.

Should you have any queries about our pro bono service please do not hesitate to contact us via email info@mayaandco.com or on **0207 422 7508** and ask to speak to Sabina Begum.



SHANAZ AHMED & CO SOLICITORS

Private Organisation

Address:

38 Commercial Street
London
E1 6LP

Tel: 0207 375 2898

Fax: 0207 375 2894

E-mail: mail@spslaw.co.uk

Web: www.spslaw.co.uk

Service Profile:

- Covers all area of family work under legal aid
- For domestic violence clients, the organisation is able to provide help on bringing injunctions, occupation orders, and Children Act orders. Also deal with care and divorce proceedings
- Organisation also refers clients out to other organisations e.g. for benefits, counselling etc.
- CLS funding (legal aid) were appropriate

Client(s) service is aimed at:

Everyone

Clients Excluded:

None

Opening Times:

Monday- Friday 0930 - 1730

Language Provisions:

- Written information in Bengali
- Female Bengali speaking staff available
- Other language interpreting service available on request

Disabled Facilities:

None

Referral Procedures:

Agency and self-referrals accepted

RIGHTS OF WOMEN

Voluntary organisation

Address:

Rights of Women
52-54 Featherstone Street
London
EC1Y 8RT

Tel: 0207 251 6575

**National Family Law Advice Line:
0207 251 6577**

Criminal Law Advice Line:

0207 251 8887

**Immigration & Asylum Advice Line:
0207 490 7689**

London Legal Advice Line:

0207 608 1137

E-mail: info@row.org.uk

Web: www.rightsofwomen.org.uk

Service Profile:

- Work to inform, educate and empower women concerning their legal rights

Family Law Line:

- Free confidential legal advice to women on issues including divorce and relationship breakdown, children and contact issues, domestic violence, discrimination and lesbian parenting

Criminal Law Advice Line:

- Free confidential legal advice to women who have experienced rape or sexual violence on all aspects of the criminal justice system including reporting to the police, the trial process and the law relating to sexual offences



- Provide training for organisations on essential issues concerning women's rights. General courses are open to all women, and can provide customised training on request
- Training is available to women's organisations, voluntary organisations, lawyers, social workers, employers, trade union representatives, legal advisors and others
- Provide guidance for policy makers and work to put women's rights on the public policy agenda
- Seek to influence policy by undertaking original research, preparing responses to policy documents from Government and other sources, organising conferences on women's rights, and holding public meetings
- Publish a number of free guides to various aspects of the law affecting women. These are available to download from www.rightsofwomen.org.uk
- Publish 5 publications on women's rights: Domestic Violence DIY Injunction Handbook, Child Contact Handbook, From Report to Court: a handbook for adult survivors of sexual violence, From A to Z: a woman's guide to the law and Pathways to Justice: BMER women, violence and the law

Client(s) service is aimed at:
Women

Opening times

National Family Law Advice Line:

- Tuesday, Wednesday and Thursday 1400 - 1600 and 1900 - 2100

Criminal Law Advice Line:

- Monday 1100 - 1300 and Tuesday 1000 - 1200

Language Provisions:

- From Report to Court: a handbook for adult survivors of sexual violence is available to download free from our website in English, French, Spanish, Chinese, Punjabi and Somali
- Textphone available on **020 7490 2562**

Disabled Facilities:

N/A

Referral Procedures:

Agency and self-referrals accepted

TOWER HAMLETS LAW CENTRE

Voluntary organisation

Address:

St Anne Street
Unit 1,
Off 789 Commercial Road,
London.
E14 7HG

Tel: 020 7531 5660

Fax: 0203 725 7807

E-mail: s.hussain@thlc.co.uk

Web: www.thlc.co.uk

Service Profile:

Free specialist legal advice provider for the following areas:

Housing:

- General Advice
- Disrepair
- Possession proceedings
- Homelessness (threatened or otherwise)
- Domestic Violence
- Transfer, allocation and waiting list Applications
- Anti-Social Behaviour/racial harassment/discrimination/illegal



eviction when related to any of the above issues

- Letting problems
- Overcrowding
- Medical Health
- Rent arrears

Immigration:

- Asylum matters
- Family reunion, visits visas, student' s leave, marriage, minors, over stayers
- EU related immigration
- Nationality matters
- Entry Clearance officer refusals
- Provide some immigration and nationality forms
- Domestic Violence

Welfare Rights

- All Social Security benefits
- Industrial injuries Benefits claims
- Retirement pensions.
- Also assist clients to submit their appeal forms as well as represent them at tribunals
- DLA & Incapacity form filling help
- Somali speaking drop-in sessions

Debt

Provides advice, support and representation in the following areas:

- Money management
- Creditor issues

Education

Provides advice, support and representation in the following areas:

- Admissions and admissions appeal
- Exclusions, Disciplinary Committee Hearing
- School issues.
- Special Educational Needs Children
- Higher Education
- Pan-London Education Legal Advice Service (PLELAS) – provides specialist education

advice to parents and carers across London via casework.

Client(s) service is aimed at:

All types of clients are able to use their services

Clients Excluded:

Do not act on behalf of perpetrators

Opening Times:

Monday- Friday 1000 – 1300, 1400 - 1600

Language Provisions:

- Female Bengali speaking staff available
- Other language interpreting service available on request

Disabled Facilities:

None

Referral Procedures:

Agency and self-referrals accepted



SECTION 9 – FINANCIAL & BENEFITS

Useful Help lines and Websites:

BENEFIT ENQUIRY LINE FOR PEOPLE WITH DISABILITIES

Tel: 0800 88 22 00

Web: www.gov.uk/benefitsadviser

PENSION CREDITS

Tel: 0800 99 1234

TAX CREDITS HELPLINE

Tel: 0845 300 3900

HM REVENUE AND CUSTOMS (confidential)

Tel: 0845 3000 627

Monday- Friday, 0830 – 1730

CITIZENS ADVICE BUREAU

Website: www.eastendcab.org.uk

CITIZENS ADVICE BUREAU

Voluntary organisation

Address:

32 Greatorex Street
London
E1 5NP

Tel: 0207 247 1050

Advice Line: 0844 826 9699

Fax: 0207 375 2256

E-mail:

towerhamlets@eastendcab.org.uk

Web:

www.citizensadvice.org.uk

www.eastendcab.org.uk

Service Profile:

- Advice and information on a range of issues:
- Housing and Homelessness- Specialist help
- Mental health- general help with case work
- Family matters (including domestic violence) – general help
- Education- general help with casework
- Debt and money advice – specialist help
- Welfare benefits – specialist help

(Please note services offered in the two sites vary from one another)

Client(s) service is aimed at:

Everyone in Tower Hamlets

Opening Times:

- Drop in and appointments Monday to Thursday 0945 – 1700
- Advice Line – Monday to Friday 1000 - 1700
- Whitechapel Legal Advice Centre by appointment only – Every Tuesday evening after 1800

Outreach Services:

- Monday- Tuesday- One Stop Shop Cheviot House
- Wednesday- One Stop Shop Gladstone Place
- Thursday - Idea Store. 1 Vesey Path, East India Road, E14 6BT

Language Provisions:

- Urdu
- English
- Hindi
- Bengali
- Gujarati

Disabled Facilities:

- Wheelchair access
- Disability toilets

DOMESTIC ABUSE



NO EXCUSE

Referral Procedures:

Agency and self-referrals accepted

Bow CAB has now closed and all services are provided at Whitechapel CAB. Outreach services are also provided at the One Stop Shops.



SECTION 10 – HEALTH SERVICES

USEFUL HELPLINES AND WEBSITES:

ROYAL LONDON HOSPITAL ACCIDENT & EMERGENCY SERVICES

Tel: 0203 591 0884

PATIENT ADVICE AND LIAISON SERVICE

Tel: 0800 389 3093

Confidential advice, support and information on NHS related matters for patients, their families and carers

HEALTH E1

9-11 Brick Lane
London
E1 6PU

Tel: 0207 247 0090

Fax: 0207 375 0602

Email: Tow-pct.health1@nhs.net

Services Provided:

- GP service (sit and wait clinics every weekday morning)
- Book on the day and book in advance appointments also available
- Substance misuse nurse and treatment with methadone and buprenorphine (Subutex)
- Mental health nurse
- Clinical Psychologist (by referral from clinician at the practice)
- New residents services (PRAXIS)
- Drug and Alcohol Service (DASL)

- Blood Borne Virus Nurse for blood tests
- Hepatitis A and B vaccination and Referral to Liver Clinic for patients with Hepatitis C and liver disease

Opening Hours:

- Monday – Thursday 0900-1100
1400 - 1730 (appointments only)
Walk-in available 0900 -1300,
1400 – 1530
- Friday 1030 - 1300 (enquiries only)
- Walk-in available 1400 -1530

Client(s) service is aimed at:

- Patients who are street homeless, in hostels or in other temporary/unstable accommodation in Tower Hamlets. These patients are offered full GP registration

Referral Procedure:

Self-referral with full GP registration

WOMEN AND YOUNG PEOPLE'S SERVICE

Statutory organisation

Service Profile:

- The women and young people's service provides confidential contraceptive and sexual health services, including specialist women's health services for the local community
- Contraceptive counselling from community clinics for clients of all ages on all methods of contraception including emergency contraception. There is a limited domiciliary service for clients who have difficulty getting to clinics.
- Options (a young people's part of the service), provides sex and relationship advice and contraception for people 25 years and under



- Pregnancy counselling and abortion service (PCAS) including early medical termination
- Cervical screening
- Menopause and PMS clinics
- Psychosexual counselling clinics
- Chlamydia Screening
- Religious Cultural male circumcision service (up to 5 months only) agency referral
- Community HIV nursing team
- HIV testing

Client(s) service is aimed at:
Everyone

Where services are provided:

- Family Planning clinics are all 'drop in'

Barkantine Centre
121 Westferry Road
Isle of Dogs
London
E14 8JH

General Enquiry: Tel: 0207 791 8000

GP Appointments: 0207 791 8080

Leopold Street Clinic
Burdett Road
London
E3 4LA

Tel: 0207 987 3252

Spitalfields Health Centre
Brick Lane
London
E1 6PU

Tel: 0207 247 8251

Steel's Lane Health Centre
Commercial Road
London
E1 0LR

Tel: 0207 790 7171

The Sylvia Pankhurst Centre
Mile End Hospital
Bancroft Road
London
E1 4DG

Tel: 0207 377 7870

The Mission Practice
208 Cambridge Heath Road
London
E2 9LS

Tel: 0208 983 7300
Fax: 0208 983 6800/6009
Out of hours: 0207 377 7151

Wellington Way Centre
Wellington Way
London
E3 4NE

Tel: 0208 980 3510

Bethnal Green Health Centre
Florida Street
London
E2 6LL

Tel: 0207 739 6677

Options for young people aged 25 years and under

Monday
Step Forward,
234 Bethnal Green Road
London
E2 OAA

Tel: 0207 739 3082

(Screening for Sexually Transmitted Infections also offered)
1600 – 1800

Thursday
Wellington Way Centre
London
E3 4NE



Tel: 0208 980 3510
1630 – 1830

0930 - 1130 (Drop in)

Saturday
The Sylvia Pankhurst Centre
Mile End Hospital
Bancroft Road
London
E1 4DG

PCAS, Menopause, PMS and Psychosexual Counselling Clinics

Sylvia Pankhurst Centre
Mile End Hospital
Bancroft Road
London
E1 4DG

Tel: 0207 377 7870
10:00 - 1200

**Please call 0207 377 7870 for an
appointment**

Contraception

Contraception including emergency
contraception can also be obtained
from Barts and The London NHS Trust
at:

The Ambrose King Centre, Royal
London Hospital, Whitechapel, E1 1BB

Language Provisions:

- Most community family planning
clinics have Bengali interpreters
- Urdu
- Hindi
- Punjabi
- Gujarati
- Mandarin
- Chinese

Emergency Contraception and
condoms are also offered at:

The Walk in Centre,
The Royal London Hospital
Whitechapel
London
E1 1BB

Disabled Facilities:

- Disabled facilities vary for different
services, please contact directly for
more information

Opening Times:

- Monday- Friday 1900 -2200
- Saturday- Sunday 0900 - 2200
- Emergency contraception advice
can be sought at any chemist in
Tower Hamlets displaying the RED
BUTTON with an E in the centre.
Contraception and advice is FREE

Referral Procedures:

- Self-referral only applies to PCAS.
- All other services are either “drop
in” or agency referral

Cervical Screening **Sylvia Pankhurst Centre**

Mile End Hospital
London
Bancroft Road
E1 4DG
Offer cervical screening and
specifically tailored sessions for
cervical screening only on:

WOMEN'S HEALTH AND FAMILY SERVICES

Voluntary organisation

Address:
The Brady Centre
192- 196 Hanbury Street
London
E1 5HU

Tel: 0207 377 8725

Tuesday

Fax: 0207 377 1064



E-mail: enquiries@whfs.co.uk

Agency and self-referrals accepted

Web: www.whfs.org.uk

Service Profile:

- Health advocacy, which includes language support for speakers of English as a second language
- Patient empowerment, advice, information and support such as crisis management, counselling and ongoing support groups
- Health promotion/education around women's issues including keep-fit, dancing and exercise, ante natal, healthy eating sessions, diabetes awareness and HIV/AIDS awareness, counselling, and social groups for older isolated BME women
- Initiate special projects in response to the communities' needs, for example the Hearing Project for Bangladeshi Children with hearing impairment, a Breast-feeding Pilot Project for Bengali mothers and the Somali Diabetes Project for the older Somali community

Client(s) service is aimed at:
BME women and their families

Opening Times:

Monday – Friday 0900 - 1700

Language Provisions:

- Vietnamese
- Somali
- Cantonese
- Bengali
- Arabic

Disabled Facilities:

- Wheelchair access
- Disabled toilets
- Home visits
- Telephone advice

Referral Procedures:

**LBTH SOCIAL SERVICES
(ADULT SOCIAL CARE)**

Statutory organisation

Postal Address:

First Response Team
Adult Social Care,
John Onslow House,
Gladstone Place,
Ewart Place,
London.
E3 5EQ

Tel: 0207 364 5005

Out of hours emergency duty team:

Tel: 020 7364 7070 (1700 – 0900)

Fax: 0207 364 3860

E-mail:

adultcare@towerhamlets.gov.uk

Service Profile:

- 18+
- Initial point of contact for members of the public and for professional bodies needing to access social services
- Provides information on the range of services provided by the council
- Advice on how to get help if the council does not provide the specific service required

Client(s) service is aimed at:

- Adult residents of Tower Hamlets

Opening Times:

Monday - Friday 0900 - 1700

Language Provisions:

- English
- Bengali/Sylheti
- Interpreters available

**Disabled Facilities:**

None

Referral Procedures:

Agency and self-referrals accepted

SOCIAL SERVICES - INTERGRATED PATHWAY AND SUPPORT TEAM (IPST)

Statutory organisation

Address:

East and West Areas
4th Floor
Mulberry Place
5 Clove Crescent
E14 2BG

Covers E3 E2 E3 and E14 postcode areas

**East Tel: 0207 364
5601/5606/3859/2972**

Fax: 0207 364 2656/2655

Email: IPST@towerhamlets.gov.uk

Web: www.towerhamlets.gov.uk

Service Profile:

- Children and Family Services are accessed through the IPST based at the area offices listed above
- The IPST can offer crisis help with accessing refuges, a range of practical assistance including financial help, advice and information, assistance with child contact
- They are the first point of contact for child protection concerns, and offer comprehensive assessment and a range of services to support children in need or at risk

Client(s) service is aimed at:

- Children in need/at risk

- Professionals and members of the public who are concerned that a child may be in need/at risk

Opening Times:

- Monday - Friday 0900 – 1700
- Emergency Duty Team operates out of office hours **Tel: 0207 364 4079**

Language Provisions:

- English
- Bengali/Sylheti
- Somali
- Interpreters available via language line

Disabled Facilities:

- Ground floor reception
- Ramps
- Wide entrances

Referral Procedures:

Agency and self-referrals accepted

THE DOCTORS OF THE WORLD CLINIC

Charity

Address:

Praxis
Pott Street
Bethnal Green
London
E2 0EF

Tel: 020 7515 7534 (Advice Line)

Email:

clinic@doctorsoftheworld.org.uk

Service Profile:

- Provide a free, confidential drop-in clinic for vulnerable migrants, asylum seekers, people who have overstayed their visa and undocumented individuals
- Run by staff and volunteers from the international healthcare charity Doctors of the World.



- Advocacy programmes which gives essential, basic, medical care and information and practical support to vulnerable patients

Client(s) service aimed at:

- Anyone that cannot sign up to local healthcare services

Opening times:

- Monday –Friday 1000 -1200
(Advice line)
- Mondays, Wednesdays and Fridays 1300 – 1700
- Drop in list opens at 1100 and is on a first come, first served basis. Once list is full no more clients can be seen.

Language Provisions:

English



SECTION 11 – FAMILY SUPPORT SERVICES

FAMILY INFORMATION SERVICE

Family Services Directory

The Family Information Service (FIS) provides free, impartial information and advice on a wide range of services for children, young people, (birth - 25 years old), parents and families – which is held on the online Family Services Directory –

Tel: 0207 364 5006 (Duty line)
Members of the public can ring to be signposted to various services
Tel: 020 7364 6495
Email: fis@towerhamlets.gov.uk

Web:
<http://fsd.towerhamlets.gov.uk>.

Opening times:
Monday – Friday 0800 - 1800

THE LIMEHOUSE PROJECT: FAMILY ADVICE SERVICE

Voluntary organisation

Address:
Cheadle Hall
Copenhagen Place,
London
E14 7EY

Tel: 0207 538 0075

Fax: 0207 537 7725

Service Profile:

- The Limehouse Project is a registered charity providing advice on social welfare issues to the local community

- Provide specialist holistic advice to those experiencing relationship breakdown
- Provide advice at outreach venues throughout the borough. Please call for details

Client(s) service is aimed at:
People experiencing relationship breakdown

Clients Excluded:
None

Opening Times:
Monday – Friday 0900 - 1700

Language Provisions:

- Bengali
- Urdu
- Somali

Disabled Facilities:
Full Disabled access

Referral Procedures:
Agency and self-referrals accepted

FAMILY LIVES

Helpline: 0808 800 2222

Information and support to anyone parenting a child. Family Lives runs a Freephone helpline and courses for parents.

Web: www.familylives.org.uk



CHILDREN CENTRES

Statutory organisation

Children Centres have a geographical focus, so staff really understand the local needs of the community and can ensure that vital children and family services provided by the centres meet to local need.

From First aid training, Gymboree, story and rhyme sessions to collective trips to local places of interest, children's centres offer a wide range of activities for children under five. Some of these are specifically for families within the local reach area whilst others are open to all families across the borough.

Around Poplar and East India

Address:

115 Three Colt Street
London
E14 8AP

Tel: 0207 364 0540

Marnar

Address:

Devas Street,
London
E3 3LL

Tel: 0208 709 1501

Chrip Street

Address:

23-27 Market Way
London
E14 6AH

Tel: 0207 364 2856

Collingwood

Address:

St Bartholomew Gardens
Buckhurst Street
London
E1 5QT

Tel: 0207 364 0539

John Smith

Address:

90 Stepney Way
London
E1 2EN

Tel: 0207 364 0537

Meath Gardens

Address:

1 Smart Street
London
E2 0SN

Tel: 0207 364 2747

Mowlem

Address:

Mowlem Primary School
Mowlem Street
London
E2 9HE

Tel: 0207 364 7935

Ocean

Address:

Ocean Children's Centre (including
Harry Roberts Nursery)
Commodore Street
London
E1 4PF

Tel: 0207 364 5260

Overland

Address:

60 Parnell Road Bow
London
E3 2RU

Tel: 0207 364 0538

Wapping

Address:

15 Chandler Street
London
E1W 2QL

Tel: 0207 364 0423

DOMESTIC ABUSE



NO EXCUSE

Mile End

Address:

2 Belton Way
London
E3 4BB

Tel: 0207 093 1442

Isle of Dogs

Address:

Millwall Park
Stebondale Street
London
E14 3BX

Tel: 0207 364 1179



SECTION 12 – CHILDREN & YOUNG PEOPLE'S SERVICES

Useful Help lines and Websites:

THE HIDEOUT

www.thehideout.org.uk

This is a domestic violence website designed especially for children and young people.

The website informs you about domestic violence, helps to identify whether it is happening at home, and directs you towards additional support and information

There are interactive checklists, quizzes and games to help you think through problems that surround domestic violence.

The Hideout's design also ensures the site can be accessed safely with a 'Hide My Visit' button, and contains a downloadable safety plan

LBTH EDUCATION ATTENDANCE & WELFARE CHILD PROTECTION ADVICE LINE

Address:

Attendance & Welfare Service
5th Floor,
Mulberry Place,
5 Clove Crescent
London.
E14 2BG

Duty Line: 0207 364 3444

A service for school staff, pupils, voluntary and community organisations.
0900 – 1700 weekdays (excluding bank/public holidays and weekends).
Out of hours Office Line: 0207 364 4079. Open from 1700

TOWER HAMLET'S FAMILY INFORMATION SERVICE

Tel: 0207 364 6495

Information on childcare and play services in the borough, for 0-14 year olds (to age 16 for children with special needs)

Web: www.ffd.towerhamlets.gov.uk

NSPCC CHILD PROTECTION HELPLINE

Tel: 0800 800 500

Web: www.nspcc.org.uk

NSPCC ASIAN HELPLINE

Tel: 0808 800 5000

CHILDLINE

Tel: 0800 11 11

Web: www.childline.org.uk

INTEGRATED PATHWAYS SUPPORT TEAM (IPST) MULTI AGENCY SAFEGUARDING HUB (MASH)

Address:

IPST/MASH
4th Floor,
Mulberry Place,
London.
E14 2BG

Tel: 0207 364 3859/2972/5601/5606

Tel: 0207 364 4079 (out of hours)

Fax: 0207 364 2655/2656

Email: IPST@towerhamlets.gov.uk

Web: www.towerhamlets.gov.uk

Service Profile:

- The IPST/MASH is the multidisciplinary front door team in Children's Social Care which aims to provide a holistic approach to increasing protection for vulnerable



children and families in Tower Hamlets.

- Community-based children's services have been provided, since July 2009, by the integrated pathways and support team (IPST) together with the assessment and early intervention service, and supported by the integrated service for disabled children, family support and protection team, children looked after and leaving care service, children's resources (fostering and adoption) and youth offending team.
- There is an emergency out of hour's service providing cover for Tower Hamlets and the City of London.
- Other family support services are delivered through 12 children centres and extended services in schools. Some services are provided or coordinated through children's services such as youth services, teenage pregnancy, careers service and child and adolescent mental health services (CAMHS).

Client(s) service is aimed at:

Everyone under 18

Opening Times:

- Monday – Friday 0900 – 1700
- (Out of hours 1700 – 0900 contact number)

Language Provisions:

- Available on request

Disabled Facilities:

- Disabled toilets
- Wheelchair access

Referral Procedures:

- Agency and Self Referrals accepted

STEP FORWARD

Voluntary organisation

Address:

Step Forward
234 Bethnal Green Road
London
E2 OAA

Tel: 0207 739 3082

Fax: 0207 613 2056

E-mail: info@stepforward.org

Web: www.stepforward-web.org

Service Profile:

- 1 – 1 young person centred counselling.
- Information on education & training.
- Personal Development programme – for under 19 year olds, work on confidence building, self-esteem, individual & group work (around personal safety and anger management), life skills, independent living
- LGBT group meets every Tuesday 1700 -2000
- Forward Thinking Sexual Health Clinic on Mondays, 1600 - 1800

Client(s) service is aimed at:

Young people age 11-25

Opening Times:

- Monday – Friday 1000 – 1700
- Some late appointments may be arranged

Language Provisions:

- Bengali
- English

Disabled facilities:

- Disabled toilets
- Wheelchair accessible

**Referral Procedures:**

- Self-Referral accepted– phone or drop in Agency referrals accepted over the phone

DEAF HOPE

Voluntary Organisation

Address:

The Bridge
Falcon Mews
46 Oakmead Road
Balham
London
SW12 9SJ

Tel: 0208 772 3241

SMS/Text: 07970 350366

E-mail: deafhope@signhealth.org.uk

Service Profile:

A service for Deaf women and children experiencing domestic abuse, providing outreach and advocacy support by trained and experienced Deaf advocates.

We have an IDVA service for London and Greater London, and Young Deaf Hope service for young Deaf people aged 11-30.

We can also provide training on Deaf cultural issues to service providers.

We do not have a dedicated refuge but we can provide support to Deaf women who need to access mainstream refuges, including loan of specialist equipment.

Client(s) service is aimed at:

- Deaf Women and children

Client(s) Excluded:

- Deaf Hope is a specialist service so we do not provide support to hearing women or Deaf men.

Opening Times:

- Office hours Monday – Friday, 0900 - 1700.

- Out of hours service available on **07970350366**

Language Provisions:

- British Sign Language (BSL)

Referral Procedures:

- We accept referrals from other agencies but Deaf women can also refer themselves.
- Referral form available on request by email.



SECTION 13 – DRUG & ALCOHOL SERVICES

Useful Help lines and Websites:

TALK TO FRANK (FORMERLY NATIONAL DRUGS HELPLINE)

Tel: 0300 123 6600

Text: 82111

Confidential advice and information about drugs and signposting

Operating Times:

24 hours, 7 days a week

RELEASE

Tel: 0207 324 2989

Legal advice and information about drugs/drug related issues

AL-NON FAMILY GROUPS UK & EIRE

For people who have been affected by a family or friends drinking,

Confidential Helpline: 0207 403 0888

Email: enquires@al-anonuk.org.uk

Opening times:

1000 – 2200 365 days a year.

ALCOHOLICS ANONYMOUS (AA)

Tel: 0845 769 7555

NARCOTICS ANONYMOUS (NA)

Tel: 0300 999 1212

CITY ROADS

Voluntary organisation

Address:

352-358 City Road

London

EC1V 2PY

Tel: 0207 843 1640 (Admin)

Tel: 0207 278 8671 (Crisis helpline and referrals)

Fax: 020 7278 0807

Email: edoyle@cranstoun.org.uk

Web: www.cranstoun.org

Service Profile:

- Residential care
- Treatment including detoxification
- Group programmes
- Primary healthcare
- Onward referral

Opening Hours:

- 24 hours a day, 365 days a year

Language Provision:

- Can be arranged

Disabled Access:

None

Client(s) service aimed at:

- Drug users with complex needs in crisis who are residents of a London borough, aged between 18 and 65 and unemployed

Referral Procedure:

Agency and self-referrals accepted

NAFAS DRUG'S PROJECT

Voluntary organisation

Address:

The Davenant Centre

179 – 181 Whitechapel Road

London

E1 1DN

Tel: 0207 377 0676

E-mail: admin@nafas.org

Web: www.nafas.org

Service Profile:

- NAFAS is a drug project, specialising for the BME community



- Offers a culturally sensitive approach and cater for the specific needs of Bangladeshi clients
- Offer treatment for drug users, drug education for the community and outreach services
- A family support worker can be contacted regarding family issues, specific support/advice for partners and families

Client(s) service is aimed at:

- Bangladeshi community however individuals from other BME communities may be considered

Opening Times:

- Monday - Friday 10:00am-16:00pm
- Call/drop in

Language Provisions:

- Interpreting service available on request
- Written information available in Bengali

Disabled Facilities:

None

Referral Procedures:

Agency and self-referrals accepted

**TOWER HAMLETS
COMMUNITY ALCOHOL
TEAM (THCAT)**

Statutory organisation

Address:

Unit 22
Skyline Village
LimeHarbour
London
E14 9TS

Telephone:

0800 008 7200

Fax:

0207 987 2771

Email: newalcoholservice@rapt.org.uk

Web: www.rapt.org.uk

Service Profile:

- Pathways into treatment including detoxification both community and inpatient
- Group work
- 1:1 Key working
- Counselling
- Service for Carers and concerned others
- Drop in sessions
- Alcohol education
- Relapse prevention
- Exploring high risk situations
- AA
- FAM ANON
- AL ANON

Client(s) service is aimed at:

- Residents of Tower Hamlets who are over 18

Opening Times:

- Monday - Friday 0900 - 1700
- Counselling session Tuesday and Wednesday 0900 – 2100 (by appointment)
- Drop in session(s) Monday, Tuesday Thursday and Friday (1000 – 1300 and 1400 – 1600) (except Fridays)
- Counselling session Saturday 1000 – 1300 (by appointment)
- AA Newcomers Meeting every Wednesday 1800 – 1900
- FAM ANON Meeting every Tuesday from 1800
- AL ANON meeting every Thursday evening, please call to check times

Language Provisions:

- Interpreting service available on request

Disabled Facilities:



- Clients are seen at the office or other satellite location depending on their needs and choice

Referral Procedures:

Agency and self-referrals accepted

COMPASS ISIS WOMEN'S SERVICE

Voluntary organisation

Address:

C/o Hopetown Hostel
60 Old Montague Street
London
E1 5NG

Tel: 0207 426 0399

Fax: 0207 092 9759

E-mail: isis@compass-uk.org

Web: www.compass-uk.org

Service Profile:

(Free and confidential)

- Drop-in, advice and support
- Needle and syringe exchange scheme
- Access to prescribing (Methadone or Subutex)
- 1-1 appointments with a key worker
- Free condoms and sexual health advice
- Safer injecting advice
- Health checks and wound care
- Complimentary therapies
- Referral to other agencies for further assistance
- Counselling
- Group Work
- Parenting support
- Access to Blood Bourne Virus (BBN) screening and immunisation

Client(s) service is aimed at:

Women residing in Tower Hamlets who are over 18

Opening Times:

- Monday - Friday 0930 – 1700
- Drop in 1300 – 1600
- Monday, Tuesday & Friday 1400 - 1600

Language Provisions:

- Interpreting service available on request

Disabled Facilities:

- Fully accessible

Referral Procedures:

Agency and self-referrals accepted

Health E1

Statutory organisation

Address:

9-11 Brick Lane,
London
E1 6PU

Tel: 0207 247 0090

Fax: 0207 375 0602

Service Profile:

- GP practice offering health care to homeless people including those temporarily housed or in hostels

Service includes:

- Needle exchange
- Substitute medication for heroin addiction
- General health care assessment, testing for HIV and Hepatitis B & C and immunisation
- Sexual health advice
- Appointments with a Consultant Psychologist
- Walk-in service

Opening Times:



- Monday, Tuesday, Wednesday and Thursday 0900 – 1100
- Friday 1400 – 1530

Referral Procedures:

Call the practice

LIFELINE LONDON YOUNG PEOPLE'S SERVICE

Address:

Unit 59,
Skylines Village,
London
E14 9TS

Tel: 0207 093 3007

Fax: 0207 531 0177

Email: enquiries-yps@lifeline.org.uk

Service Profile:

Service for under 19s affected by drug and alcohol misuse offering:

- Advice and information
- 1:1 Counselling
- Group Work
- Family, parent and carer support

Opening Times:

- Monday – Friday 0930 – 1730

Language Provisions:

- English
- Bengali

Disabled Facilities:

Yes

Referral Procedures:

Call the centre.

MPACT

Voluntary organisation

Address:

Various locations

Tel: 0207 364 6160

Service Profile:

A group programme for families who have been affected by substance misuse, which is evidence based intervention that responds to 'hidden harm'. The programme is available and accessible to children and their parents/carers across Tower Hamlets. The programme runs for 8 weeks, each lasting for 2.5 hours.

Client(s) service is aimed at:

- Families where one or both parents are or have been misusing drugs and/or alcohol
- Where drug use or drinking remains an issue, those individuals should ideally be engaged in a harm reduction or other treatment process
- If the misusing person is unable or unwilling to participate, family members, carers or significant others and children/young people affected by addiction can attend the programme.
- Children/young people should be between the age of 10 – 17
- Anyone attending the programme must be free from altering substances (except prescribed medication) at attendance in order to gain maximum benefit and to ensure safe environment
- Some motivation to change, essential.

Opening Times:

- It is a 10 week programme which runs one evening a week

Language Provisions:

- English
- Bengali

Disabled Facilities:

- Yes

Referral Procedures

- Professionals



- Self-Referrals
- Please call and ask for a referral form

Client(s) service aimed at:

- Families affected by substance misuse

BREAKING THE CYCLE (BtC)

Voluntary organisation

Address:

2nd Floor,
5 Clove Crescent,
London.
E14 2BG

Tel: 07774 990825

Email:

Bianca.Horn@towerhamlets.gov.uk

Service Profile:

Support for families affected by parental/carer substance or alcohol misuse

- To help substance using parents to recognise the impact of their behaviour on the lives of their children and wider family; and to work with services to improve their parenting skills
- To raise awareness of the risks/impact of drugs with children and young people
- To build local partnership for referral, support, advice and information for clients and other professionals
- 'Breaking the Cycle' (BtC) is a partnership venture between Addaction and Children's Social Care in Tower Hamlets. It is a free, independent and confidential service providing for families affected by parental/carer substance or alcohol misuse, and it aims to break the generational cycle of alcohol or substance misuse within a family.

Opening Times:

Monday –Friday 0900 – 1700

Language Provisions:

- English
- Bengali

Disabled Facilities:

Yes

Referral Procedures:

- Professional
- Self-Referrals
- Please contact service for a referral form



SECTION 14 – COUNSELLING, PSYCHOLOGY & MENTAL HEALTH SERVICES

Useful Help lines and Websites:

THE SAMARITANS

Tel: 08457 909090

24-hour telephone helpline

Email: jo@samaritans.org

Web: www.samaritans.org.uk

MIND

Tel: 0208 519 2122

Information about mental health issues

Email: contact@mind.org.uk

Web: www.mind.org.uk

SANE

Tel: 0845 767 8000

Monday – Friday 1800 – 2300 365
days a year

Email: sanemail@sane.org.uk

Web: www.sane.org.uk

WOMAN'S TRUST

Voluntary organisation

Address:

Lighthouse West London
111-117 Lancaster Road,
London
W11 1QT

Tel: 0207 034 0303/0304

Fax: 0207 034 0305

E-mail: admin@womanstrust.org.uk

Web: www.womanstrust.org.uk

Service Profile:

- Offer one-to-one counselling service, group work, workshops to any woman affected by domestic

violence (up to 18 sessions are free). Also provide training for professionals in the voluntary and statutory sectors

- Deliver services from a number of venues across London

Client(s) service is aimed at:

- Woman's Trust is a registered charity and exists to provide independent, confidential, women-only services to women who have been or are affected by domestic violence. All services are free
- Work with women without recourse to public funds

Clients Excluded:

- Under 18s

Opening Times:

- Monday – Friday 0900 - 1700
- Clients are seen by appointment only

Language Provisions:

- Limited availability and variable

Disabled Facilities:

- We aim to provide services from venues with wheelchair access

Referral Procedures:

- Accept referrals from clients and agencies. If through agency, require client's consent.
- Telephone referrals

CHILD ADOLESCENT MENTAL HEALTH SERVICE (CAMHS) (WEST)

Statutory organisation

Address:

Children & Young People Centre
18 Greatorex Street
London
E1 5NF



Tel: 0207 426 2375

Fax: 0207 426 2494

Web: www.elcmht.nhs.uk

Service Profile:

- Provide short term intensive support to young people between the ages of 1-17 years during a period of acute mental health crisis
- Provide long term support to young people with mental illness

Client(s) service is aimed at:

- Cater for communities who fit the team criteria and reside in Tower Hamlets

Opening Times:

Monday - Friday 0900 - 1700

Language Provisions:

- Interpreting services available on request
- Female interpreters available on request

Disabled Facilities:

- Wheelchair access

Referral Procedures:

- Only accept agency referrals

**CHILD ADOLESCENT
MENTAL HEALTH SERVICE
(CAMHS)
(EAST)**

Statutory organisation

Address:

Emmanuel Miller Centre
11 Gill Street
Isle of Dogs
London
E14 8HQ

Tel: 0207 515 6633

Fax: 0207 537 3770

Web: www.elcmht.nhs.uk

Service Profile:

- Offer one-to-one counselling service, group work, workshops to any woman affected by domestic violence (up to 18 sessions are free). Also provide training for professionals in the voluntary and statutory sectors
- Deliver services from a number of venues across London

Client(s) service is aimed at:

Children and adolescents

Clients Excluded:

Clients 18+ years

Opening Times:

Monday –Friday 0900 – 1700

Language Provisions:

- Interpreting services available on request
- Female interpreters available on request

Disabled Facilities:

- Wheelchair access

Referral Procedures:

- Only accept agency referrals

Disabled Facilities:

Disabled toilets

**PRIMARY CARE
PSYCHOLOGY &
COUNSELLING SERVICE**

Statutory organisation

Address:

Steels Lane Health Centre
384 - 398 Commercial Road
London
E1 OLR



Tel: 0207 791 3660/3661

Fax: 0207 791 3669

Service Profile:

Psychology & Counselling Service which comprises

- Clinical Psychologist
- Bilingual Counselling Service
- Disability Counselling Service

Client(s) service is aimed at:

- Clinical Psychologists – people of all ages (individuals, couples, families)
- Bilingual Counselling Service – Bengali and Somali communities
- Disability Counselling Service – district-wide service for people who become disabled due to accidents or acquire disabilities, and their partners and family members
- Provides direct clinical service for parents of under 5s (focussing on Antenatal and Postnatal Depression and anxiety and issues to do with attachment)

Opening Times:

Monday –Friday 0900 - 1700

Language Provisions:

- English
- Bengali
- Somali
- Leaflets in English and Bengali

Disabled Facilities

- Wheelchair accessible
- Disabled toilets
- Minicom
- Sign Language in DCS

Referral Procedures:

- Psychology service – through GP.
- Counselling service- through GP and some parts of service accept self-referral.
- Most referrals are only through GPs or appropriate professionals –

therefore need to ring and speak to someone in the first instance

COMMUNITY MENTAL HEALTH TEAMS (CMHT) – ADULTS

Statutory organisation

Catchment: Wapping

Address:

Unit D,
68 Glass House Fields
516 Cable Street
London
E1W 3AF

Tel: 0207 791 5200

Fax: 0207 791 5201

Catchment: Isle of Dogs (E14)

Address:

Barkantine Centre
121 Westferry Road
Isle of Dogs
E14 8JH

Tel: 0207 791 8299

Fax: 0207 791 8298

Catchment: Bow & Poplar

Address:

Bow & Poplar CMHT
Three Colts Lane,
51 Three Colts Lane
Bethnal Green,
London
E2 6FW

Tel: 0207 364 5513

Duty Desk: 0207 364 5559

Fax: 0207 364 5590

Catchment: Bethnal Green, Globe Town

Address:

Pritchards Road Centre



Marian Place
Pritchards Road
Bethnal Green
London
E2 9AX

Tel: 0207 364 1183

Fax: 0207 364 1046

Service Profile:

- Community mental health teams are multi-disciplinary teams focusing on the care of people with severe and enduring mental health problems. The teams provide early assessment, a comprehensive programme of treatment and continuing care for clients
- They aim to reduce relapse of illness and hospital admissions, and enable people to remain at home

Client(s) service is aimed at:

- Adults with severe and enduring mental health problems

Opening Times:

0900 - 1700 Monday to Friday

Language Provisions:

- Please contact team for more information

Disabled Facilities:

- Please contact team for more information

Referral Procedures:

- Primary Care refer clients to the CMHT in their catchment area

**COMMUNITY LEARNING
DISABILITIES SERVICE**

Statutory organisation

Address:

2nd Floor

Beaumont House
Mile End Hospital
Bancroft Rd
E1 4DG

Tel: 0208 121 4444

Fax: 0208 121 4445

**E-mail: [BTL-
TR.Learningdisability@nhs.net](mailto:BTL-TR.Learningdisability@nhs.net)**

Service Profile:

- Community based integrated specialist health and social work service
- Organised into specialist health care programmes on the same site (no longer on different sites)
- Programmes include assessment, specialist interventions and therapy for mental illness, behavioural and emotional problems, emotional distress, vulnerability and abuse, social work support

Client(s) service is aimed at:

- Adults with learning disabilities who live in Tower Hamlets and require specialist health and social work support

Opening Times:

- Monday- Friday 0900-1700

Language Provisions:

- Bengali/Sylheti interpreters
- Available on request

Disabled Facilities:

- Clients will be seen at sites that are accessible to them

Referral Procedures:

Agency and self-referrals accepted



MENTAL HEALTH ASSERTIVE OUTREACH TEAM

Statutory organisation

Address:
Old Montague Street
86 Old Montague Street
London
E1 5NN

Tel: 0207 702 9202

Fax: 0207 481 8268

Web: www.eastlondon.nhs.uk

Service Profile:

- Community based service designed to support people with serious and enduring mental health problems who have complex needs and who have not engaged with mainstream mental health services
- The service is particularly aimed at people who are believed to be at significant risk and who have required repeated episodes of admission into hospital

Client(s) service is aimed at:

- People with serious and enduring mental health problems who are not engaging with mainstream mental health services and are considered to be at significant risk

Opening Times:

- Monday - Sunday 0800 – 2000
- With an on call system for known clients.

Language Provisions:

Please contact the team for more information

Disabled Facilities:

Home visits

Referral Procedures:

Voluntary Sectors i.e. Homeless Hostels, GPs, CMHT, Self-Referrals, Homeless GP Surgery Health E1 (specialised), Wards

MIND IN TOWER HAMLETS OPEN HOUSE

Voluntary organisation

Address:

13 Whitethorn Street
London
E3 4DA

Tel: 0207 510 1081

Fax: 0207 537 7944

E-mail: info@mind.org.uk

Web: www.mind.org.uk

Service Profile:

Available services include:

- Drop-in (Monday & Thursday 1800 – 2100)
- Participants are encouraged to socialise and get involved. Staff and volunteers provide a meal and provide support

Therapeutic services:

- Individual counselling – by appointment
- Music therapy, art group,
- Homoeopathy
- Raaki
- Chinese Massage
- Acupuncture

Outreach Services:

- African/Caribbean Project
- Bengali men's projects
- Somali Social Project



- Khat User's Health Promotion Project
- Cultural Groups

Other Groups:

- Photography
- Cycling

Client(s) service is aimed at:

- People living in Tower Hamlets with mental health issues

Opening Times:

Please contact us for further information on programme days and times.

Language Provisions:

- Bengali/Sylheti, Somali speaking staff
- Interpreters available on request

Disabled Facilities:

- Wheelchair access
- Disabled toilets

Referral Procedures:

- Agency
- Self-referrals
- GP's
- Community Mental Health Team



SECTION 15 - BLACK & MINORITY ETHNIC COMMUNITIES

CHINESE INFORMATION & ADVICE CENTRE

Address:

Chinese Information & Advice Centre
Lower Ground Floor,
London Chinatown Market,
71-73 Charing Cross Road,
London
WC2H 0NE

Tel: 0845 131 868

Web: www.ciac.co.uk

Providing support in Tower Hamlets under the Ascent Project.

SOUTHALL BLACK SISTERS

Voluntary Organisation

Address:

21 Avenue Road
Southall
Middx
UB1 3BL

Telephone:

General 0208 571 9595

Helpline: 0208 571 0800

Fax: 0208 574 6781

E-mail:

info@southallblacksisters.co.uk

Service Profile:

- An advice, advocacy and resource centre to help women escape domestic and sexual violence forced marriage and honour based violence.
- We provide information, advice advocacy, practical help, counselling and support to women

children experiencing domestic and sexual violence.

- Our holistic service aims to help them escape violence and abuse and deal with a range of inter-related problems.
- We deal with the following issues Domestic Violence, Forced Marriage, Rape and sexual abuse, Sexual harassment, Dowry-related abuse, Honour crimes, Matrimonial issues, Child residency and contact, Housing and homelessness, Immigration and asylum, Depression, mental health, suicide and self-harm, Policing and crime, and Racism.
- We also run various support groups, activities and English Classes.

Client(s) service is aimed at:

- Black and minority women, however we do not turn any woman away needing assistance.

Client(s) Excluded:

- Service is for Women only

Opening Times:

Monday – Friday 0900 - 1700

Language Provisions:

- Hindi
- Gujarati
- Urdu
- Punjabi
- We also have access to Language line for other languages.

Disabled Facilities:

- Limited access

Referral Procedures:

Self and Agency referrals



COMMUNITY OF REFUGEES

Voluntary organisation

Address:

St Margaret's House,
Room 18,
21 Old Ford Road,
London
E2 9PL

Tel: 0207 538 4986

E-mail:

crveastlondon@btconnect.com

Service Profile:

- Provides advice and advocacy in matters relating to benefits, mental health, family matters (domestic violence), housing, and education

Client(s) service is aimed at:

- Vietnamese refugees/asylum seekers from Tower Hamlets

Opening Times:

- Wednesday, Thursday, Friday 0930 - 1700 by appointment or drop in
- No waiting list

Language Provisions:

- Vietnamese speaking advocates

Disabled Facilities:

- Toilet facilities for disabled people
- Wheelchair access
- Home visits
- Parking

Referral Procedures:

Self-referrals accepted

ST PETER'S COMMUNITY AND ADVICE CENTRE

Voluntary organisation

Address:

1 Marian Place
Bethnal Green
London
E2 9AX

Tel: 0207 739 8024

Fax: 0207 739 8359

E-mail: stpetersadvic@fsmail.net

Web: www.stpetersadvice.org

Service Profile:

- Community organisation which provides advice and information for welfare rights, benefits, housing and immigration
- Organisation has a Bangladeshi Women's Development Programme
- Bangladeshi Girls and Young Women Club
- Drugs awareness education and outreach
- Advice, counselling for DV clients as well as referrals
- Elders development program including 3 day lunch club

Client(s) service is aimed at:

Bangladeshi community.

Clients Excluded:

- Men & boys under the age of 18 years.

Opening Times:

- Mondays- 1000 -1300 appointment (women)
- Mondays 1000 – 1600 appointments (age 60+ women)



- Tuesdays 1000 – 1300
Appointments (Age 60+ men)
- Tuesdays 1400 – 1600 Telephone
advice (age 60+)
- Wednesday 1000 – 1300
Appointments (Women)
- Wednesdays 1000 – 1600
Appointments (Age 60+ Women)
- Thursdays 1000 – 1300
Appointments (Age 60+ men)
- Thursdays 1000 – 1600
Appointments (Age 60+ women)
- Saturdays 1100 – 1500 Drop in
(Girls and Women)

Language Provisions:

- Written information available in
Bengali
- Male and Female Bengali
interpreters available

Disabled Facilities:

- Wheel chair access
- Disabled toilets available

Referral Procedures:

Agency and self-referrals accepted

LATIN AMERICAN WOMEN RIGHTS SERVICE (LAWRS)

Voluntary organisation

Address:

Tindlemanor
52-54 Featherstone Street
London
EC1Y 8RT

Tel: 0207 336 0888

Fax: 0207 336 0555

E-mail: lawrs@lawrs.org.uk

Web: www.lawrs.org.uk

Service Profile:

- Provide emotional support, legal and welfare advice to Latin American women living in London who have experienced or are experiencing domestic violence. This service also includes violence in same sex couples, violence against women +50 and against girls.
- Provide referrals of clients to other projects in LAWRS and outside the organisation.
- Do not provide immigration advice, queries in this field are referred to other Voluntary organisations.
- The DVP Project also provides advocacy before the police and other statutory agencies, and volunteer Spanish and Portuguese interpreters to accompany clients who do not speak English to see their GP, to log a complaint at the police station or visit a solicitor.
- Organise domestic violence awareness training courses for clients and the public in general.
- Counselling Service provides one-to-one counselling and group therapy for women who experienced domestic violence. The services are totally free, and provided by Latin American trained workers in client's language.

Client(s) service is aimed at:

Latin American's living in London.

Clients Excluded:

- Men are excluded from our services and they are not entitled to enter the premises of our building

Opening Times:

- Monday – Friday 1000 - 1300 and
1400 - 1700 (by appointment only)

**Language Provisions:**

- Written information available in Spanish and Portuguese.
- Female interpreters available.

Disabled Facilities:

- Wheelchair access (lift and toilet facilities)

Referral Procedures:

Agency and self-referrals accepted.



SECTION 16 – HOMELESS PEOPLE

Useful Help lines and Websites

SHELTERLINE

0808 800 4444

Web: www.shelter.org.uk

Freephone 24 hour helpline - help with housing problems and finding hostel places

LBTH HOUSING OPTIONS SERVICE

Statutory organisation

Address:

Albert Jacob House
62 Roman Road
London
E2 0PG

Tel: 0207 364 7474

Fax: 0207 364 7222

Web: www.towerhamlets.gov.uk

Service Profile:

- Anyone seeking re-housing due to domestic violence may approach the Housing Options Service, which will assess their circumstances and consider possible options for securing alternative accommodation where appropriate
- Statutory homelessness provision for people who are eligible for assistance (i.e. not subject to immigration control or who have recourse to public funds), unintentionally homeless and in priority need
- People who are unable to remain in their homes due to violence, or threats of violence that are likely to be carried out, may approach any Council to make a homeless application – they do not have to

have a local connection. If they feel unsafe approaching their local Council then they can apply elsewhere

- Applicants can be provided with emergency temporary accommodation while consideration is given as to how best to deal with the application in the long term e.g. the 'sanctuary' option, injunction, provision of a private sector rent deposit, awarding an extenuating social need transfer

Clients Excluded:

- People who are not eligible for assistance due to their immigration status or who do not have recourse to public funds
- People who are seeking to be housed into the public sector outside Tower Hamlets – they should approach the Council in the area they wish to be housed

Opening Times:

- Monday - Friday 0930 – 1600
- Emergency out of hours – contact the Council's out of hours service

Language Provision:

- Bengali speaking interpreter
- British Sign Language
- Other language requirements will be provided on request

Disabled Facilities:

- Wheel chair access
- British sign language
- Hearing loop system

Referral Procedures:

Agency and self-referrals accepted – applicants will be asked to attend the office. It is helpful if they bring proof of identity, children's birth certificates, tenancy documents etc. with them



PROVIDENCE ROW CHARITY

Voluntary organisation

Address:

Dellow Centre
82 Wentworth Street
London
E1 7SA

Tel: 0207 375 0020

Fax: 0207 377 5366

E-mail:

<mailto:info@providencerow.org.uk>

Web: www.providencerow.org.uk

Service Profile:

- The centre provides a service for people sleeping rough or living in a hostel, but also plays an important part in supporting people who are permanently housed but living in poverty and isolation.
- Tuesday: legal advice
- Also provide showers, food, benefits advice, substance misuse advice, housing advice and counselling

Opening Times:

- Monday – Friday 0900 – 1130
- Activities between 1300 – 1700 for people who are engaging.

Language Provisions:

Written information available in Somali, Bengali, Urdu and Arabic

Disabled Facilities:

- Disabled toilets available
- Wheelchair access

Referral Procedures:

- Agency and self-referrals accepted
- Subject to Initial Assessment of need



SECTION 17 – PEOPLE WITH LEARNING DISABILITIES

Useful Help lines and Websites:

MENCAP

Tel: 0808 808 1111 (24 hours)

Monday – Friday 0900 - 1700

Help or advice on anything to do with
learning disabilities

www.mencap.org.uk



SECTION 18 – GAY, LESBIAN, BISEXUAL & TRANSGENDER (LGBT)

Useful Help lines and Websites:

BROKEN RAINBOW

Tel: 0300 999 5428

Advice and referral service for people experiencing domestic violence in LGBT relationships

Email: help@broken-rainbow.org.uk

Web: www.broken-rainbow.org.uk

GALOP

Advice Line

Tel: 0207 704 2040

Monday, Tuesday, Wednesday & Friday 1000 - 1600

Advice and support for LGBT people experiencing homophobic violence, sexual violence, domestic violence or who have issues with the police.

Email: info@galop.org.uk

Web: www.galop.org.uk

NAZ PROJECT

Tel: 0208 741 1879

Monday – Friday 0900 - 1700

For people from South Asian, Middle Eastern, North African, Horn of Africa and Latin American communities who identify as lesbian gay bisexual or transgender. Support and information about sexual health and HIV issues.

Email: npl@naz.org.uk

Web: www.naz.org.uk

LONDON LESBIAN AND GAY SWITCHBOARD

Tel: 0300 3300 0630

24-hour help and advice targeted mainly at lesbians and gay men

BROKEN RAINBOW

Voluntary organisation

Telephone /Fax: 08452 60 55 60

Helpline: 0845 260 55 60 / 0300 999 5428

E-mail: mail@broken-rainbow.org.uk
help@broken-rainbow.org.uk

Web: www.brokenrainbow.org.uk

Service Profile:

Helpline

- Helpline; listening information and sign posting service for Lesbian, Gay, Bisexual and transgender people (LGBT), experiencing domestic violence

Broken Rainbow (UK)

- Training and support for mainstream services on the issues of LGBT domestic violence
- Broken Rainbow does not provide an advocacy service or deal with refuge placements
- Broken Rainbow is working to provide training, raise awareness, and influence policy around the needs and issues of domestic violence in LGBT communities
- Broken rainbow works closely with the DV sector, statutory and voluntary sectors including regional, LGBT domestic violence forums

Client(s) service is aimed at:

- LGBT clients
- Broken Rainbow work with perpetrators

Opening Times:

- Helpline: Monday – Thursday 1000 – 1700 (extended until 2000 on Thursday)
- You may email us via



help@broken-rainbow.org.uk

Language Provisions:

None

Disabled Facilities:

None

Referral Procedures:

- Both self-referrals
- Agency referrals
- Please call for further information – all strictly confidential

EAST LONDON OUT PROJECT

Voluntary organisation

Address:

56-60 Grove Road
Walthamstow
London
Essex
E17 9BN

Tel: 0208 509 3898

Fax: 0208 509 7950

- **E-mail:** admin@elop.org (organisations)
- info@elop.org (LGBT community members)

Web: www.elop.org

Service Profile:

- Advice and information
- Community safety and crime reporting
- Counselling – individual and relationship (couples); (12, 28, and 42 week contracts, low-cost sliding scale)
- Sexual health advice and information service
- Social and support groups for lesbians, gay men and bisexual people

- Young people's services
- Mental Health and Learning Disability Support (Thursday 1430 - 1630)
- Youth Out East (LGBT Youth Group 13-21, Wednesday 1800 - 2100)
- LGBT Parent and Toddlers (Thursday 1030 – 1230)
- Weekly Women's Nights (Monday 1900 – 2130)
- Bi -Monthly Men's Night (1st Tuesday's) and (Outings on 3rd Tuesday) 1930 - 2130

Client(s) service is aimed at:

- Lesbians, gay men bisexual and trans people

Opening Times:

- Monday - Thursday 0930 – 1800
- Friday -0930 - 1300

Counselling Services:

- Monday - Thursday 1000 – 2130

Information Line:

- Monday - Thursday 1800 - 2130

Language Provisions:

Some language facilities, ring to arrange

Disabled Facilities:

Wheelchair access on the ground floor

Referral Procedures:

Agency and self-referrals accepted

Disabled Facilities:

- Wheelchair access.
- Braille and sign language can be available on request

Referral Procedures:

- Agency and self-referrals accepted



PACE (Project for Advocacy, Counselling and Education)

Voluntary organisation

Address:

34, Hartham Road
London
N7 9JL

Tel: 0207 700 1323

E-mail: info@pacehealth.org.uk

Web: www.pacehealth.org.uk

Service Profile:

Range of support services for lesbians, gay men, bisexuals and transgender people, including:

- Workshops & Groups
- Training in sexuality, diversity and HIV issues
- Youth work services for those under the age of 25
- Mental Health Advocacy
- Counselling for individuals, couples and families

Client(s) service is aimed at:

Lesbian, gay, bisexual and transgender people

Clients Excluded:

Those who do not consider themselves to be LGBT or questioning their sexuality

Opening Times:

- Monday - Friday, 1000 – 1700
- Waiting times vary across the services. Please contact organisation to find out specific information about current waiting times.

Language Provisions:

- None

Disabled Facilities

- Limited access, please call to discuss requirements

Referral Procedures:

Self-referrals accepted

LGBT DOMESTIC ABUSE PARTNERSHIP

Voluntary Organisation

Address:

2G Leroy House,
436 Essex Road,
London
N1 3QP

Tel: 020 7704 6767

Telephone Helpline(s):

Broken Rainbow: 0300 999 5428

Galop: 020 7704 2040

Stonewall Housing: 020 7359 5767

Fax: 020 7704 6707

Web: www.lgbtdap.org.uk

Service Profile:

- The LGBT Domestic Partnership (DAP) is made up of five voluntary sector LGBT organisations working in partnership to provide a specialist service for Lesbian, gay, bisexual and trans people experience domestic abuse.
- The DAP offers advice, support and advocacy to LGBT people, including emotional/practical support, safety planning, housing advice and up to 12 free counselling sessions

Client(s) service aimed at:

Lesbian, gay, bisexual and trans people

Client(s) excluded:



The DAP is an LGBT only service

Opening Times:

- Check each DAP partner for opening times of service at www.lgbtdap.org.uk

Language Provisions:

- Interpreting service available on request

Disabled Facilities:

- The DAP offers BT Type Talk and all advocacy organisations provide for disabled people

Referral Procedures:

- Survivors self-refer by calling any of the telephone helpline numbers above to contact the DAP or
- By using the online self-referral form
- Self-referrals (also for professionals) via <http://lgbtdap.org.uk/self-referrals/>
- Telephone/email referrals by professionals to Sarah.Golightley@galop.org.uk or Peter.Kelley@galop.org.uk or
- Telephone 0207 704 6767



SECTION 19 – MIGRANT & REFUGEE COMMUNITIES

PRAXIS

Voluntary organisation

Address:

Pott Street,
London
E2 0EF

Tel: 0207 729 7985

Fax: 0207 729 0134

Mincom: 0207 729 0154

E-mail: admin@praxis.org.uk

Web: www.praxis.org.uk

Service Profile:

- Praxis is a membership organisation advancing the human rights and social justice of people displaced by war, conflict, impoverishment and environmental degradation
- Praxis works with new residents and new communities

Client(s) service is aimed at:

General migrant population

Clients Excluded:

- UK nationals and those who have lived in Tower Hamlets for more than 2 years

Opening Times:

- Monday to Friday, 0930 - 1730

Language Provisions:

- Many Praxis staff speak more than one language
- Written information - Welcome Pack to Tower Hamlets in 8 languages (Bengali, English,

French, Russian, Somali, Chinese, Turkish and Vietnamese)

- Interpreting services is available
- Female interpreters available on request

Disabled Facilities:

- Wheelchair Access - lift
- Sign language – on request

Referral Procedures:

Agency and self-referrals accepted



SECTION 20 –WOMEN & GIRLS

THE FREEPHONE 24 HOUR NATIONAL DOMESTIC VIOLENCE HELPLINE

Tel: 0808 2000 247

www.nationaldomesticviolencehelpline.org.uk

RAPE & SEXUAL ABUSE SUPPORT CENTRE HELPLINE

Tel: 0808 802 9999

WOMEN & GIRLS NETWORK DEDICATED LONDON SEXUAL VIOLENCE HELPLINE

Tel: 0808 801 0770

JAGONARI WOMEN'S EDUCATIONAL RESOURCE CENTRE

Voluntary Organisation

Address:

183 – 185 Whitechapel Road,
London
E1 1DN

Tel: 0207 375 0520 or 0207 422 0902

Service Profile:

- Hosts the Domestic Abuse One Stop Shop (OSS) on a Monday morning, 0930 – 1230. The OSS is attended by the Police, Tower Hamlets Domestic Violence & Hate Crime Team, Victim Support, Housing and a legal representative.
- Promotes women's personal, physical, social and mental wellbeing through various services such as education, (including

ESOL classes), training, employment advice, family support, health and wellbeing programmes and various other activities to support vulnerable women in the community.

- Women Ahead run a women's offenders project, which is a holistic service offering one to one support and guidance around various support needs including domestic abuse
- Runs domestic abuse surgery in HMP Holloway
- Runs domestic abuse victim support groups
- Crèche on site

Client(s) service is aimed at:

Women living in Tower Hamlets, (happy to signpost women from other boroughs)

Client(s) Excluded:

Men

Opening Times:

Monday – Friday 0930 – 1630

Language Provisions:

- English
- Bengali
- Urdu
- French
- Spanish
- Finnish
- Italian

Disabled Facilities:

- Disabled access
- Disabled toilets available

Referral Procedures:

Agency and self-referrals accepted



DOOR OF HOPE

Voluntary Organisation

Address:

Tab Centre
Godfrey's Place
Shoreditch
London
E2 7NT

Tel: 0207 729 7982

E-mail: admin@doorofhope.org.uk

Service Profile:

- Evening street outreach
- 1:2:1 support

Client(s) service is aimed at:

- Women at risk of, involved in, or wishing to exit street based prostitution in Tower Hamlets.

Client(s) Excluded:

- Service is for women only.

Opening Times:

- Not applicable (Staff work flexible hours according to client need)

Language Provisions:

None

Disabled Facilities:

Fully accessible

Referral Procedures:

- Self-referral or through an agency -
- Call/email Daytime Support Co-ordinator or
- Evening Outreach Co-ordinator.

DEAFHOPE

Voluntary

Address:

The Bridge
Falcon Mews
46 Oakmead Road

Balham
London
SW12 9SJ

Tel: 0208 772 3241

SMS/Text: 07960 350 366

E-mail: deafhope@signhealth.org.uk

Service Profile:

- A service for Deaf women and children experiencing domestic abuse, providing outreach and advocacy support by trained and experienced Deaf advocates.
- We have an IDVA service for London and Greater London, and Young Deaf Hope service for young Deaf people aged 11-30.
- We can also provide training on Deaf cultural issues to service providers.
- We do not have a dedicated refuge but we can provide support to Deaf women who need to access mainstream refuges, including loan of specialist equipment.

Client(s) service is aimed at:

Deaf Women and children

Client(s) Excluded:

Deaf Hope is a specialist service so we do not provide support to hearing women or Deaf men.

Opening Times:

- Office hours Monday – Friday, 0900 - 1700.
- Out of hours service available on 07970350366

Language Provisions:

British Sign Language (BSL)

Referral Procedures:

We accept referrals from other agencies but Deaf women can also refer themselves.



Referral form available on request by email.

ACCOUNT3 WOMEN'S CONSULTANCY SERVICES

Voluntary organisation

Address:

3 Birkbeck Street
Bethnal Green
London
E2 6JY

Tel: 0207 739 7720

Fax: 0207 739 5087

Email: admin@account3.org.uk

Web: www.account3.org.uk

Service Profile:

- Account3 is a women's training and development organisation
- Work with training providers, local authority, government agencies and private companies to develop programmes of activities and services, which respond to individual needs as well as local needs
- Job Search Project (providing access and education needed to reach career goals)
- Vocational Training Programmes (training courses with nationally recognised qualifications)
- Welfare Link Project (one-to-one, confidential advice on welfare matters including domestic violence issues)

Client(s) service is aimed at:
Women

Opening Times:

- General opening times: Monday – Friday 0930 - 1730 (different opening times operate for all Account3 projects)

- Drop in sessions are available – call for further information.

Language Provisions:

- Urdu
- Bengali/Sylheti

Disabled Facilities:

- Wheelchair access
- Disabled Toilets

Referral Procedures:

- Self-referral accepted - appointments can be made via telephone or clients may attend the drop in surgeries
- Agency referral accepted – only via pre-booked appointments over the telephone. For welfare advice the Tower Hamlets Legal Services standard Referral Form must be completed by the agency

ELM WOMENS LINK

Voluntary organisation

Address:

46 – 92 Whitechapel Road
London
E1 1JX

Tel: 0207 650 3024 or 0207 650 3000

Fax: 0207 650 3002

E-mail:

womenslink@eastlondonmosque.org.uk

Service Profile:

Provide culturally and spiritually sensitive advice and support for women and young females.

- Information advice and guidance (IAG - advice by appointment)
- Counselling (contact us for an assessment/ waiting list)
- Classes for personal development (advertised on the ELM website)

**Client(s) service is aimed at:**

Women from all communities

Opening Times:

Monday – Friday, 1000 - 1600

Language Provisions:

- Bengali,
- Somali
- Other languages by appointment.

Disabled Facilities:

Wheelchair access through LMC

Referral Procedures:

Agency and self-referrals accepted

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