

Bedfordshire Domestic Abuse Support Service Directory

Updated November 2022

Please note that information provided is a summary of service overview – full details should be reviewed via each providers website



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General Domestic Abuse Advice/Support

Bedfordshire Victim Care Services

Overview: Telephone and face to face practical and emotional support and advice for all victims, and families of victims, of any type of crime. An individual does not have to report the crime to Police to access Bedfordshire Victim Care Services which is a confidential service. Self-referral or via a professional.

Area: Bedfordshire.

Telephone: 0800 0282 887

[Email](#) and [Website](#)

Living Your Life

Overview: Living Your Life support women and men across Bedfordshire who have been affected by trauma, including sexual trauma, domestic abuse and violence. Their work with male victims has been nationally recognised. Experienced with criminal court processes, they offer pre-trial therapy. Their services include counselling, coaching and workshops (e.g. self-esteem). Self-referral.

Area: Bedfordshire.

Telephone: 07792 938089

[Email](#) and [Website](#)

National Centre for Domestic Violence

Overview: The National Centre for Domestic Violence (NCDV) specialise in providing free, fast, and effective support to survivors of domestic violence and abuse, usually by helping individuals obtain injunctions from their local county court. Help includes their free injunction service (often within 24 hours), a large framework of Legal Aid family solicitors throughout the country, Emergency Non-Molestation and Occupation Orders, Emergency Prohibited Steps Orders and Direct links with Local Authorities, health centres, refuges & Women's Aid Centres. This free service is provided to everybody, regardless of their financial circumstances, sexual orientation, race, gender, age, political, religious belief or otherwise. It was established to help survivors of domestic violence and abuse to obtain protection against the perpetrator, as well as offering services to the police, probation service, domestic abuse agency workers, the legal profession and judiciary.

Area: National.

Telephone: 0800 970 2070 (option 1)

[Email](#) and [Website](#)

Victim Support

Overview: Victim Support is a national charity to help anyone affected by crime, including their friends, family and any other people involved. They provide free and confidential support 24 hours a day for people affected by crime and traumatic events – regardless of if the crime has been reported to the police. Self-referral or via professional.

Area: National.

Telephone: National 24 Hour Support Line 0808 1689111.

[Website](#) - live chat offered on the website.

Victim Support Domestic Abuse Support Services (DASS)

Overview: Victim Support's specialist outreach Independent Domestic Violence Advisor (IDVA) support for anyone over 16 years of age, at medium or standard risk from domestic abuse; regardless of gender, sexuality, race, religion, ability or background, to help them keep themselves and their children safe and to support them to move on and recover from the abuse. Providing risk assessment, safety planning, emotional and practical support, advice and guidance with a range of issues and signposting or referral to other support services. Referral is via referral form. Service hours are Monday to Friday 8am to 5pm. Please note support there is a specialist service for those at high risk of harm from domestic abuse. See entry for [Victim Support – IDVA Service Bedfordshire](#).

Area: Bedfordshire.

Telephone: Luton on 01582 488777 or Bedford and Central Bedfordshire on 01234 763785.

[Email](#) and [Website](#)

Victims and Witness Information Service

Overview: This nationwide service was launched in August 2015 as part of the Government's commitment to victims and witnesses of crime. It helps you find local support after a crime takes place. It brings together information on what will happen after reporting a crime, the people you might meet, the help you should get and how to complain if something goes wrong. It is supported by the website, which signposts you to help within your local area. Self-referral.

Area: National.

Telephone: 0808 916 8929 (available 8am to 8pm daily. Calls free from landlines, possible charges from mobile).

[Website](#)

Victims Commissioner

Overview: The Victims' Commissioner for England and Wales is dedicated to improving how the criminal justice system works for all victims and witnesses. The role of the Victims' Commissioner is to: raise awareness of the common issues faced by victims and witnesses, monitor how criminal justice and victim support agencies comply with the Victims' Code and Witness Charter, conduct detailed research and produce comprehensive reviews, use their independent voice to influence national policymaking and hold partner agencies to account and speak up about what works best for all victims and witnesses, and especially the most vulnerable. Every victim has a different experience of the criminal justice system. Your individual journey depends on the nature of the crime, the outcome of the police investigation and local differences in victim services. Please be aware that the Victims' Commissioner can't champion individual cases or challenge criminal justice agencies to make different decisions. However, they're there to listen if you're willing to tell them what went wrong. Your experience can help them campaign for better services for victims.

Area: National.

[Website](#)

High Risk Victims of Domestic Abuse

Multi Agency Risk Assessment Conference (MARAC)

Overview: For clients that are risk assessed as high risk of serious harm/death, where the client is aged 16 years and over. Support from an Independent Domestic Violence Advisor (IDVA) is offered to all MARAC clients.

Area: Bedfordshire.

[Central Bedfordshire Email](#) and [referral form](#).

[Bedford Borough Email](#) and [referral form](#).

[Luton Email](#) and [referral form](#).

Victim Support – IDVA Service Bedfordshire

Overview: The Bedfordshire Independent Domestic Violence Advisory (IDVA) Service is a SafeLives Leading Lights accredited service, reflecting good and safe practice. They offer advice, advocacy and support to high-risk victims of domestic abuse. They support any victims over the age of 16 years old that are at risk of significant harm, regardless of their sexuality, gender, disability, culture or background. They have IDVA's based in Luton, Bedford and at both Luton & Dunstable and Bedford Hospitals and offer a free, independent and confidential service. Support can be provided for risk assessment, safety planning, support and signposting, home security surveys, housing options, criminal proceedings support, agency liaison, signposting to financial advice, advocacy at MARAC and support in accessing other specialist services. Self-referral or via a professional. Please note support there is a specialist service for those at lower risk levels. See entry for [Victim Support Outreach Domestic Abuse Support Services \(DASS\)](#).

Area: Bedfordshire, including Luton.

[Website](#)

Luton: 01582 488777 (8am to 5pm, Monday to Friday) and [email](#).

Bedford: 01234 763785 (8am to 5pm, Monday to Friday) and [email](#).

Or National Victim Support 24hr support line 0808 1689 111

Female Victims/Survivors of Domestic Abuse

ACCM (UK)

Overview: ACCM (UK) support victims of DA/sexual abuse and provide emotional support. ACCM (UK) works in Bedfordshire and surrounding areas to promote action to bring about positive social change to enhance the wellbeing and to protect the dignity of girls and women. ACCM (UK) is committed to eliminating of all harmful traditional and discriminatory practices that violate Human Rights of girls and women (boys and men), such as female genital mutilation and forced arranged marriage and honour-based violence, domestic violence, sexual abuse, we provide emotional support, legal advice and much more to rebuild the victim's life. [Facebook](#) and [Twitter](#). ACCM (UK) established in 2008, is a Charity and an international non-governmental organisation (NGO), evolved from a major local charity, Agency for Culture and Change Management - (ACCM Sheffield), whose primary role was to lobby for and communicate the effects of legislation concerning Female Genital Mutilation and other harmful traditional practices in the UK.

Area: Bedfordshire and offer UK wide support on illegal harmful traditional practices.

Telephone: 01234 356910 or 07767 164804

[Email](#) and [Website](#)

Bedford Women's Centre

Overview: Charity that supports women in the community to improve the quality of their and their family's lives. Offering one-to-one support, mentoring, workshops, support groups for women to promote healthy relationships and eradicate Domestic Abuse including Freedom programme and 'Own my life'. Also host a free Family Law legal clinic for women on the first Wednesday of every month in conjunction with Family Law Group. Bedford Women's Centre can provide support to access services for women who speak Mirpur, Urdu, Arabic and Punjabi. Host a free Family Law legal clinic for women on the first Wednesday of every month in conjunction with Family Law Group. Self-referral.

Area: Bedford.

Telephone: 01234 316801

[Email](#) and [Website](#)

Early Childhood Partnership - Horizons Domestic Abuse Support Service

Overview: Horizons is a project for women and their children, living in Bedford who have experienced domestic abuse. They support families through a range of interventions, including bespoke one to one or group-based support. These are available to families with children and young people under the age of 18 living in Bedford Borough. Their programmes consist of therapeutic support alongside activity-based learning. Self or professional referrals welcome. Horizons also offers counselling for children, young people and adults and a play therapy service.

Area: Bedfordshire.

Telephone: 0300 323 0245

[Email](#) (email to gain return referral form) and [Website](#)

Luton All Women's Centre (LAWC)

Overview: Charity for women, run by women based in Luton. Offering one to one support for domestic abuse (DA) and other forms of abuse and trauma; forced marriage, honour-based abuse and FGM support; counselling service; Own My Life DA programme and Our Lives (for South Asian women – delivered in Urdu and Bengali) DA groups; legal advice; exploitation support; awareness raising in education settings, and awareness raising/training for professional's about LAWC, DA and Harmful Practices. They also offer support to employers in Luton through their Employers Against Domestic Abuse project – to enable employers to better support their staff wellbeing. Professionals can refer via a referral form. Women aged 18+ can self-refer.

Area: Based in Luton but will support women from Bedfordshire.

Telephone: 01582 416783

[Email](#) and [Website](#)

National Domestic Abuse Helpline

Overview: The freephone, 24 Hour National Domestic Abuse Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing are available (including a BSL interpreter service 10am-6pm Monday to Friday). There is a daily live chat option available 3pm-10pm Monday to Friday. The helpline can also help access refuge accommodation, or other specialist domestic violence services depending on individual need. Self-referral.

Area: National.

Telephone: 0808 2000 247

[Website](#)

Own My Life Course

Overview: Own My Life is a 12-week course that supports women in regaining ownership of their lives after being subjected to abuse or violence by a partner. The course looks at ways of regaining control and moving on to happy and healthy lives and relationships. We look at ways of regaining control of our lives and moving on to happy and healthy lives and relationships. This includes regaining ownership of our: Mind, Body, Choices, Relationships, World, Feelings. Groups are available at different times, please use the contact details listed for availability.

Area: Bedfordshire.

Telephone: 01582 660061

[Email](#)

Penrose – Community Action to Thrive and Enable (CATE) Project

Overview: CATE Project supports vulnerable women to make changes in their lives with support interventions that have a positive and lasting impact. Penrose uses this experience to provide specialist services for Women who need support, advice, care and brokerage to help navigate their way to independent fulfilled lives. Their service is person-centred and built around individual needs and aspirations with the aim of securing independence and resettlement into the community.

Area: Bedfordshire.

Contacts: Michelle McErlane, Specialist Women’s Support Coordinator, on 0780573911 or [email](#). Or Patricia Medford, Luton Service Manager, on 07805739017 or [email](#). The office number is 01582 343230.

[Email](#) and [Website](#)

Stepping Stones

Overview: Stepping Stones is a Luton based charity which supports women who are victims of domestic abuse and/or substance misuse. They can offer one to one and group support covering various areas including parenting, trauma, domestic abuse, anger and mental wellness. They also offer counselling and legal advice through qualified volunteers. They provide a safe, welcoming, non-judgemental environment for women living in Luton and Central Bedfordshire, who have suffered abuse, who are vulnerable due to substance misuse, offending, mental health conditions and/or are involved with Local Authority Children’s Social Care. Self-referral or via a professional.

Area: Based in Luton but will support women from Central Bedfordshire.

Telephone: 01582 457114

[Email](#) and [Website](#)

The Ebonista Project

Overview: The Ebonista Project is based in Luton and offers emotional and practical support to women and children who have been subjected to domestic abuse. They welcome women of any background to their service and have a strong focus on reaching women from the Black African and Caribbean community, who may have experienced barriers accessing support due to systemic racism and a lack of cultural understanding in our society. The organisation is led by a team who have both lived and professional experience which drives their passion and commitment to support others. They run a variety of group programmes to educate, raise awareness and empower women who have faced such trauma. Self-referral or via a professional.

Area: Bedfordshire.

Telephone: 07306 088816 (available 10am to 6pm, Monday to Friday)

[Email](#) and [Website](#)

The Freedom Programme

Overview: The Freedom Programme is for women. It examines the roles played by attitudes and beliefs on the actions of abusive men and the responses of victims and survivors. It aims to help women who have experienced domestic abuse to make sense of and understand what has happened to them over a period of 12 weeks in a group setting. It is a nurturing environment, where help and support can be found and friendship and confidence are built. Self-referral or via professional.

Area: Bedfordshire.

Central Bedfordshire: 0300 300 8585 (option 3) or [email](#).

Luton: 01582 457114 or [email](#). 01582 518400 or [email](#).

The Muslim Women's Network Helpline (MWNUK)

Overview: The Muslim Women's Network UK (MWNUK) is a national charity working to improve the social justice and equality for Muslim women and girls. It operates the national MWNUK Helpline which provides support and advice to women who have experienced additional cultural barriers and require a faith and culturally sensitive service. The MWNUK Helpline supports women with a range of issues including, Domestic Abuse, Mental Health, Housing & Homelessness, Divorce and Forced Marriage. This is a confidential service, and can support women in Urdu, Punjabi, Bengali and English. Self-referral.

Area: National.

Telephone: 08009995786

[Email](#) and [Website](#)

The WAY Project

Overview: The Walking Alongside You (WAY) programme is a creative approach designed to address the problems of women who have had children removed from their care, and where there is potential risk that if there was a future pregnancy this may also result in a child being removed. WAY offers an intense programme of therapeutic, practical and behavioural support individually designed around each woman's individual need.

Area: Central Bedfordshire.

Telephone: 0300 300 6752 or 0300 300 5643

[Email](#)

Victim Support

Overview: Victim Support is a national charity to help anyone affected by crime, including their friends, family and any other people involved. They provide free and confidential support 24 hours a day for people affected by crime and traumatic events – regardless of if the crime has been reported to the police. Self-referral or via professional.

Area: National.

Telephone: National 24 Hour Support Line 0808 1689111.

[Website](#) - live chat offered on the website.

Victim Support Domestic Abuse Support Services (DASS)

Overview: Victim Support's specialist outreach Independent Domestic Violence Advisor (IDVA) support for anyone over 16 years of age, at medium or standard risk from domestic abuse; regardless of gender, sexuality, race, religion, ability or background, to help them keep themselves and their children safe and to support them to move on and recover from the abuse. Providing risk assessment, safety planning, emotional and practical support, advice and guidance with a range of issues and signposting or referral to other support services. Referral is via referral form. Service hours are Monday to Friday 8am to 5pm. Please note support there is a specialist service for those at high risk of harm from domestic abuse. See entry for [Victim Support – IDVA Service Bedfordshire](#).

Area: Bedfordshire.

Telephone: Luton on 01582 488777 or Bedford and Central Bedfordshire on 01234 763785.

[Email](#) and [Website](#)

Victim Support – iMatter Programme

Overview: Victim Support's online iMatter programme is for women aged 16+ who have been, or are currently, victims of domestic abuse. It is suitable for those who are not high risk, and is available in the following languages: English, Welsh, Urdu, Bengali, Polish and Gujarati. The programme is delivered online, by Zoom, across 10 weeks in groups of up to 12 women. Sessions are facilitated by two specially trained Victim Support staff members. Each session lasts approximately 90 minutes, with the programme offered on a variety of days and times to suit people's needs. Each session focuses on group discussion and the sharing of ideas, but participants will not be asked to share anything they do not wish to. The focus of iMatter is not on individual experiences, but on helping victims of domestic abuse move on in their recovery journey. The programme looks at the importance of self-worth, self-care and mindfulness. Self-referral or via professional.

Area: National.

Telephone: 0300 303 5881 (available 9am-8pm, Mon-Fri and 9am-5pm on Saturdays)

[Website](#) and [online referral form](#)

Women's Aid in Luton

Overview: Women's Aid in Luton is a voluntary organisation supporting women and children who fall victim to domestic abuse. They offer support and guidance to women and children from all backgrounds and circumstances, this could be just being someone to listen or to offer complete support in breaking away and starting again. They offer a helpline and drop-in support groups. They provide support, information, guidance, and safe accommodation for women and children who have suffered from or are exposed to gender-based violence. They offer practical help, emotional support and/or a temporary safe place to be, enabling women to have thinking time and an opportunity to prepare for a new life. They are also committed to raising awareness of domestic abuse and its effects within the community. Their refuges allow women access to peer support groups, education, one to one sessions with trained staff and access to legal advice. The children's service is a vital part of Women's Aid in Luton, with trained and skilled support workers able to work with the children that come into refuge to allow them to come to terms with their experiences. Self-referral or via a professional.

Area: Luton

Telephone: 01582 391856 (available 10am to 5pm, Monday to Friday)

[Email](#) and [Website](#)

Male Victims/Survivors of Domestic Abuse

ACCM (UK)

Overview: ACCM (UK) support victims of DA/sexual abuse and provide emotional support. ACCM (UK) works in Bedfordshire and surrounding areas to promote action to bring about positive social change to enhance the wellbeing and to protect the dignity of girls and women. ACCM (UK) is committed to eliminating of all harmful traditional and discriminatory practices that violate Human Rights of girls and women (boys and men), such as female genital mutilation and forced arranged marriage and honour-based violence, domestic violence, sexual abuse, we provide emotional support, legal advice and much more to rebuild the victim's life. [Facebook](#) and [Twitter](#). ACCM (UK) established in 2008, is a Charity and an international non-governmental organisation (NGO), evolved from a major local charity, Agency for Culture and Change Management - (ACCM Sheffield), whose primary role was to lobby for and communicate the effects of legislation concerning Female Genital Mutilation and other harmful traditional practices in the UK.

Area: Bedfordshire and offer UK wide support on illegal harmful traditional practices.

Telephone: 01234 356910 or 07767 164804

[Email](#) and [Website](#)

Mankind Initiative

Overview: The Mankind Initiative is a confidential helpline that is available for all men across the UK suffering domestic abuse/violence by their current or former partner; either a female or same sex partner. The helpline is open 10am - 4pm, Monday to Friday. They also welcome calls from women concerned about a male victim, support organisations, charities and statutory agencies. This can range from actual violence or object throwing, to mental abuse such as constant bullying or constant insults. They provide both emotional support and practical information. Self-referral.

Area: National.

Telephone: 01823 334244 (available 10am to 4pm, Monday to Friday)

[Website](#)

Men's Advice Line

Overview: Men's Advice Line is a confidential helpline for men experiencing domestic abuse and those supporting them. The abuse could be from a partner or ex-partner (or from other family members). Support is also available for gay or bi-sexual men experiencing abuse. It is aimed at men who are experiencing domestic abuse, but they also take calls from family members, friends or practitioners and frontline workers. They can provide emotional support, practical advice and signposting to other services for specialist help. Self-referral.

Area: National.

Telephone: 0808 801 0327 (9am to 8pm Monday to Friday)

[Email](#) (9am to 8pm Monday to Friday and 10am to midday and 4pm to 6pm Saturday and Sunday).

[Website](#) (webchat offered Wednesday, Thursday and Friday from 10am to 11am and 3pm to 4pm).

Survivors UK

Overview: Survivors UK provides a national helpline and both individual counselling and group work from their base in London, E1. The counselling and groups are for adult men/trans people and non-binary people (18 and over) who have experienced sexual abuse at any time in their lives and they also offer workshops for carers/partners/supporters of male survivors. They provide training to professionals and organisations working with adult male survivors. Survivors UK also offer support to young men/trans people and non-binary people aged 13-18. Self-referral.

Area: National.

Telephone: 02035 983898

[Email](#) and [Website](#)

Other: They also offer support services from trained professionals via web and SMS chat.

Chat services are available Monday to Sunday 12 midday to 8 pm. SMS: 020 3322 1860.
WhatsApp: 074 9181 6064.

Early Childhood Partnership - Talk:4M

Overview: TALK:4M offers tailored support for male victims of domestic abuse. The service is delivered across Bedfordshire and offers group-based support programmes, linking in with other agencies and professionals where needed. It aims to empower men to cope and recover from domestic abuse and to feel they have a sense of belonging and support in their community. Self-referral or professional referrals welcome. Email for return referral form.

Area: Bedfordshire.

Telephone: 0300 3230245

[Email](#) and [Website](#)

Victim Support

Overview: Victim Support is a national charity to help anyone affected by crime, including their friends, family and any other people involved. They provide free and confidential support 24 hours a day for people affected by crime and traumatic events – regardless of if the crime has been reported to the police. Self-referral or via professional.

Area: National.

Telephone: National 24 Hour Support Line 0808 1689111.

[Website](#) - live chat offered on the website.

Victim Support Domestic Abuse Support Services (DASS)

Overview: Victim Support's specialist outreach Independent Domestic Violence Advisor (IDVA) support for anyone over 16 years of age, at medium or standard risk from domestic abuse; regardless of gender, sexuality, race, religion, ability or background, to help them keep themselves and their children safe and to support them to move on and recover from the abuse. Providing risk assessment, safety planning, emotional and practical support, advice and guidance with a range of issues and signposting or referral to other support services. Referral is via referral form. Service hours are Monday to Friday 8am to 5pm. Please note support there is a specialist service for those at high risk of harm from domestic abuse. See entry for [Victim Support – IDVA Service Bedfordshire](#).

Area: Bedfordshire.

Telephone: Luton on 01582 488777 or Bedford and Central Bedfordshire on 01234 763785.

[Email](#) and [Website](#)

Living Your Life

Overview: Living Your Life support women and men across Bedfordshire who have been affected by trauma, including sexual trauma, domestic abuse and violence. Their work with male victims has been nationally recognised. Experienced with criminal court processes, they offer pre-trial therapy. Their services include counselling, coaching and workshops (e.g. self-esteem). Self-referral.

Area: Bedfordshire.

Telephone: 07792 938089

[Email](#) and [Website](#)

Victims/Survivors of Domestic Abuse with Children

FACES

Overview: Faces Bedford offers one to one practical and emotional support to families, including through Bedford Domestic Abuse Support Service (BDASS) a bespoke service for victims and their children (0-19) who have been assessed as low to middle risk. Most services are delivered by fully trained volunteers, who visit families at home on a weekly basis. Self-referral or via a professional.

Area: Bedford.

Telephone: 01234 270601

[Email](#) and [Website](#)

Home-Start Central Bedfordshire

Overview: Home-Start Central Bedfordshire helps young children and their families who are struggling with physical and mental ill health, disabilities, bereavement and domestic abuse. They offer programmes such as: Own My Life, a 12-week course for women who have experienced domestic abuse and want to make sense of what happened and how they can recover. The sessions will be delivered via Zoom. Helping Hands, a preventative programme for children to increase their understanding of feeling safe and to explore and promote behaviours which will contribute to a safe environment. Self or professional referral. Participants must no longer be with the perpetrator.

Area: Central Bedfordshire and Luton.

Telephone: 01582 660061

[Email](#) and [Website](#)

Children and Young People Affected by Domestic Abuse

Bedfordshire Open Door

Overview: Offer counselling to young people aged 13 - 25 year in Bedford Borough and North Central Bedfordshire including those affected by Domestic Abuse. Self-referral but can be via a professional with the young person's consent.

Area: Bedford Borough and North Central Bedfordshire.

Telephone: 01234 360388

[Email](#) and [Website](#)

Childline

Overview: Childline will help anyone under 19 in the UK with any issue they're going through (including domestic abuse and mental health). It's free, confidential and available any time, day or night via telephone, email or 1-2-1 webchat. They also provide advice and support for deaf people through BSL and their SignVideo service. Calling Childline is free, and it won't show up on the phone bill. Self-referral.

Area: National.

Telephone: 0800 1111

[Website](#)

CHUMS

Overview: CHUMS is a mental health and emotional wellbeing support for children, young people and their families. Their ethos is to support the family as a whole wherever possible, as well as the child who has been referred. Some services directly support adults. They currently deliver nine services across Luton and Bedfordshire, although not all are available in both areas. Group workshops support parents/carers as well as their children. The most up to date list of services offered within Luton and Bedfordshire, along with other information, can be found [here](#). Referral to CHUMS is via online referral forms relevant to your location and the service required. Please make sure you read the service criteria before completing the form. Please note that CHUMS is not an urgent mental health response service. If you, a child or young person are immediate risk to themselves or others, please contact your GP or local A&E. Alternatively call NHS 111 – option 2, for mental health crisis support 24/7

Area: Luton and Bedfordshire.

Telephone: 01525 863924

[Email](#) and [Website](#)

Embrace, Child Victims of Crime

Overview: We're solely focused on supporting children, young people and families who are victims of serious crime. We help them cope with what has happened, support their recovery and provide services that enable them to put events behind them, move on and fulfil their life's potential. [Online referral form](#).

Area: National.

Telephone: 0345 609 9960

[Email](#) and [Website](#)

Embrace, Child Victims of Crime – KIDVA Support

Overview: KIDVA provides support to Children who have been witness to or assaulted, abused by a parent or close family member. They aim to provide a child centred approach where children have a voice. KIDVA will work with other support professionals such as IDVA's to ensure the children's needs are being met by those responsible for their safety and wellbeing. The KIDVA will also ensure a child centred approach and work in close alignment with police and schools. Referrals can be submitted through the website.

Area: National.

Telephone: 03456099960

[Email](#) and [Website](#)

Embrace, Child Victims of Crime – Stalking Advocate

Overview: Embrace CVOC are currently accepting referrals for young people directly experiencing stalking or those indirectly affected by stalking. The support would include individualised safety planning, protective behaviours work, emotional support and any relevant signposting. Referrals can be submitted through the website.

Area: National.

[Website](#)

NSPCC

Overview: The NSPCC Helpline is staffed by trained professionals who can provide expert and advice and support. They're available if you're concerned about a child, if you're a parent or carer looking for advice, or if you're a professional in need of information and guidance. They can offer guidance and support on a range of topics relating to children and young people, including domestic abuse and Female Genital Mutilation. Self-referral or via a professional

Area: National.

Telephone: 0808 800 5000

[Email](#) and [Website](#)

SignHealth – Supporting Young People

Overview: SignHealth is a national service - Supporting Young People is a unique project working with young deaf people of eleven years and older, to raise awareness of abuse and domestic violence. Our aim is to help young people change or avoid abusive behaviour, and to help them to have healthy relationships, stay safe and be aware of their rights. Domestic abuse is any kind of violence or ill-treatment from family members, partners, ex-partners or carers. Domestic abuse can happen to anyone, but you do not have to put up with it. It is your right to live free from fear of harm. SignHealth gives young people the knowledge, skills and confidence to develop healthy relationship, have a look at the website. Self-referral or via professional.

Area: National.

Text: 07970 350366

[Email](#) and [Website](#)

Sorted

Overview: Sorted offers a free and confidential counselling service for young people aged between 10 and 25 living within the Central Bedfordshire area. They have been helping young people in Dunstable, Houghton Regis and the surrounding areas for more than 15 years and have now extended their services to other parts of Central Bedfordshire as well. If you want to talk to someone their counsellors will listen, offer support and help you work out your feelings, so that you can decide what to do. Counselling sessions are offered between 10 .00 a.m. & 6.30 p.m. Monday to Thursday, dependent on spaces available. Self-referral.

Area: Bedfordshire.

Telephone: Clinical Office 01582 363040 or Admin Office 01582 674442 (the best time to call is Monday to Thursday 10am to 2.30pm. If they're not available, please leave a message and they will call you back).

[Email](#) and [Website](#)

SPACE

Overview: SPACE is designed specifically for young people, aged 9-16 in Bedford Borough, who have experienced one adult hurting another adult in their home (often called domestic abuse). It focuses on: ensuring young people know they are not the only one to have experienced hurting at home, giving time for young people to be themselves, to have fun and to try out new things and providing opportunities for young people to work through their experiences if they want to. Self-referral or via a professional.

Area: Bedford Borough.

Telephone: 01234 840880

[Email](#) and [Website](#)

The FORTIS Project

Overview: The Fortis Project is offered by Sorted Counselling Service and offers counselling to children and young people (ages 5-18) who have experienced or witnessed domestic abuse. The sessions are delivered by experienced, qualified counsellors in Dunstable, with up to 12 one-to-one sessions being offered. Appointments are available 10.30am-6.30pm, Monday to Friday and referral can be made via a professional.

Area: Central Bedfordshire.

Telephone: Clinical Office 01582 363040 or Admin Office 01582 674442 (the best time to call is Monday to Thursday 10am to 2.30pm. If they're not available, please leave a message and they will call you back).

[Email](#) and [Website](#)

The Hideout

Overview: The Hideout provides an online space for children and young people to access online support and guidance around domestic abuse.

Area: National.

[Website](#)

The Hope Program

Overview: The Hope Programme is a Bedfordshire based independent registered charity. They provide a telephone helpline and counselling for people aged over 10 years who have suffered rape and sexual violence, including child sexual abuse. Services are also available to their non-offending family members, partners and carers. They can offer short term advice, peer and group work and e-counselling. They can also advise on criminal justice and prevention, trauma reduction and victim centred support. Self-referral.

Area: Bedfordshire.

Telephone: 0300 365 1045 (available 11am to 5pm Tuesday, Wednesday and Thursday. 24hr answer machine)

[Website](#)

The Mix

Overview: The Mix is a UK support service designed for young people (under 25's). They offer online resources on a range of issues and topics, from mental health to money, from homelessness to finding a job, from break-ups to drugs. After contacting and discussing the issue, the team can then put the young person in contact with relevant services. They also offer Counselling support, there is a self-referral form on their website.

Area: National.

Telephone: 0808 808 4994 (available 4pm to 11pm every day)

[Email](#) and [Website](#)

Other: online chat service (available 4pm to 11pm every day) or text support by texting THEMIX to 85258.

TOKKO

Overview: Luton based charity. Offering young person's counselling, youth space, disability projects, LGBT group.

Area: Luton.

Telephone: 01582 544990

[Email](#) and [Website](#)

Young Minds

Overview: Young Minds is an independent national charity that offers support to young people coping with mental health issues and to parents/carers who are worried about the young people they are supporting. Their website has mental health information and resources for young people and their parents/carers. Self-referral.

Area: National.

Telephone: 0808 802 5544 for parents/carers or use their online contact form.

[Website](#)

Other: young people can text YM to 85258 for access to a free, 24/7 text support service for young people across the UK experiencing a mental health crisis. All texts are answered by trained volunteers, with support from experienced clinical supervisors. Texts can be anonymous, but if the volunteer believes you are at immediate risk of harm, they may share your details with people who can provide support.

Early Childhood Partnership - Domestic Abuse Counselling and Therapeutic Support (including play therapy)

For children and young people living in supported accommodation

Overview: Children and young people aged 4-17 years. Qualified counsellors and play therapists will provide 1:1 and group therapy for children and young people on an outreach basis. The support is for any risk level, and we would encourage referrals for all children and young people who are living in safe accommodation. Children living in refuge will receive support via the refuge provider and should therefore not be referred to this service. Where a child or young person has a primary mental health need, they should continue to be referred to CAMHS/CHUMS.

To be eligible, people must be residing in accommodation that is self-contained, or if shared, single gendered accommodation, and; receiving specialist domestic abuse support, via, for example, refuge (adults only), CBC Domestic Abuse Advisors, IDVA's, DART (domestic abuse resettlement team), Flexible Funding, Bobby scheme.

Area: Central Bedfordshire.

Telephone: 0300 323 0245

[Email](#) wherever possible, it would be preferable for a professional to make the referral, but individuals can also self-refer.

Older People Affected by Domestic Abuse

Age UK

Overview: Provide a free confidential advice line for older people, their families, friends, carers and professionals. Self-referral.

Area: National.

Telephone: 0800 678 1602 (available 8am to 7pm every day)

[Email](#) and [Website](#)

Everyman Project

Overview: A charitable organisation whose mission is to prevent interpersonal violence, in particular domestic violence and abuse. Their core activity is to work with perpetrators to address the root causes of this. They also provide advice, support and counselling to survivors of domestic abuse and violence, including those who have encountered elder abuse or child to parent abuse. Self-referral.

Area: London and surrounding areas.

Telephone: 020 3642 8850

[Email](#) and [Website](#)

Hourglass

Overview: Hourglass works to protect older people from harm, abuse and exploitation across the UK. With more than 25 years' experience and expertise, their mission is to listen, advise and support vulnerable older people and all those affected. Previously known as Action on Elder Abuse. Their confidential helpline provides information and support to anyone concerned about an older person. Self referral or via concerned third party.

Area: National.

Telephone: 0808 808 8141

[Email](#) and [Website](#)

The Silver Line Helpline

Overview: The Silver Line helpline is a free, national, confidential phone line dedicated to older people (55 and over). Open 24/7 it provides information, advice and friendship. The Silver Line Helpline provides three functions to support older people: a sign-posting service to link people into the many, varied services that exist around the country, a befriending service to combat loneliness and a means of empowering those who may be suffering abuse and neglect, if appropriate to transfer them to specialist services to protect them from harm. Low to medium risk. Self-referral or via a professional.

Area: National.

Telephone: 0800 470 8090

[Email](#) and [Website](#)

Victim Support

Overview: Victim Support is a national charity to help anyone affected by crime, including their friends, family and any other people involved. They provide free and confidential support 24 hours a day for people affected by crime and traumatic events – regardless of if the crime has been reported to the police. Self-referral or via professional.

Area: National.

Telephone: National 24 Hour Support Line 0808 1689111.

[Website](#) - live chat offered on the website.

Victim Support Domestic Abuse Support Services (DASS)

Overview: Victim Support's specialist outreach Independent Domestic Violence Advisor (IDVA) support for anyone over 16 years of age, at medium or standard risk from domestic abuse; regardless of gender, sexuality, race, religion, ability or background, to help them keep themselves and their children safe and to support them to move on and recover from the abuse. Providing risk assessment, safety planning, emotional and practical support, advice and guidance with a range of issues and signposting or referral to other support services. Referral is via referral form. Service hours are Monday to Friday 8am to 5pm. Please note support there is a specialist service for those at high risk of harm from domestic abuse. See entry for [Victim Support – IDVA Service Bedfordshire](#).

Area: Bedfordshire.

Telephone: Luton on 01582 488777 or Bedford and Central Bedfordshire on 01234 763785.

[Email](#) and [Website](#)

LGBTQ+ Victims/Survivors of Domestic Abuse

Galop

Overview: Galop's LGBTQ+ Domestic Abuse Helpline offers emotional and practical support for LGBTQ+ people who have experienced or are experiencing domestic abuse or sexual violence. They also take calls from people supporting a survivor of domestic abuse; friends, families and those working with a survivor. Abuse isn't always physical – it can be psychological, emotional, financial and sexual too. Galop also provide an LGBTQ+ hate crime helpline on 020 7704 2040 or [email](#) - available 10am to 4pm Monday to Friday.

Area: National.

Telephone: 0800 999 5428 (available 10am to 5pm Monday, Tuesday and Friday, then 10am to 8pm Wednesday and Thursday)

[Email](#) and [Website](#) (webchat available 5pm to 8pm Wednesday and Thursday. Chatbot available 24/7 for non-immediate help)

London Friend

Overview: London Friend provide health and wellbeing support for the LGBTQ+ community.

Support available includes mental health, sexual health, domestic abuse, drug and alcohol use. Self-referral.

Area: National.

Telephone: 0207 833 1674

[Email](#) and [Website](#)

Men's Advice Line

Overview: Men's Advice Line is a confidential helpline for men experiencing domestic abuse and those supporting them. The abuse could be from a partner or ex-partner (or from other family members). Support is also available for gay or bi-sexual men experiencing abuse. It is aimed at men who are experiencing domestic abuse, but they also take calls from family members, friends or practitioners and frontline workers. They can provide emotional support, practical advice and signposting to other services for specialist help. Self-referral.

Area: National.

Telephone: 0808 801 0327 (available 9am to 8pm Monday to Friday)

[Email](#) (available 9am to 8pm Monday to Friday and 10am to 12noon and 4pm to 6pm Saturday and Sunday) and [Website](#) (webchat available 10am to 11am and 3pm to 4pm on Wednesday, Thursday and Friday)

Survivors UK

Overview: Survivors UK provides a national helpline and both individual counselling and group work from their base in London, E1. The counselling and groups are for adult men/trans people and non-binary people (18 and over) who have experienced sexual abuse at any time in their lives and they also offer workshops for carers/partners/supporters of male survivors. They provide training to professionals and organisations working with adult male survivors. Survivors UK also offer support to young men/trans people and non-binary people aged 13-18. Self-referral.

Area: National.

Telephone: 02035 983898

[Email](#) and [Website](#)

Other: They also offer support services from trained professionals via web and SMS chat.

Chat services are available Monday to Sunday 12 midday to 8 pm. SMS: 020 3322 1860. WhatsApp: 074 9181 6064.

Victim Support

Overview: Victim Support is a national charity to help anyone affected by crime, including their friends, family and any other people involved. They provide free and confidential support 24 hours a day for people affected by crime and traumatic events – regardless of if the crime has been reported to the police. Self-referral or via professional.

Area: National.

Telephone: National 24 Hour Support Line 0808 1689111.

[Website](#) - live chat offered on the website.

Victim Support Domestic Abuse Support Services (DASS)

Overview: Victim Support's specialist outreach Independent Domestic Violence Advisor (IDVA) support for anyone over 16 years of age, at medium or standard risk from domestic abuse; regardless of gender, sexuality, race, religion, ability or background, to help them keep themselves and their children safe and to support them to move on and recover from the abuse. Providing risk assessment, safety planning, emotional and practical support, advice and guidance with a range of issues and signposting or referral to other support services. Referral is via referral form. Service hours are Monday to Friday 8am to 5pm. Please note support there is a specialist service for those at high risk of harm from domestic abuse. See entry for [Victim Support – IDVA Service Bedfordshire](#).

Area: Bedfordshire.

Telephone: Luton on 01582 488777 or Bedford and Central Bedfordshire on 01234 763785.

[Email](#) and [Website](#)

Victims/Survivors from Black and Minority Ethnic Communities

Jewish Women's Aid

Overview: Jewish Women's Aid is the only specialist organisation in the UK supporting Jewish women and children affected by domestic abuse and sexual violence, offering practical and emotional support. They support Jewish women and girls aged 16+ (14+ in London) and have a full-time support worker dedicated to working with young women aged 14-24. Their team hold accreditations from Safe Lives and Women's Aid. Assistance on offer includes safety information, access to therapy services, 'Get' refusal and forced marriage advice, children's therapy and parenting resources, advice on Jewish religious law and legal advice. Self-referral or via a professional.

They also offer the Dina Support Line for women aged 16+ who have experienced sexual violence on 0808 801 0656. This is available 10am to 12noon and 1pm to 3pm on Mondays and Tuesdays, then 1pm to 3pm on Thursdays or they can be [emailed](#).

Area: National.

Telephone: 0808 801 0500 (available 9.30am to 9.30pm Monday to Thursday. Excluding Jewish holidays and bank holidays. Out of hours calls are recorded and responded to ASAP. Free from landlines and mobiles and the number won't show on your phone bill.

[Email](#) and [Website](#)

Luton All Women's Centre (LAWC)

Overview: Charity for women, run by women based in Luton. Offering one to one support for domestic abuse (DA) and other forms of abuse and trauma; forced marriage, honour-based abuse and FGM support; counselling service; Own My Life DA programme and Our Lives (for South Asian women – delivered in Urdu and Bengali) DA groups; legal advice; exploitation support; awareness raising in education settings, and awareness raising/training for professional's about LAWC, DA and Harmful Practices. They also offer support to employers in Luton through their Employers Against Domestic Abuse project – to enable employers to better support their staff wellbeing. Professionals can refer via a referral form. Women aged 18+ can self-refer.

Area: Based in Luton but will support women from Bedfordshire.

Telephone: 01582 416783

[Email](#) and [Website](#)

Southall Black Sisters

Overview: Southall Black Sisters are a not-for-profit, secular and inclusive organisation, established in 1979 to meet the needs of Black (Asian and African-Caribbean) women. Their aims are to highlight and challenge all forms gender-related violence against women, empower them to gain more control over their lives; live without fear of violence and assert their human rights to justice, equality and freedom. They challenge domestic and gender related violence locally and nationally. They offer specialist advice, information, casework, advocacy, counselling and self-help support in several community languages, especially South Asian languages. Information and advice are offered on domestic abuse and violence, No Recourse to Public Funds, Forced Marriage, Immigration Problems, abusive relationships and helping women to find the right legal advice. Whilst their focus is on the needs of black and minority women, they will not turn any woman away who needs emergency help. They are London based but offer support to women across the UK. Self-referral.

Area: National.

Telephone: 020 8571 9595 (available 9am to 5pm Monday to Friday, closed for lunch 12.30pm to 1.30pm)

[Website](#)

The Ebonista Project

Overview: The Ebonista Project is based in Luton and offers emotional and practical support to women and children who have been subjected to domestic abuse. They welcome women of any background to their service and have a strong focus on reaching women from the Black African and Caribbean community, who may have experienced barriers accessing support due to systemic racism and a lack of cultural understanding in our society. The organisation is led by a team who have both lived and professional experience which drives their passion and commitment to support others. They run a variety of group programmes to educate, raise awareness and empower women who have faced such trauma. Self-referral or via a professional.

Area: Bedfordshire.

Telephone: 07306 088816 (available 10am to 6pm, Monday to Friday)

[Email](#) and [Website](#)

The Muslim Women's Network Helpline (MWNUK)

Overview: The Muslim Women's Network UK (MWNUK) is a national charity working to improve the social justice and equality for Muslim women and girls. It operates the national MWNUK Helpline which provides support and advice to women who have experienced additional cultural barriers and require a faith and culturally sensitive service. The MWNUK Helpline supports women with a range of issues including, Domestic Abuse, Mental Health, Housing & Homelessness, Divorce and Forced Marriage. This is a confidential service, and can support women in Urdu, Punjabi, Bengali and English. Self-referral.

Area: National.

Telephone: 08009995786

[Email](#) and [Website](#)

Vesta Specialist Family Support CIC – support for Polish families

Overview: Empowering Polish families in England and Wales. Formerly the Polish Domestic Violence Helpline; this organisation supports families experiencing domestic abuse and offers counselling. Referral via professional.

Area: England and Wales.

Telephone: 07545 075093 (available 9.30am to 3pm Monday to Thursday)

[Email](#) and [Website](#)

Victims/Survivors of Honour-Based Abuse, Female Genital Mutilation (FGM) or Forced Marriage

ACCM (UK)

Overview: ACCM (UK) support victims of DA/sexual abuse and provide emotional support. ACCM (UK) works in Bedfordshire and surrounding areas to promote action to bring about positive social change to enhance the wellbeing and to protect the dignity of girls and women. ACCM (UK) is committed to eliminating of all harmful traditional and discriminatory practices that violate Human Rights of girls and women (boys and men), such as female genital mutilation and forced arranged marriage and honour-based violence, domestic violence, sexual abuse, we provide emotional support, legal advice and much more to rebuild the victim's life. [Facebook](#) and [Twitter](#). ACCM (UK) established in 2008, is a Charity and an international non-governmental organisation (NGO), evolved from a major local charity, Agency for Culture and Change Management - (ACCM Sheffield), whose primary role was to lobby for and communicate the effects of legislation concerning Female Genital Mutilation and other harmful traditional practices in the UK.

Area: Bedfordshire and offer UK wide support on illegal harmful traditional practices.

Telephone: 01234 356910 or 07767 164804

[Email](#) and [Website](#)

FGM National Clinical Group

Overview: Founded in 2007, the FGM National Clinical Group are a UK based registered charity who are dedicated to working with women who have been affected by FGM and other related difficulties. They advocate for FGM to become a part of the core syllabus for medical professionals, literature revisions within the UK and conduct research. They are committed to improving the lives of women and their daughters who are at risk of FGM, via coordinated clinical networks and research.

Area: National.

Telephone: 07791 462415

[Email](#) and [Website](#)

Halo Project

Overview: The HALO Project Charity is a national project that supports victims of honour-based abuse & violence, forced marriages and FGM (Female Genital Mutilation) by providing appropriate advice and support to victims. The HALO Project will work with key partners to offer support for the protection and safety of victims. Self-referral.

Area: National.

Telephone: 01642 683 045

[Email](#) and [Website](#)

Iranian and Kurdish Women's Rights Organisation (IKWRO)

Overview: IKWRO's mission is to advance MENA and Afghan women and girls' rights, combat discrimination and violence against women and girls, and empower women and girls to access their rights and entitlements in the UK. They speak Farsi, Kurdish, Arabic, Dari, Pashto, Turkish, and English. IKWRO offers women and girls confidential advice on issues including domestic abuse, "Honour" Based Violence, Forced Marriage, Child Marriage, Female Genital Mutilation, separation and divorce, child custody, housing and benefits. They explain the options and help you make decisions and can provide services on the telephone, at their London office or meet you at a place which is safe and convenient for you. They are not affiliated with any religion or political party. IKWRO upholds confidentiality and never mediates with perpetrators, family or community members. Self-referral.

Area: International.

Telephone: 0207 920 6460 (available 9.30am to 5.30pm Monday to Friday)

[Email](#) and [Website](#)

Karma Nirvana

Overview: Karma Nirvana is a UK based helpline providing emotional and practical support to male and female victims of honour-based abuse and forced marriage. Their helpline also supports professionals in need of guidance. Self-referral.

Area: National.

Telephone: 0800 5999 247 (available 9am to 5pm Monday to Friday)

[Email](#) and [Website](#)

Forced Marriage Unit

Overview: The Forced Marriage Unit (FMU) is a joint Foreign and Commonwealth Office and Home Office unit which leads on the government's forced marriage policy. It operates both inside the UK (where support is provided to any individual) and overseas (where consular assistance is provided to British nationals, including dual nationals). The FMU operates a public helpline to provide advice and support to victims of forced marriage as well as to professionals dealing with cases, contact them if you are trying to stop a forced marriage or need help leaving a marriage you have been forced into. The assistance provided ranges from safety advice, through to helping a forced marriage victim prevent their unwanted spouse moving to the UK ('reluctant sponsor' cases). In extreme circumstances the FMU will assist with rescues of victims held against their will overseas. Self-referral or via a professional.

Area: National and overseas.

Telephone: 020 7008 0151

[Email](#) and [Website](#)

Luton All Women's Centre (LAWC)

Overview: Charity for women, run by women based in Luton. Offering one to one support for domestic abuse (DA) and other forms of abuse and trauma; forced marriage, honour-based abuse and FGM support; counselling service; Own My Life DA programme and Our Lives (for South Asian women – delivered in Urdu and Bengali) DA groups; legal advice; exploitation support; awareness raising in education settings, and awareness raising/training for professional's about LAWC, DA and Harmful Practices. They also offer support to employers in Luton through their Employers Against Domestic Abuse project – to enable employers to better support their staff wellbeing. Professionals can refer via a referral form. Women aged 18+ can self-refer.

Area: Based in Luton but will support women from Bedfordshire.

Telephone: 01582 416783

[Email](#) and [Website](#)

NSPCC

Overview: The NSPCC Helpline is staffed by trained professionals who can provide expert and advice and support. They're available if you're concerned about a child, if you're a parent or carer looking for advice, or if you're a professional in need of information and guidance. They can offer guidance and support on a range of topics relating to children and young people, including domestic abuse and Female Genital Mutilation. Self-referral or via a professional

Area: National.

Telephone: 0808 800 5000

[Email](#) and [Website](#)

Stonewater Asian Women's Refuge

Overview: Stonewater provide a specialist refuge for South Asian women, young people and children fleeing domestic abuse, forced marriage, honour-based violence, female genital mutilation and Modern-Day Slavery. If you speak to a Stonewater team member, they will be able to support you confidentially. They can support you by referring you to specialist domestic abuse services who can minimise the risks to you and your family, explain your rights and offer professional, safe support. Stonewater staff can also speak with you about your property and your housing needs if you are experiencing domestic abuse.

Self-referral or via a professional.

Area: National.

Telephone: 01234 261228

[Email](#) and [Website](#)

The Orchid Project

Overview: The Orchid Project is a UK based NGO that is catalysing the global movement to end female genital cutting (FGC). They offer information and support to end female genital cutting/mutilation and violence against women and girls.

Area: International.

Telephone: 0203 752 5506

[Website](#)

Victim Support

Overview: Victim Support is a national charity to help anyone affected by crime, including their friends, family and any other people involved. They provide free and confidential support 24 hours a day for people affected by crime and traumatic events – regardless of if the crime has been reported to the police. Self-referral or via professional.

Area: National.

Telephone: National 24 Hour Support Line 0808 1689111.

[Website](#) - live chat offered on the website.

Victim Support Domestic Abuse Support Services (DASS)

Overview: Victim Support's specialist outreach Independent Domestic Violence Advisor (IDVA) support for anyone over 16 years of age, at medium or standard risk from domestic abuse; regardless of gender, sexuality, race, religion, ability or background, to help them keep themselves and their children safe and to support them to move on and recover from the abuse. Providing risk assessment, safety planning, emotional and practical support, advice and guidance with a range of issues and signposting or referral to other support services. Referral is via referral form. Service hours are Monday to Friday 8am to 5pm. Please note support there is a specialist service for those at high risk of harm from domestic abuse. See entry for [Victim Support – IDVA Service Bedfordshire](#).

Area: Bedfordshire.

Telephone: Luton on 01582 488777 or Bedford and Central Bedfordshire on 01234 763785.

[Email](#) and [Website](#)

Support for Gypsy, Roma and Traveller (GRT) Communities

The Traveller Movement

Overview: The Traveller Movement (TMM) promotes the inclusion of Gypsies, Roma and Travellers (GRT) through community engagement, advocating their human rights and leading on powerful research to shape policy. TMM provide a bespoke domestic abuse training package 'Never Going to Beat You' for professionals working with GRT families. Their domestic and sexual abuse work focuses on women and girls and is in partnership with Solace Women's Aid, a large specialist advice and refuge charity for women and girls across London, who have a dedicated Irish/Irish Traveller caseworker. The project is delivered by Irish Traveller women with lived experience of domestic abuse, ensuring a deep level of understanding and sensitivity of the complexities of such relationships, and the difficulties and barriers to accessing support and advice. In 2020 they launched a specialist domestic abuse helpline that is available for all GRT women looking for help in the UK. Their women's workers can make direct referrals for assessment and support across the country. Self-referral.

Area: National.

Telephone: 0754 1637 795

[Website](#)

One Voice 4 Travellers

Overview: One Voice 4 Travellers works with and supports members of the Gypsy Traveller and Roma communities who are in conditions of need, hardship or distress caused by or associated with violence. They work to support the Gypsy, Traveller and Roma community members to enable them to make informed choices. To encourage engagement and participation within the Gypsy, Traveller and Roma community and with the wider community. To promote good relationships by raising the cultural competence of service providers. Self-referral.

Area: National.

Telephone: 01945 430724

[Email](#) and [Website](#)

Victim Support

Overview: Victim Support is a national charity to help anyone affected by crime, including their friends, family and any other people involved. They provide free and confidential support 24 hours a day for people affected by crime and traumatic events – regardless of if the crime has been reported to the police. Self-referral or via professional.

Area: National.

Telephone: National 24 Hour Support Line 0808 1689111.

[Website](#) - live chat offered on the website.

Victim Support Domestic Abuse Support Services (DASS)

Overview: Victim Support's specialist outreach Independent Domestic Violence Advisor (IDVA) support for anyone over 16 years of age, at medium or standard risk from domestic abuse; regardless of gender, sexuality, race, religion, ability or background, to help them keep themselves and their children safe and to support them to move on and recover from the abuse. Providing risk assessment, safety planning, emotional and practical support, advice and guidance with a range of issues and signposting or referral to other support services. Referral is via referral form. Service hours are Monday to Friday 8am to 5pm. Please note support there is a specialist service for those at high risk of harm from domestic abuse. See entry for [Victim Support – IDVA Service Bedfordshire](#).

Area: Bedfordshire.

Telephone: Luton on 01582 488777 or Bedford and Central Bedfordshire on 01234 763785.

[Email](#) and [Website](#)

Victims/Survivors of Rape or Sexual Violence/Assault

Living Your Life

Overview: Living Your Life support women and men across Bedfordshire who have been affected by trauma, including sexual trauma, domestic abuse and violence. Their work with male victims has been nationally recognised. Experienced with criminal court processes, they offer pre-trial therapy. Their services include counselling, coaching and workshops (e.g. self-esteem). Self-referral.

Area: Bedfordshire.

Telephone: 07792 938089

[Email](#) and [Website](#)

Early Childhood Partnership - Onyx Independent Sexual Violence Advocacy Service

Overview: The Onyx ISVA service helps anyone who has been the victim of unwanted sexual contact, at any time in their lives. They offer confidential, practical and emotional support to those who have experienced rape, sexual violence, sexual harassment, sexual abuse, trafficking and exploitation, harmful practices or childhood sexual abuse/exploitation - whether recent or non-recent. Those referred do not have to be working with police to receive ISVA support. Their service is available to men, women, children and families, regardless of whether you have told the police or anyone else about the incident. The Onyx service is free and confidential for anyone who needs to access it. They accept referrals from all agencies and self-referral direct from clients.

Area: Bedfordshire.

Telephone: 0300 0020004

[Email](#) and [Website](#)

Rape Crisis

Overview: Rape Crisis is a national charity and umbrella body representing a network of 41 specialist member Rape Crisis Centres across England and Wales. Rape Crisis Centres are women-led and offer women only spaces. They provide independent, specialist and confidential support, advocacy, counselling and information to victims and survivors of child sexual abuse, rape and all forms of sexual violence, and promote the needs and rights of women and girls who have experienced sexual abuse, to improve services and to work towards the elimination of sexual abuse. They raise awareness and understanding of sexual abuse in the wider community and with local, regional and national governments. Rape Crisis are women-led and offer support, advocacy, counselling and information in a women-only safe place. Self-referral.

Area: National.

Telephone: 0808 8029 999

[Email](#) and [Website](#) (a live chat is offered on the website)

Revenge Porn Helpline

Overview: The Revenge Porn Helpline is a UK service offering support to adults (18+) who are experiencing intimate image abuse, also known as revenge porn. The Helpline was established in 2015 alongside the legislation which made it an offence to share intimate images or videos of someone, either on or offline, without their consent with the intention of causing distress. The Helpline is run by a small team of passionate and motivated individuals who are ready to help.

Area: National.

Telephone: 0345 6000 459 (available 10am to 4pm Monday to Friday)

[Website](#)

Survivors UK

Overview: Survivors UK provides a national helpline and both individual counselling and group work from their base in London, E1. The counselling and groups are for adult men/trans people and non-binary people (18 and over) who have experienced sexual abuse at any time in their lives and they also offer workshops for carers/partners/supporters of male survivors. They provide training to professionals and organisations working with adult male survivors. Survivors UK also offer support to young men/trans people and non-binary people aged 13-18. Self-referral.

Area: National.

Telephone: 02035 983898

[Email](#) and [Website](#)

Other: They also offer support services from trained professionals via web and SMS chat.

Chat services are available Monday to Sunday 12 midday to 8 pm. SMS: 020 3322 1860.
WhatsApp: 074 9181 6064.

The Emerald Centre

Overview: The Emerald Centre is a Sexual Assault Referral Centre (SARC) which covers the whole of Bedfordshire, including Luton. It offers free, confidential support and practical help to anyone who has experienced sexual violence and/or sexual abuse. You do not have to provide any personal information in order to get help. It is committed to providing a non-judgemental and sensitive service which meets the needs of victims of rape and sexual assault. It works with partner agencies including health services, police and a huge range of support services to provide a comprehensive approach to support victims of sexual abuse. It provides extensive services to people of all ages who have been raped or sexually assaulted and focuses on the needs of the individual. Self-referral or via a professional.

Area: Bedfordshire and Luton.

Telephone: 01234 842750 (office, available 9am to 5pm Monday to Friday) or 0330 223 0099 (available 24/7)

[Email](#) and [Website](#)

The Hope Program

Overview: The Hope Programme is a Bedfordshire based independent registered charity. They provide a telephone helpline and counselling for people aged over 10 years who have suffered rape and sexual violence, including child sexual abuse. Services are also available to their non-offending family members, partners and carers. They can offer short term advice, peer and group work and e-counselling. They can also advise on criminal justice and prevention, trauma reduction and victim centred support. Self-referral.

Area: Bedfordshire.

Telephone: 0300 365 1045 (available 11am to 5pm Tuesday, Wednesday and Thursday. 24hr answer machine)

Victim Support

Overview: Victim Support is a national charity to help anyone affected by crime, including their friends, family and any other people involved. They provide free and confidential support 24 hours a day for people affected by crime and traumatic events – regardless of if the crime has been reported to the police. Self-referral or via professional.

Area: National.

Telephone: National 24 Hour Support Line 0808 1689111.

[Website](#) - live chat offered on the website.

Victim Support Domestic Abuse Support Services (DASS)

Overview: Victim Support's specialist outreach Independent Domestic Violence Advisor (IDVA) support for anyone over 16 years of age, at medium or standard risk from domestic abuse; regardless of gender, sexuality, race, religion, ability or background, to help them keep themselves and their children safe and to support them to move on and recover from the abuse. Providing risk assessment, safety planning, emotional and practical support, advice and guidance with a range of issues and signposting or referral to other support services. Referral is via referral form. Service hours are Monday to Friday 8am to 5pm. Please note support there is a specialist service for those at high risk of harm from domestic abuse. See entry for [Victim Support – IDVA Service Bedfordshire](#).

Area: Bedfordshire.

Telephone: Luton on 01582 488777 or Bedford and Central Bedfordshire on 01234 763785.

[Email](#) and [Website](#)

Support for Families of Those Affected by Domestic Abuse

Advocacy After Fatal Domestic Abuse (AAFDA)

Overview: Advocacy After Fatal Domestic Abuse (AAFDA) provides specialist and expert advocacy and specialist peer support to families and friends bereaved by domestic homicide, domestic abuse related suicides and unexplained deaths. We work on behalf of families and friends to ensure their loved one's voice is heard. We also offer training, information, guidance and advice to professionals involved in cases of fatal domestic abuse. We are independent, a registered charity and we work nationally. Self-referral.

Area: National.

Telephone: 07768 386922

[Email](#) and [Website](#)

Victims/Survivors of Domestic Abuse Who Need to Flee/Be Rehomed

Bedford Women's Refuge (Butterfly House)

Overview: Bedford Women's Refuge run by Places for People Living+ has accommodation and support for 10 women and their children fleeing domestic abuse. They can also signpost on to other refuge services.

Area: Bedford.

Telephone: 01234 353592

[Email](#)

Domestic Abuse Central Bedfordshire Council Housing Team

Overview: Team of domestic abuse support officers allocated on CBC housing, to support victims of domestic abuse who need support with housing.

Area: Central Bedfordshire.

[Email](#)

Domestic Abuse Refuge (via the National Domestic Abuse Helpline)

Overview: The freephone, 24 Hour National Domestic Abuse Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing are available (including a BSL interpreter service 10am-6pm Monday to Friday). The helpline can also help access refuge accommodation, or other specialist domestic violence services depending on individual need. Self-referral.

Area: National.

Telephone: 0808 2000 247

[Website](#) (there is a live chat option available 3pm to 10pm Monday to Friday)

IMPAKT Housing and Support Domestic Abuse Resettlement Team (DART)

Overview: Bedfordshire wide provision for anyone needing to be rehoused either within Bedfordshire or another local authority area and supports any male or female (aged 16 plus), with or without children escaping domestic abuse to find either temporary or long-term safe housing solutions. Clients can be supported irrespective of property status (homeowner, tenant etc.) and family size. The team support clients to find appropriate accommodation to suit family needs and assisting with the practical aspects of settling into a new home in a new area. Besides relocation, this can include emergency supplies, accessing benefits, setting up utilities, furnishings and white goods and obtaining civil orders. They also oversee the 'Flexi-Fund' in Central Bedfordshire, which is funding used to overcome any barrier preventing access to secure housing. We support those in critical housing moves including complex needs such as: no recourse to public funds, mental health, substance misuse, English as a second language and those with a large number of children who can't access refuges. Self-referral or via a professional.

Area: Bedfordshire.

Telephone: 07957 691989

[Email](#) and [Website](#)

Local Authority Housing Service

Overview: Support with re-homing for those who wish to move, or for those who are potentially going to become homeless or who are homeless.

Area: [Luton](#), [Bedford](#) and [Central Bedfordshire](#).

Reactiv8

Overview: Reactiv8 have safe houses in Bedford, for single clients and those with children fleeing domestic abuse. They support clients with immigration, legal family law matters, courses for further education, mentors for children in and out of school and parents who wish to be mentored. They work with all communities who are in receipt of benefits or have DDV concessions in place. Reactiv8 have a 24/7 emergency/out of hours service. They offer move on accommodation or will support clients to move on into private rented or social housing where support will continue. Self-referral or via a professional.

Area: Bedford.

Telephone: domestic abuse emergency number: 07597 447173. Nicole: 07950 867366 or Michelle Crook (Director): 07966 685530

[Email](#) and [Website](#)

Shelter

Overview: Shelter is the national housing and homeless charity. They provide housing advice for issues around homelessness, risk of homelessness and financial housing issues. Self-referral.

Area: National.

Telephone: 0808 271 3265

[Website](#)

Stonewater Asian Women's Refuge

Overview: Stonewater provide a specialist refuge for South Asian women, young people and children fleeing domestic abuse, forced marriage, honour-based violence, female genital mutilation and Modern-Day Slavery. If you speak to a Stonewater team member, they will be able to support you confidentially. They can support you by referring you to specialist domestic abuse services who can minimise the risks to you and your family, explain your rights and offer professional, safe support. Stonewater staff can also speak with you about your property and your housing needs if you are experiencing domestic abuse.

Self-referral or via a professional.

Area: National.

Telephone: 01234 261228

[Email](#) and [Website](#)

Women's Aid in Luton

Overview: Women's Aid in Luton is a voluntary organisation supporting women and children who fall victim to domestic abuse. They offer support and guidance to women and children from all backgrounds and circumstances, this could be just being someone to listen or to offer complete support in breaking away and starting again. They offer a helpline and drop-in support groups. They provide support, information, guidance, and safe accommodation for women and children who have suffered from or are exposed to gender-based violence. They offer practical help, emotional support and/or a temporary safe place to be, enabling women to have thinking time and an opportunity to prepare for a new life. They are also committed to raising awareness of domestic abuse and its effects within the community. Their refuges allow women access to peer support groups, education, one to one sessions with trained staff and access to legal advice. The children's service is a vital part of Women's Aid in Luton, with trained and skilled support workers able to work with the children that come into refuge to allow them to come to terms with their experiences. Self-referral or via a professional.

Area: Luton

Telephone: 01582 391856 (available 10am to 5pm, Monday to Friday)

[Email](#) and [Website](#)

Victims/Survivors of Domestic Abuse Who Want Additional Safety Measures Installed in their Homes

Bobby Scheme

Overview: The Bobby Scheme is offered by Bedfordshire Police Partnership Trust. It provides home safety checks and can provide and fit home safety devices such as new locks, door chains and door viewers free of charge for vulnerable victims of crime/domestic abuse. This is a free service, and in the last 15 years over 20,000 households have received a visit from the Scheme (data from Bedfordshire Police Partnership website). Self-referral.

Area: Bedfordshire.

Telephone: 01234 842619

Email: BobbyScheme@Bedfordshire.pnn.police.uk

[Website](#)

Pets Needing Temporary Care Whilst Owner is in Refuge/Temporary Accommodation After Fleeing Domestic Abuse

Dogs Trust Freedom Project

Overview: A dog fostering service for people fleeing DA and going into refuge. Dogs Trust offers a solution by providing free and confidential foster care, enabling the owner to access a refuge without the fear of what may happen to their dog if they're left behind. This service is free to access, Dogs Trust covers the cost of veterinary treatment, food and any equipment that the dog may need whilst they are in foster care. They can offer fostering placements for 6-9 months in the hope that pets can be reunited with their owners within this time. Dogs are placed directly into volunteer foster homes with experienced volunteer foster carers, who provide them with lots of love and care until they can be reunited with their owner. Self-referral.

Area: Across the UK.

Telephone: 0800 298 9199

[Email](#) and [Website](#)

Paws Protect

Overview: Paws Protect is a service provided by Cat's Protection. It is for people who are fleeing domestic abuse and need to find a temporary home for their pet cat. Paws Protect provides a free fostering service, taking care of cats until their owners are able to reclaim them. The cats referred will be health checked before going to the home of one of our foster carers, where they will be treated as a family pet. The service is open to anyone fleeing DA regardless of their gender identity. Referrals are handled by our staffed Paws Protect Coordinator and Paws Protect Assistant through our referral line or via email. The whole service is free and confidential, and we are staffed by an experienced female only team. Self-referral or via a professional.

Area: London and the Home Counties (including Bedfordshire).

Telephone: 0345 260 1280 (available 9am to 5pm Monday to Friday)

[Email](#) and [Website](#)

Stalking and Harassment Support

National Stalking Helpline

Overview: The National Stalking Helpline is run by the Suzy Lamplugh Trust and offers information and guidance to anybody in the UK who is currently or has previously been affected by harassment or stalking. They offer practical information, support, and advice on risk, safety planning and legislation to victims of stalking, their friends, family, and professionals working with victims. For individuals who don't feel comfortable contacting the helpline, the [Am I Being Stalked?](#) tool can also help in validating someone's experience, and support them in recognising the commonly misunderstood behaviours associated with this crime, such as unwanted gift giving, 'love bombing' after a relationship, messaging family, friends, workplaces, and other intrusive and distressing behaviours. They have worked in several counties to support victims of stalking – or those at heightened risk of being stalked, such as victims of domestic abuse – to stay safe. This has included delivering stalking awareness and personal safety workshops in refuges, distributing safety packs to victims of stalking, and training frontline professionals so that they are able to respond more effectively to victims of stalking who approach them.

Area: National.

Telephone: 0808 802 0300 (available 9.30am to 4pm Monday, Tuesday, Thursday and Friday, and 9.30am to 8pm on Wednesday)

[Email](#) and [Website](#)

Paladin – National Stalking Advocacy Service

Overview: Paladin is a trauma-informed service established to assist high risk victims of stalking in England and Wales. Our unique team of accredited Independent Stalking Advocacy Caseworkers (ISACs) ensure that high risk victims of stalking are supported and that a coordinated community response is developed locally to keep victims and their children safe. Stalking is a pattern of repeated and persistent unwanted behaviour that is intrusive and engenders fear, it is when one person becomes fixated or obsessed with another and the attention is unwanted. Threats may not be made but victims may still feel scared. Importantly threats are not required for the criminal offence of stalking to be prosecuted. Self-referral.

Area: England and Wales.

Telephone: 0207 8408960

[Email](#) and [Website](#) (currently undergoing maintenance and is unavailable)

Victim Support Stalking IDVA

Overview: Provide a pro-active service to victims of stalking who are also impacted by domestic abuse.

Area: Bedfordshire.

Telephone: 07706 313522

[Email](#) and [Website](#)

Economic Abuse Support

Better Housing, Better Health (BHBH)

Overview: A free helpline to help residents access grants and funding, offer energy switching advice, sign up those most vulnerable to the Priority Services Register, and give tips on how to stay warm at home. Available to any individual experiencing issues with home energy/keeping warm. Self-referral.

Area: Central Bedfordshire and Luton.

Telephone: 0800 107 0044 (available 9am to 5pm Monday to Friday, excluding Bank Holidays)

[Email](#) and [Website](#)

Financial Support Line for Victims of Domestic Abuse

Overview: The Financial Support Line for Victims of Domestic Abuse is run in partnership between Surviving Economic Abuse (SEA) and Money Advice Plus (MAP). The aim of the Financial Support Line is to empower people who have experienced or are experiencing abuse to regain control of their finances. Advisors on the Line will always take your safety and well-being into account when giving advice. The advisors can discuss welfare benefit issues, give you strategies for dealing with debt, support you in developing a budget, talk you through how to safely open a new bank account or work through problems you're experiencing with banking and in some cases, signpost or refer you to apply for small grants if you are experiencing severe financial hardship. The Support Line offers one off/short term advice for victims/survivors for support with debts and benefits. Self-referral or via a professional.

Area: National.

Telephone: 08081968845 (available 9am to 5pm Monday to Thursday)

[Email](#) and [Website](#)

Money Advice Plus

Overview: Runs the Domestic & Economic Partnership (DEAP) that offers advice to anyone living in England & Wales.

Area: England and Wales.

Telephone: 01323 635987

[Email](#) and [Website](#)

Surviving Economic Abuse (SEA)

Overview: SEA are a UK charity dedicated to raising awareness of economic abuse and transforming responses to it. Many people experience economic abuse by a current/former partner. Lack of control of money can limit choices and ability to access safety. SEA do not provide direct support or advice, but their website has a range of resources on economic abuse, how to spot it and what you can do to help either your own situation or someone you are supporting.

Area: National.

[Website](#)

Child/Adolescent to Parent Abuse

CAPA First Response CIC

Overview: CAPA offers support for families and professionals impacted by child/adolescent to parent abuse. They currently offer up to 3, free 20-minute sessions to parents on Friday afternoons via the phone or an online platform to discuss the issue that they are experiencing with their child/adolescent. Self-referral or via professional email.

Area: National.

[Email](#) and [Website](#)

Everyman Project

Overview: A charitable organisation whose mission is to prevent interpersonal violence, in particular domestic violence and abuse. Their core activity is to work with perpetrators to address the root causes of this. They also provide advice, support and counselling to survivors of domestic abuse and violence, including those who have encountered elder abuse or child to parent abuse. Self-referral.

Area: London and surrounding areas.

Telephone: 020 3642 8850

[Email](#) and [Website](#)

Parental Education Growth Support (PEGS)

Overview: PEGS supports parents & professionals with child to parent abuse. They have a network of parents, as well as the PEGS team themselves, who are there to support you, believe you, listen to you and stand beside you. PEGS can also be found on Facebook and Twitter. Self-referral.

Area: National.

[Email](#) and [Website](#)

Support for Deaf People, Disabled People or Carers

Carers Central

Overview: Carers Central is a hub providing information, advice, and support with the aim of improving the wellbeing of Luton's carers and their loved ones. Carers Central is here to enable carers to have the information, advice and support they need to live their own lives to the full, alongside their caring roles. Services include emotional wellbeing, health and fitness, benefits advice, employment support, care skills training, information on health conditions and disabilities, meeting with other carers, access to learning and training opportunities and support for the cared-for person, including advice and equipment. Self-referral for unpaid adult carers.

Area: Luton.

Telephone: 0300 303 0201

[Email](#) and [Website](#)

National Advocacy for Domestic Abuse Project (NADA)

Overview: NADA is a project run by Respond, which was founded in 1991 to help adults with learning disabilities who had disclosed experiences of sexual abuse. It is for women who have experienced domestic abuse and are autistic or have a learning disability, and offers online peer to peer support, one to one case support for families and carers, codesign and co-deliver from people with lived experience, bespoke specialist support to community groups and sharing of resources and good practice.

Area: National.

Telephone: 0207 380 8257 or 07936 830 509.

[Email](#) and [Website](#)

SignHealth

Overview: SignHealth is the UK's only national sign-language based service to help deaf women and children who suffer from domestic abuse. When sign-language is the main way you communicate it can be very hard to get help. If you are being abused, the team are there to help you. They will help find you and your children a safe place to stay, and then give you the help you need to rebuild your life and regain your confidence. Abuse is never right and never your own fault. You do not need to put up with it. Self-referral or via a professional.

Area: National.

Telephone: 020 3947 2600 or text the Domestic Abuse team on 07800 003 421

[Email](#) and [Website](#)

SignHealth – Supporting Young People

Overview: SignHealth is a national service - Supporting Young People is a unique project working with young deaf people of eleven years and older, to raise awareness of abuse and domestic violence. Our aim is to help young people change or avoid abusive behaviour, and to help them to have healthy relationships, stay safe and be aware of their rights. Domestic abuse is any kind of violence or ill-treatment from family members, partners, ex-partners or carers. Domestic abuse can happen to anyone, but you do not have to put up with it. It is your right to live free from fear of harm. SignHealth gives young people the knowledge, skills and confidence to develop healthy relationship, have a look at the website. Self-referral or via professional.

Area: National.

Text: 07970 350366

[Email](#) and [Website](#)

The Disability Resource Centre

Overview: The Disability Resource Centre provides disabled people and their families with somewhere to turn if they feel alone and need help in any situation. They want all disabled people, those with long term health conditions and their carers to know that they are there to support them. Services include disability advice, equipment for everyday living, welfare benefits advice, direct payments and personal health budgets, peer support groups, training, employment support, fitness and wellbeing. Self-referral.

Area: Bedfordshire, Luton and surrounding areas.

Telephone: 01582 470900

[Email](#) and [Website](#)

Counselling and Mental Health Support

Bedfordshire Open Door

Overview: Offer counselling to young people aged 13 - 25 year in Bedford Borough and North Central Bedfordshire including those affected by Domestic Abuse. Self-referral but can be via a professional with the young person's consent.

Area: Bedford Borough and North Central Bedfordshire.

Telephone: 01234 360388

[Email](#) and [Website](#)

Bedfordshire Wellbeing Service

Overview: Run by the NHS, the Bedfordshire Wellbeing Service offers a range of free and confidential talking therapies and specialist support to help clients feel better. Self-referral for anyone over 18.

Area: Bedfordshire.

Telephone: 01234 880400 (available 9am to 5pm Monday to Friday)

[Email](#) and [Website](#)

CHUMS

Overview: CHUMS is a mental health and emotional wellbeing support for children, young people and their families. Their ethos is to support the family as a whole wherever possible, as well as the child who has been referred. Some services directly support adults. They currently deliver nine services across Luton and Bedfordshire, although not all are available in both areas. Group workshops support parents/carers as well as their children. The most up to date list of services offered within Luton and Bedfordshire, along with other information, can be found [here](#). Referral to CHUMS is via online referral forms relevant to your location and the service required. Please make sure you read the service criteria before completing the form. Please note that CHUMS is not an urgent mental health response service. If you, a child or young person are immediate risk to themselves or others, please contact your GP or local A&E. Alternatively call NHS 111 – option 2, for mental health crisis support 24/7

Area: Luton and Bedfordshire.

Telephone: 01525 863924

[Email](#) and [Website](#)

Counselling Directory

Overview: Counselling Directory is a national confidential service that encourages those in need to seek help. People can visit the website, enter their postcode and find a qualified counsellor or psychotherapist nearby who specialises in their area of need. The site also serves as an information hub for people to read mental health related articles and news, as well as to find local events. For anyone over the age of 18 via self-referral.

Area: National.

[Website](#)

Drop In Crisis Café, Leighton Buzzard

Overview: The Lighthouse is a co-produced mental health drop-in service staffed by fully qualified NHS mental health professionals and trained volunteers in Leighton Buzzard, Bedfordshire. They have a Facebook page – look for “The Lighthouse ELFT” on Facebook and ‘like’ or follow the page to keep up to date with current events. No referral is needed to the service, and you don’t have to have a mental health diagnosis, all members of the community can attend whether you live in Leighton Buzzard or somewhere else. Self-referral.

Area: Bedfordshire.

[Website](#)

Early Childhood Partnership

Overview: Provide counselling support to adults of all ages impacted by domestic abuse.

Area: Bedford and Central Bedfordshire.

Telephone: 0300 323 0245

[Email](#) and [Website](#)

Everyman Project

Overview: A charitable organisation whose mission is to prevent interpersonal violence, in particular domestic violence and abuse. Their core activity is to work with perpetrators to address the root causes of this. They also provide advice, support and counselling to survivors of domestic abuse and violence, including those who have encountered elder abuse or child to parent abuse. Self-referral.

Area: London and surrounding areas.

Telephone: 020 3642 8850

[Email](#) and [Website](#)

Living Your Life

Overview: Living Your Life support women and men across Bedfordshire who have been affected by trauma, including sexual trauma, domestic abuse and violence. Their work with male victims has been nationally recognised. Experienced with criminal court processes, they offer pre-trial therapy. Their services include counselling, coaching and workshops (e.g. self-esteem). Self-referral.

Area: Bedfordshire.

Telephone: 07792 938089

[Email](#) and [Website](#)

Mindfulness Support Service

Overview: The Mindfulness Support Service offer Bedfordshire and Hertfordshire residents free 8 week block courses on: Mindfulness, Meditation, Reflection. Mindfulness Support Service has the primary aim of preventing the cycle of domestic abuse and the effect it has on individuals, families and society. They aim to improve emotional wellbeing and aid recovery from trauma for adults and children affected by domestic abuse. They offer courses for female victims, male victims, children and perpetrators.

Area: Bedfordshire and Hertfordshire.

Telephone: 01438 960 040

[Email](#) and [Website](#)

Relate

Overview: Relate are a UK charity who offer relationship support for adults of all ages, backgrounds, gender identities and sexual orientations to strengthen their relationships. Their services include relationship counselling (for individuals and couples), family counselling, mediation, children and young people's counselling and sex therapy. They also provide informal workshops for people at important stages in their relationships. There is a network of Relate Centres across the UK (including in Bedford, Luton and Central Bedfordshire) and a group of licensed local counsellors who provide face to face counselling and support. They also offer their phone line, email support and a live chat area of their website, alongside online resources. Self-referral.

Area: National.

Telephone: 0300 100 1234

[Email](#) and [Website](#)

Samaritans

Overview: Samaritans is a UK charity for anyone who's struggling to cope, who needs someone to listen without judgement or pressure. They offer a safe place to talk at any time. Contacting them is free and confidential and their phone line is available 24/7. You can also contact them by email, freepost and their self-help app.

Area: National.

Telephone: 116 123 (available 24/7)

[Email](#) and [Website](#)

SupportLine

Overview: SupportLine provides a national confidential telephone helpline offering support to any individual on any issue. The Helpline is primarily a preventative service and aims to support people before they reach the point of crisis. It is particularly aimed at those who are socially isolated, vulnerable, at risk groups and victims of any form of abuse. They also offer support by email and post. They have details of counsellors, agencies and support groups throughout the UK and will work with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self-esteem to encourage healing, recovery and moving forward with life. Self-referral.

Area: National.

Telephone: 01708 765200

[Email](#) and [Website](#)

The Counselling Foundation

Overview: Free confidential short-term counselling for victims, and families of victims of historical or recent domestic abuse. The service aims to provide emotional and therapeutic support needed for individuals to process their experience and the impact it has had on their lives. Self-referral or via a professional.

Area: Bedfordshire.

Telephone: 0300 303 6690

[Email](#) and [Website](#)

Bedfordshire Wellbeing Service - Domestic Abuse Counselling and Therapeutic Support

For those living in supported accommodation

Overview: Service for those 18 years plus. Qualified, trauma-informed counsellors will provide 1:1 and group therapy to all adults on an outreach basis. The support is for any risk level, and includes adults living in refuge accommodation.

To be eligible, people must be residing in accommodation that is self-contained, or if shared, single gendered accommodation, and; receiving specialist domestic abuse support, via, for example, refuge (adults only), CBC Domestic Abuse Advisors, IDVA's, DART (domestic abuse resettlement team), Flexible Funding, Bobby scheme.

Area: Central Bedfordshire.

Telephone: 01234 880400 - referrals can be made to the Bedfordshire Well-Being Service

Self-referrals are also accepted but it must be made clear at the point of referral that the purpose of the referral is to access the Domestic Abuse Counselling Service within Bedfordshire Wellbeing Service.

[Website](#)

Drug and Alcohol Support

Rehab 4 Addiction

Overview: Rehab 4 Addiction was founded to assist those affected by substance misuse and their loved ones. They offer a range of services and help signpost you to the most effective treatments. This includes alcohol rehab, drug rehab, detox services, intervention, aftercare and outpatient counselling. Their helpline advisors are committed to helping you to locate effective treatments for addiction. Self-referral.

Area: National.

Telephone: 08001404690

[Email](#) and [Website](#)

ResoLUTiONs Luton

Overview: ResoLUTiONs is for adults in Luton who are struggling with alcohol and/or drug use. They provide a confidential and non-judgemental service, whether you have recently become concerned about your alcohol and/or drug use or have been drinking or taking drugs for many years, they can support you to make healthier choices and improve your lifestyle. They'll listen to your needs and help you set goals so they can tailor your support. They believe everyone has the ability to change and are there to help you do it. Referrals can be taken over the phone, via the website or local professionals. Various late night appointments are available, please speak with the reception team or your recovery worker for these appointments.

Area: Anyone living within Luton (LU1 – LU4, not including Slip end, Caddington, Tea Green, Cockernhoe)

Telephone: 0800 0546 603 (available 9.30am to 5pm Monday to Friday)

[Email](#) and [Website](#)

Path to Recovery (P2R)

Overview: Path 2 Recovery (P2R) is a one stop service providing advice, support and treatment to those over 18 whose lives are affected by alcohol or drug use. They provide an integrated service with a range of expertise and experience available under one roof at two main sites: Bedford and Dunstable. Whether you're seeking help or advice for yourself or for someone you care about, they will not judge you. They will treat you with respect and support you to make the changes to your life that you want to make. Support for those affected by someone else's drug or alcohol use is also available from the service. Self-referral or via a professional.

Area: Bedford and Central Bedfordshire

Telephone: 0333 332 4019

[Email](#) and [Website](#)

Perpetrators of Domestic Abuse

Direction for Bedfordshire

Overview: Direction for Bedfordshire is a dedicated, confidential signposting service that gives free advice and guidance, aiding offenders, families and friends, as well as professionals. A resource for those wanting to move away from crime and a preventative tool for those whose socio-economic situation may lead to criminality. If you have had or someone you know has had involvement with the Criminal Justice System or if you are vulnerable and are worried that you might offend; Direction for Bedfordshire can help you find the support you need. Self-referral or via a professional.

Area: Bedfordshire.

Telephone: 01582 721010 or 0800 917 5579

[Email](#) and [Website](#)

Everyman Project

Overview: A charitable organisation whose mission is to prevent interpersonal violence, in particular domestic violence and abuse. Their core activity is to work with perpetrators to address the root causes of this. They also provide advice, support and counselling to survivors of domestic abuse and violence, including those who have encountered elder abuse or child to parent abuse. Self-referral.

Area: London and surrounding areas.

Telephone: 020 3642 8850

[Email](#) and [Website](#)

The BRIDGE Project

Overview: The Bridge Project provide one to one and group work for perpetrators of domestic abuse, who demonstrate a willingness to change their harmful behaviours.

Anyone aged 16+, from all religious and ethnic backgrounds and in heterosexual or same sex relationships, who live in Central Bedfordshire/Bedford or have children living in these areas can access the Project, via self-referral or professional. The programme is a 27-week behaviour change programme that focuses on: placing safety of victims and children at the forefront of the work, challenges attitudes and behaviour of perpetrators, allows for acceptance of responsibility for harmful behaviours, develops new skills to be able to communicate using nonviolent behaviours towards partner/s and child/ren. They also provide advice and guidance to professionals who are working with victims and perpetrators of domestic abuse. The Bridge Project aims to reduce and prevent abuse and increase victim and survivors' safety.

Area: Bedford Borough and Central Bedfordshire.

Telephone: 0300 323 0245

[Email](#)

Respect

Overview: A confidential and anonymous national helpline for anyone concerned about their violence and/or abuse towards a partner or ex-partner. They are a team of skilled professionals offering advice, information and support to domestic violence perpetrators, as well as to their (ex) partners and frontline workers. Self-referral.

Area: National.

Telephone: 0808 802 4040 (available 9am to 8pm Monday to Friday)

Email (available 9am to 8pm Monday to Friday and 10am to 12 noon and 4pm to 6pm Saturday and Sunday)

Website (webchat is available 10am to 11am and 3pm to 4pm on Wednesday, Thursday and Friday)

Legal Advice (please note some services are for women only)

Bedford Women's Centre

Overview: Charity that supports women in the community to improve the quality of their and their family's lives. Offering one-to-one support, mentoring, workshops, support groups for women to promote healthy relationships and eradicate Domestic Abuse including Freedom programme and 'Own my life'. Also host a free Family Law legal clinic for women on the first Wednesday of every month in conjunction with Family Law Group. Bedford Women's Centre can provide support to access services for women who speak Mirpur, Urdu, Arabic and Punjabi. Host a free Family Law legal clinic for women on the first Wednesday of every month in conjunction with Family Law Group. Self-referral.

Area: Bedford.

Telephone: 01234 316801

[Email](#) and [Website](#)

DA Alliance

Overview: The DA Alliance is an umbrella organisation offering legal support for all victims of domestic abuse (women and men) & their children. It offers legal aid to those eligible and can obtain emergency orders to protect clients. Morgan Wiseman Solicitors based in Luton works with other solicitors, across Herts, Cambs and Bedfordshire to form the DA Alliance. The DA Alliance supports all victims of domestic abuse; women, men and children across Bedfordshire. Self-referral.

Area: Bedfordshire/Luton.

Telephone: 0800 101 7110

[Email](#) and [Website](#)

Luton All Women's Centre (LAWC)

Overview: Charity for women, run by women based in Luton. Offering one to one support for domestic abuse (DA) and other forms of abuse and trauma; forced marriage, honour-based abuse and FGM support; counselling service; Own My Life DA programme and Our Lives (for South Asian women – delivered in Urdu and Bengali) DA groups; legal advice; exploitation support; awareness raising in education settings, and awareness raising/training for professional's about LAWC, DA and Harmful Practices. They also offer support to employers in Luton through their Employers Against Domestic Abuse project – to enable employers to better support their staff wellbeing. Professionals can refer via a referral form. Women aged 18+ can self-refer.

Area: Based in Luton but will support women from Bedfordshire.

Telephone: 01582 416783

[Email](#) and [Website](#)

Rights of Women

Overview: Rights of Women is a charity that aims to provide women with the legal advice and information they need to understand and use the law and their legal rights. Their vision is to achieve equality, justice and safety in the law for all women, by providing women with free, confidential legal advice by specialist women solicitors and barristers, enabling women to understand and benefit from their legal rights through accessible and timely publications and training and campaigning to ensure that women's voices are heard and law and policy meets all women's needs. Self-referral.

Area: National.

Telephone: all legal advice numbers and the line operating times can be found [here](#)

[Email](#) and [Website](#)

Stepping Stones

Overview: Stepping Stones is a Luton based charity which supports women who are victims of domestic abuse and/or substance misuse. They can offer one to one and group support covering various areas including parenting, trauma, domestic abuse, anger and mental wellness. They also offer counselling and legal advice through qualified volunteers. They provide a safe, welcoming, non-judgemental environment for women living in Luton and Central Bedfordshire, who have suffered abuse, who are vulnerable due to substance misuse, offending, mental health conditions and/or are involved with Local Authority Children's Social Care. Self-referral or via a professional.

Area: Based in Luton but will support women from Central Bedfordshire.

Telephone: 01582 457114

[Email](#) and [Website](#)

The Refugee and Migrant Services Helpline

Overview: The Refugee and Migrant Services Helpline aims to provide either signposting support, short term or long term case work to refugees and vulnerable migrants, such as those with No Recourse to Public Funds. The support provided is holistic and person-centred, so is directed by the individual's goals. Primarily the sort of support provided includes: accessing healthcare, mental health support, volunteering/educational opportunities, immigration/legal advice and coordinating with other agencies such as social welfare.

Area: Bedford and Central Bedfordshire.

Telephone: 01234 350900. Or for referrals call 0300 030 1235

[Email](#), [Referral Email](#) and [Website](#)

Women's Aid in Luton

Overview: Women's Aid in Luton is a voluntary organisation supporting women and children who fall victim to domestic abuse. They offer support and guidance to women and children from all backgrounds and circumstances, this could be just being someone to listen or to offer complete support in breaking away and starting again. They offer a helpline and drop-in support groups. They provide support, information, guidance, and safe accommodation for women and children who have suffered from or are exposed to gender-based violence. They offer practical help, emotional support and/or a temporary safe place to be, enabling women to have thinking time and an opportunity to prepare for a new life. They are also committed to raising awareness of domestic abuse and its effects within the community. Their refuges allow women access to peer support groups, education, one to one sessions with trained staff and access to legal advice. The children's service is a vital part of Women's Aid in Luton, with trained and skilled support workers able to work with the children that come into refuge to allow them to come to terms with their experiences. Self-referral or via a professional.

Area: Luton

Telephone: 01582 391856 (available 10am to 5pm, Monday to Friday)

[Email](#) and [Website](#)

www.Solicitors.com

Overview: This is a free to use national service, making finding a solicitor as easy as possible. Results can be filtered to find solicitors within your local area and by the type of legal advice you require. The [ask a legal question](#) tool allows one question to be sent to multiple firms and the 'need help' function can access support from the website's staff.

Area: National.

[Website](#)

Other Support

Advice Central

Overview: A centralised advice service for Central Bedfordshire covering topics such as: Education, benefits, money, housing, disabilities, health & care, communities, immigration, law, relationship, consumer rights and employment. Self-referral via phone, email, webchat or face-to-face for all Central Bedfordshire residents.

Area: Central Bedfordshire.

Telephone: 0300 303 6666 (available 10am to 3pm Monday to Friday)

[Email](#) and [Website](#)

GamCare

Overview: GamCare is the leading national provider of free information, advice and support for anyone affected by problem gambling. They offer a range of confidential treatment across the UK, this could be over the phone, face to face or online. You can speak to an advisor for free 24/7. Alternatively, if you are not sure that you are ready to talk to someone, there is a free, online test that you can do to help you decide if your gambling is affecting your life. It takes a few minutes and is confidential. Local support options can be found in the 'Get Support' area. Self-referral.

Area: National.

Telephone: 0808 802 0133

[Email](#) and [Website](#)

Grand Union Housing Group (GUHG)

Overview: Grand Union Housing Group (GUHG) have been in business for over 25 years and provide 12,000 homes for more than 27,000 people across Bedfordshire, Buckinghamshire, Northamptonshire and Hertfordshire. Their mission is more homes, stronger communities, better lives. They build affordable homes, provide personal support, and help people to learn, work and be healthy. They offer support to victims/survivors of domestic abuse, providing clarity about what they can do and helping to find specialist support. They can support you in taking action against your abuser. They will refer you to other organisations for more support and see where they can improve the security of your home if you do not wish to leave. They can refer you to the council for temporary accommodation if you do want to leave your home, or offer you a transfer to one of their properties in another borough if you cannot remain in your home. Self-referral or via a professional.

Area: Bedfordshire, Buckinghamshire, Hertfordshire and Northamptonshire.

Telephone: 0333 123 5544

[Email](#) and [Website](#)

The No Recourse to Public Funds (NRPF) Network

Overview: A national network safeguarding the welfare of families, adults & care leavers who have NRPF and are unable to access benefits. The NRPF Network supports councils; shares knowledge and good practice as well as sharing free online resources.

Area: National.

[Email](#) and [Website](#)

Queen's Park Community Organisation

Overview: Practical help for No recourse to public fund victims (temporary accommodation, Transport, Interpreting, Essential items & food parcel). Website link not currently working as website is under construction. Referrals from another organisation & self-referral too.

Area: Bedfordshire.

Telephone: 07824 035000

[Email](#) and [Website](#)

The Unity Project

Overview: The Unity Project provides support to people who are facing extreme poverty and/or homelessness as a result of their immigration status and the systemic discrimination behind it. Specifically, they assist destitute people with 'No Recourse to Public Funds' (NRPF). Although there is not a telephone number for the Unity Project, there is an online referral form on their website, or you can email them directly. Self-referral or via a professional.

Area: National.

[Email](#) and [Website](#)

Children's Centres - Bedford

Biggleswade and District

Address: Biggleswade Area Office, London Road, Biggleswade, SG18 8ER

Telephone: 0300 300 8114

[Email](#) and [Website](#)

Bluebells Children's Centre

Address: Bromham Lower School, Village Road, Bromham, MK43 8NR

Telephone: 0300 323 0245 (option 2, option 9)

[Email](#) and [Website](#)

Cherry Trees Children's Centre

Address: Hawkins Road, MK42 9LS

Telephone: 0300 323 0245 (option 2, option 7)

[Email](#) and [Website](#)

Clapham Children's Centre

Address: Ursula Taylor School, High Street, Clapham, MK41 6EG

Telephone: 0300 323 0245 (option 2, option 9)

[Email](#) and [Website](#)

Daisy Hill Children's Centre

Address: Bedford Road Lower School, Hillgrounds Road, Kempston, MK42 8QH

Telephone: 0300 323 0245

[Email](#) and [Website](#)

Eastcotts Children's Centre

Address: Shorts Building. 65 Beauvais Square, Shortstown, MK42 OGG

Telephone: 0300 323 0245 (option 2, option 6)

[Email](#) and [Website](#)

Goldington Children's Centre

Address: 28-30 Meadway, Bedford, MK41 9HU

Telephone: 0300 323 0245

[Email](#) and [Website](#)

Kingsbrook Children's Centre

Address: Kings Oak Primary School, Oak Road, MK42 0HH

Telephone: 0300 323 0245 (option 2, option 2)

[Email](#) and [Website](#)

Lakeview Village Hall

Address: Brooklands Avenue, Wixams, Bedford, MK42 6AB

Telephone: 0300 323 0245 (option 2, option 9)

[Email](#) and [Website](#)

Peartree Children's Centre

Address: Balliol Lower School, Balliol Road, Kempston, MK42 7ER

Telephone: 0300 323 0245 (option 2, option 8)

[Email](#) and [Website](#)

Peter Pan Children's Centre

Address: Edward Road, Kempston, MK42 9DR

Telephone: 0300 323 0245 (option 2, option 5)

[Email](#) and [Website](#)

Pinecones Children's Centre

Address: Slade Walk, Off Clapham Road, MK41 7SA

Telephone: 0300 323 0245 (option 2, option 3)

[Email](#) and [Website](#)

Queens Park Neighbourhood Centre

Address: Marlborough Road, Queens Park, Bedford, MK40 4LE

Telephone: 0300 323 0245 (option 2, option 9)

[Email](#) and [Website](#)

Sharnbrook Methodist Church

Address: Park Lane, Sharnbrook, Bedford, MK44 1LT

Telephone: 0300 323 0245 (option 2, option 9)

[Email](#) and [Website](#)

Children's Centres – Central Bedfordshire

Dunstable North (Beehive)

Address: Westfield Road, Dunstable, LU6 1DW

Telephone: 0300 300 8106

[Email](#) and [Website](#)

Dunstable South (Downside)

Address: Downside Neighbourhood Centre, Oakwood Avenue, Dunstable, LU5 4AS

Telephone: 0300 300 8104

[Email](#) and [Website](#)

Flitwick and District

Address: Malham Close, Flitwick, MK45 1PU

Telephone: 0300 300 8111

[Email](#)

Houghton Regis (Parkside)

Address: Parkside Drive, Houghton Regis, LU5 5QN

Telephone: 0300 300 8104

[Email](#)

Houghton Regis (Tithe Farm)

Address: Tithe Farm Road, Houghton Regis, LU5 5JB

Telephone: 0300 300 8104

[Email](#)

Leighton Buzzard

Address: St. George's Lower School, East Street, Leighton Buzzard, LU7 1EW

Telephone: 01525 384368

[Email](#) and [Website](#)

Sandy and District

Address: Sandy Children's Centre, Laburnum Road, Sandy, SG19 1HQ

Telephone: 0300 300 8114

[Website](#)