

Despite the COVID-19 outbreak, Violence Against Women and Girls (VAWG) services are **still in operation**. Please see below for all support available.



In an emergency you should always call 999

If you are in danger and unable to talk on the phone, call **999**, and then press **55**. This will transfer your call to the relevant police force who will assist you without you having to speak.

Our Independent Domestic Violence Advocates (IDVA) and Hate Crime Casework service are still available. However, due to Government guidelines around Covid 19, the drop-in service at the Shadwell Centre will not be available, neither will our Domestic Abuse One Stop Shop.

If you are experiencing **domestic** or **'honour' based abuse** currently and would like emotional or practical support over the telephone, there are several options:

Local support:

- **Tower Hamlets Victim Support IDVAs** – **020 7364 7957/2448** Monday to Friday 9am to 5pm
- **[Victim Support](#) 24-hour support line** - **0808 1689 111**
- **[Tower Hamlets Crisis Intervention Service](#)** - **020 3222 4027** Monday to Friday 9am to 5pm & weekends 10am to 6pm
- Stratford / Thames Magistrates Court updates - **0300 303 0645**
northlondonmc@justice.gov.uk
- **Legal advice** relating to domestic abuse and family law, such as non-molestation orders, child arrangements, or divorce - Bowling & Co solicitors: family@bowlinglaw.co.uk / **020 8221 8000** and in case of emergencies **07464 925 083**
- **Tower Hamlets VAWG Team** duty line for signposting professionals and victims onto specialist VAWG services - **0800 279 5434** Monday to Friday 9am to 5pm or
Domestic.Violence@towerhamlets.gov.uk
- **Tower Hamlets Housing Options Service Team (HOST)** will no longer have a drop in service. For those at risk of homelessness contact HOST on **020 7364 7474**, Monday to Friday 9am to 5pm. After 5pm call their emergency line on **020 7364 4079**
- **Adult Safeguarding Team** - **020 7364 5005**
- **Children Safeguarding Team** - **020 7364 3444**
- If you require information or advice about a court related case, please contact the Police Officer in charge or your IDVA/Support Worker.

National support:

- **[National Domestic Violence Helpline](#)** for free safety advice and refuge spaces is open 24 hours a day 7 days a week on **0808 2000 247**
- If you are a member of the LGBT+ community, **[Galop](#)** runs a specialist helpline on **0800 999 5428** open Monday-Friday 10am to 12.30pm & 1.30pm to 4pm or email help@galop.org.uk

- All of the above services support men and there is a specific [Men's Advice](#) line **0808 801 0327** open Monday-Friday (9am-8pm Monday & Wednesday; 9am-5pm Tuesday, Thursday, Friday) or email info@mensadviceline.org.uk
- [Women's Aid](#) have an online support service <https://chat.womensaid.org.uk/> Monday to Friday 10am-12pm. They also have provided survivors a [COVID-19 safety guide you can find here](#).
- [Hestia](#) provides a free-to-download mobile app, Bright Sky, which hides as a weather app but provides support and information to anyone who may be in an abusive relationship or those concerned about someone they know.

Other VAWG support:

- If you are a girl (aged 14+) or woman and have been a victim of **sexual assault**, you can contact [Rape Crisis](#) **0808 802 9999** between 12pm-2.30pm and 7pm-9.30pm every day. For survivors aged 16+ Rape Crisis have a [Live online Chat Helpline](#) open Monday to Friday (Various times)
- [Beyond the Streets](#), who provide outreach support to women involved in **prostitution** continue to support women via telephone and can be contacted on **0800 133 7870** or email on support@beyondthestreets.org.uk
- Women's Health and Family Service run the [Female Genital Mutilation \(FGM\)](#) Engagement Service. They continue to offer support to women by telephone and can be contacted on **020 7377 872** Monday to Friday 9am-5pm.
- The [Forced Marriage Unit](#) can be contacted for advice and support on **020 7008 0151** or emailed on fmuoutreach@fco.gov.uk or you can contact them via Facebook: [Forced Marriage page](#).
- [Karma Nirvana](#) is another organization supporting those at risk of **'honour' based abuse** and **forced marriage** and can be contacted on **0800 599 9247** Monday to Friday 9am-5pm or emailed on support@karmanirvana.org.uk
- If you are experiencing **stalking** or **harassment** you can call the [National Stalking Helpline](#) on **0808 802 0300** open Monday-Friday 9.30am to 4pm except for Wednesdays when it is open 1pm to 4pm
- If you believe that someone is being **trafficked** for the purposes of sexual exploitation you can report your suspicions to the [Modern Slavery Helpline](#): **08000 121 7000**

Perpetrators of abuse

If you are worried about how you are treating your partner or family member and want to stop your behaviour, you can contact [Respect](#) on **0808 802 4040** or email on info@respectphoneline.org.uk they also have a live Webchat available (various times).

Safety advice if you are living with your abuser

- Keep your phone charged and on you at all times

- Ensure phone credit is topped up
- Keep away from the kitchen if trying to find a safe space / avoid your abuser
- Speak to a trusted neighbour about the situation and ask them to call 999 if they hear loud noises/arguments
- At the first sign of abuse call 999 for help

The Women's Aid website has [safety advice](#) and a [COVID-19 safety guide](#)

If your abuser has access to your phone/internet access, please **delete your browsing history** after you have visited the site.

Worried about a friend or neighbour?

If you are worried that your friend or neighbour is experiencing domestic abuse you can:

- Reach out to the victim and let them know that you care
- Ask the victim if they are ok
- Call 999
- Report it via Crimestoppers on 0800 555 111 or <https://crimestoppers-uk.org/give-information/forms/pre-form>

You could be the person that makes a difference.