

# Bedfordshire Domestic Abuse Support Service Directory

Updated April 2026

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:** Free, confidential telephone and face to face practical and emotional support and advice to anyone impacted by crime residing in Bedfordshire, whether it has been reported to the police or not, and irrespective of when and where it occurred. This includes standard and medium risk domestic abuse victims, bereaved relatives/friends (other than Homicide cases) parents or guardians of victims under 16, involved parties, witnesses, and members of staff where a business has been the subject of a crime. Self-referrals or referrals via a professional accepted.

**Area:** Bedfordshire.

**Telephone:** 0800 0282 887

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

### Living Your Life

**Overview:** Living Your Life supports everyone aged 13+ 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). Group support for: male victims-survivors of sexual abuse, adult survivors of CSA, victim-survivors of intimate partner sexual abuse, parents of child victims of CSA. Self-referral and professional referrals welcome.

**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 Bedfordshire provides free, confidential and independent support to people aged 16 and over who are experiencing stalking or domestic abuse. Support is available to everyone, regardless of gender, sexuality, race, religion, disability or background who resides within Bedfordshire. Our trained specialist advocates work across Bedfordshire to help individuals improve their safety, understand their options, and move forward.

Opening Hours- Monday to Friday, 8:00am – 5:00pm (excluding public holidays)

**Telephone:** Luton: 01582 488777 Bedford & Central Bedfordshire: 01234 763785

24 Hour Support line: 08 08 16 89 111

[Email](#) [Website](#) [Websites](#)

## 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](#)

## Samaritans

**Overview:** Samaritans is a UK charity for anyone who's struggling to cope, who may have suicidal thoughts, or 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. The Samaritans also run a Webchat service every evening via their website.

**Area:** National.

**Telephone:** 116 123 (available 24/7)

[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 Bedford Hospital 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.

**Area:** Bedfordshire, including Luton.

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

**Luton:** 01582 488777 (8am to 5pm, Monday to Friday).

**Bedford:** 01234 763785 (8am to 5pm, Monday to Friday).

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**. Cauldwell Community Centre 51A Althorpe Street, Bedford MK42 9HF.

### Bedford Women's Centre

**Overview:** A local charity, supporting women in the community to improve the quality of their and their family's lives. Offering one-to-one support, workshops, support groups for women to promote healthy relationships and learn about Domestic Abuse, including 'Own my life'. Groups also enable women to understand and process recent or past trauma. Free Family Law legal clinic for women in conjunction with Family Law Group (pre booking and assessment by a member of the team required). The Centre can provide support to access services for women who speak Mirpur, Urdu, and Punjabi. Women can be assured of a trauma responsive, non-judgmental service.

**Area:** Bedford and the surrounding Bedfordshire villages.

**Telephone:** 01234 316801

**Email** and **Website**

## Early Childhood Partnership - Horizons IDVA and Therapeutic Support Service

**Overview:** Horizons IDVA service support people of all genders that are over 16 and deemed to be standard risk domestic abuse victims. The service offers The Liberty Group which is a therapeutic support group for female DA victims that are over 16 and living in Bedford Borough, Central Bedfordshire or Luton. The Liberty Group has meetings in Bedford, Central Bedfordshire and Luton. In addition, the service offers Talk4:M a therapeutic support group for male victims of DA. As well as Talk4:M The service also operates a peer support group called The Stronghold for male victims of DA.

Horizons CHIDVA service offer support to standard risk children that are affected by DA are aged over 6 and living in Bedford Borough, Central Bedfordshire or Luton

**Area:** Bedford Borough, Central Bedfordshire and Luton

**Telephone:** 0300 131 7154 (Monday – Friday 09:00 – 16:30)

**Webchat:** To chat with the service click the following link and click the chat box in the righthand corner that is labelled “webchat” [IDVA and Therapeutic Support Service - One YMCA](#) (Monday – Friday 09:00 – 16:30)

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

## Luton All Women’s Centre (LAWC)

**Overview:** A local 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. Support can be offered in Urdu, Bengali and Polish. Professionals can refer clients via a referral form on the website. Women aged 18+ can self-refer. Groups are only available to clients, apart from our Menopause Group which is open to all women. VAWG preventive work in schools and for young people, as part of our Safer Streets initiative.

**Area:** Based in Luton but will support women from Central 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 (Luton) is a registered charity which supports women who are experiencing challenges and/or trauma associated with domestic abuse, offending and/or substance misuse. They offer wraparound one to one practical and trauma-informed therapeutic support, and group programmes covering various areas including Own My Life, parenting, trauma, domestic abuse, anger, serenity and mental wellness. Stepping Stones works under contract with the Criminal Justice System to offer support and rehabilitation to women in contact with the Probation service, and they are also able to offer counselling through qualified volunteers and have funding to offer specialised mental health support. Registered as a Welcoming space in Luton, Stepping Stones provide a safe, welcoming, non-judgemental environment for women living in Luton and Central Bedfordshire, and an outreach service in other parts of the community. They are also unique in the area for having an Ofsted-registered childcare setting, which provides warm, nurturing care and activities for children for free whilst the parent or carer is accessing their service. Self-referral or via a professional.

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

**Telephone:** 01582 341343 [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.

**Luton:** 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 Bedfordshire provides free, confidential and independent support to people aged 16 and over who are experiencing stalking or domestic abuse. Support is available to everyone, regardless of gender, sexuality, race, religion, disability or background who resides within Bedfordshire. Our trained specialist advocates work across Bedfordshire to help individuals improve their safety, understand their options, and move forward.

Opening Hours- Monday to Friday, 8:00am – 5:00pm (excluding public holidays)

**Telephone:** Luton: 01582 488777 Bedford & Central Bedfordshire: 01234 763785

24 Hour Support line: 08 08 16 89 111

[Email](#) [Websites](#) [Website](#)

## The Rebuild Programme

**Overview:** The Rebuild Programme is a 12-week co-produced group programme that looks at relationships. It's designed for women living with domestic abuse in Central Bedfordshire and will explore various topics, including: what healthy relationships look like, conflict in relationships, the dynamics of domestic abuse and the impact of domestic abuse on relationships. The bespoke programme is run from Children's Centres and will be hosted by trained facilitators. At the end of the 12 weeks, women will be able to have a one-to one session with their programme facilitator and make a plan for their future. This could include referrals into therapeutic or more specialised support services, or recommendations for further programmes. Self-referral.

**Area:** Central Bedfordshire. [Website](#)

## Women's Aid in Luton

**Overview:** Women's Aid in Luton is a voluntary organisation supporting women and children affected by domestic abuse and other forms of gender-based violence. Services are available to women and children from all backgrounds and circumstances. Support ranges from offering a safe, non-judgemental listening ear to providing comprehensive practical and emotional support to help women leave safely and rebuild their lives. This includes a confidential helpline, and refuge accommodation for women and their children who need a temporary place of safety. Women's Aid in Luton offers information, guidance, emotional support, and practical assistance, enabling women to have the time and space they need to make informed decisions and plan for the future. Refuge services provide access to peer support, one-to-one sessions with trained staff, education opportunities, and legal advice. Children's services are a vital part of the organisation's work. Skilled and trained children's support workers help children living in refuge to process their experiences and support their emotional recovery.

In addition to direct services, Women's Aid in Luton is committed to raising awareness of domestic abuse and its impact within the wider community.

Referrals can be made through self-referral or via professionals.

**Area:** Luton/national (helpline provision)

**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](#). Cauldwell Community Centre 51A Althorpe Street, Bedford MK42 9HF.

### 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:** 07375 544259 [Email](#) and [Website](#)

## Victim Support

**Overview:** Victim Support Bedfordshire provides free, confidential and independent support to people aged 16 and over who are experiencing stalking or domestic abuse. Support is available to everyone, regardless of gender, sexuality, race, religion, disability or background who resides within Bedfordshire. Our trained specialist advocates work across Bedfordshire to help individuals improve their safety, understand their options, and move forward.

Opening Hours- Monday to Friday, 8:00am – 5:00pm (excluding public holidays)

**Telephone:** Luton: 01582 488777 Bedford & Central Bedfordshire: 01234 763785

24 Hour Support line: 08 08 16 89 111

[Email](#) [Websites](#) [Website](#)

## **Living Your Life**

**Overview:** Living Your Life supports everyone aged 13+ 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). Group support: It's My Life – is a trauma informed support group for male victim-survivors of sexual abuse. Self-referral and professional referrals welcome.

**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 Bedfordshire

**Overview:** Home-Start 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:** Bedfordshire and Luton.

**Telephone:** 01525 213522

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

### Parallel Lives Programme

**Overview:** Parallel Lives Programme run a 17-week co-parenting and unhealthy relationship programme for couples who are experiencing conflict within their relationship. Clients can be currently in the relationship or separated. They also work with individuals who are single and wanting support around co-parenting and/or unhealthy relationships. The men and women's groups are run on separate days. They look to raise awareness around unhealthy relationships and how to co-parent safely, with the child's welfare being the focus of all support. Self-referral or via a professional.

**Area:** Bedfordshire and Hertfordshire.

**Telephone:** 07376244719

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

## **Penrose – Bridge House**

**Overview:** Bridge House is supported accommodation for expectant mothers, mothers with up to 2 children under the age of 10 years old as well as single women aiming to have guardianship of their children. They are a service designed to support women to move onto independent living with confidence. They are a safe and stable environment which works on an individualised approach so that both the mother and child/children can thrive in their future. They are able to assist individuals from basic interventions and guidance around resettlement and gaining or sustaining independent living. They assist with a range of situations such as: safety in the home, parenting skills, family wellbeing, mental health, offending or ex-offending, substance misuse and domestic abuse/violence. Their service gives families the chance to focus on a fresh start as well as their future. They will support the families with their aspirations and dreams, so they are able to maintain and sustain their independence when they gain their independence within the community. Also at Bridge House they have an activities co-ordinator and early years practitioner to support the children and the mothers. Self-referral or via a professional.

**Area:** Luton. However, women fleeing domestic abuse do not need to have local connections.

**Telephone:** 01582 572559

[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. The 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 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.

## BLMK Reflect Text Messaging Service (replacing Kooth in CBC)

**Overview:** Reflect is a free, confidential and 24/7 text support service for young people (aged 11-25) in Central Bedfordshire, Bedford Borough, Luton or Milton Keynes who needs advice or help. It is delivered by trained volunteers and clinicians who are available around the clock to listen and support anyone who is feeling anxious, lonely, overwhelmed or not quite themselves. It is part of the wider network of Shout services across the UK. It can support with issues such as anxiety, bullying, depression, loneliness/isolation, money worries, relationship problems, self-harm, stress and suicidal thoughts or feelings. It is universal, open to all and accessible 24/7. Self-referral.

**Area:** Bedfordshire and Milton Keynes.

**Other:** text support by texting reflect to 82528 (upper or lower case, please do not use Whatsapp).

## TOKKO Youth Space

**Overview:** TOKKO provide a safe and confidential environment for young people aged 10-18 years old. They offer one to one talking therapies with a qualified counsellor in partnership with Sorted Counselling, allowing young people to explore their thoughts and feelings in a safe and non-judgemental environment. Also offered are the Young Parents project (aged 14-25 in Luton) which provides a specialised tailored programme specific to the individual needs of young parents and young parents to be in Luton. The Freedom Programme is being delivered to children and young people who have or are experiencing domestic abuse. Referrals are made from professionals, parents/guardians, carers, and young people can also self-refer. They also offer Freedom for Children and Freedom for Perpetrator programmes. The LWA (Ladies with Attitude) enables female voices and is targeted at young women (13-19years old) who are at risk of, are experiencing or have experienced, all aspects of criminal exploitation. Self-referral or professional via the website.

**Area:** Luton (some projects can be offered to Bedfordshire residents).

**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.

## Samaritans

**Overview:** Samaritans is a UK charity for anyone who's struggling to cope, who may have suicidal thoughts, or 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. The Samaritans also run a Webchat service every evening via their website.

**Area:** National.

**Telephone:** 116 123 (available 24/7) [Website](#)

## 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](#)

### 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 Bedfordshire provides free, confidential and independent support to people aged 16 and over who are experiencing stalking or domestic abuse. Support is available to everyone, regardless of gender, sexuality, race, religion, disability or background who resides within Bedfordshire.

Our trained specialist advocates work across Bedfordshire to help individuals improve their safety, understand their options, and move forward.

Opening Hours- Monday to Friday, 8:00am – 5:00pm (excluding public holidays)

Telephone: Luton: 01582 488777 Bedford & Central Bedfordshire: 01234 763785

24 Hour Support line: 08 08 16 89 111

[Email](#) [Websites](#) [Website](#)

## Samaritans

**Overview:** Samaritans is a UK charity for anyone who's struggling to cope, who may have suicidal thoughts, or 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. The Samaritans also run a Webchat service every evening via their website.

**Area:** National.

**Telephone:** 116 123 (available 24/7)

[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 Bedfordshire provides free, confidential and independent support to people aged 16 and over who are experiencing stalking or domestic abuse. Support is available to everyone, regardless of gender, sexuality, race, religion, disability or background who resides within Bedfordshire. Our trained specialist advocates work across Bedfordshire to help individuals improve their safety, understand their options, and move forward.

Opening Hours- Monday to Friday, 8:00am – 5:00pm (excluding public holidays)

Telephone: Luton: 01582 488777 Bedford & Central Bedfordshire: 01234 763785

24 Hour Support line: 08 08 16 89 111

[Email](#) [Websites](#) [Website](#)

## **Samaritans**

**Overview:** Samaritans is a UK charity for anyone who's struggling to cope, who may have suicidal thoughts, or 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. The Samaritans also run a Webchat service every evening via their website.

**Area:** National.

**Telephone:** 116 123 (available 24/7)

[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:** A local 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. Support can be offered in Urdu, Bengali and Polish. Professionals can refer clients via a referral form on the website. Women aged 18+ can self-refer. Groups are only available to clients, apart from our Menopause Group which is open to all women. VAWG preventive work in schools and for young people, as part of our Safer Streets initiative.

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

**Telephone:** 01582 416783

[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](#)

## **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](#)

## **Samaritans**

**Overview:** Samaritans is a UK charity for anyone who's struggling to cope, who may have suicidal thoughts, or 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. The Samaritans also run a Webchat service every evening via their website.

**Area:** National.

**Telephone:** 116 123 (available 24/7)

[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.** Cauldwell Community Centre 51A Althorpe Street, Bedford MK42 9HF.

## 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 girl's 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:** A local 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. Support can be offered in Urdu, Bengali and Polish. Professionals can refer clients via a referral form on the website. Women aged 18+ can self-refer. Groups are only available to clients, apart from our Menopause Group which is open to all women. VAWG preventive work in schools and for young people, as part of our Safer Streets initiative.

**Area:** Based in Luton but will support women from Central 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 Bedfordshire provides free, confidential and independent support to people aged 16 and over who are experiencing stalking or domestic abuse. Support is available to everyone, regardless of gender, sexuality, race, religion, disability or background who resides within Bedfordshire. Our trained specialist advocates work across Bedfordshire to help individuals improve their safety, understand their options, and move forward.

Telephone: Luton: 01582 488777 Bedford & Central Bedfordshire: 01234 763785

24 Hour Support line: 08 08 16 89 111

Opening Hours- Monday to Friday, 8:00am – 5:00pm (excluding public holidays)

[Email](#) [Websites](#) [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 Bedfordshire provides free, confidential and independent support to people aged 16 and over who are experiencing stalking or domestic abuse. Support is available to everyone, regardless of gender, sexuality, race, religion, disability or background who resides within Bedfordshire. Our trained specialist advocates work across Bedfordshire to help individuals improve their safety, understand their options, and move forward.

Opening Hours- Monday to Friday, 8:00am – 5:00pm (excluding public holidays)

**Telephone:** Luton: 01582 488777 Bedford & Central Bedfordshire: 01234 763785

24 Hour Support line: 08 08 16 89 111

[Email](#) [Websites](#) [Website](#)

## Victims/Survivors of Rape or Sexual Violence/Assault

### 24/7 Rape and Sexual Abuse Support Line

**Overview:** Developed and launched by Rape Crisis and the UK Government, this service provides victims of rape in England and Wales access to around the clock support over the telephone or through webchat. The service provides specialist operators who can provide victims with vital information and emotional support, including signposting to local, longer-term services such as Independent Sexual Violence Advisors (ISVA). The service is aiming to support victims, encourage more prosecutions and deliver a key government pledge. Under 16s who access the support line will be listened to and guided to appropriate alternative services. Self-referral.

**Area:** England and Wales.

**Telephone:** 0808 500 2222

[Webchat](#)

### Living Your Life

**Overview:** Living Your Life supports everyone aged 13+ 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). Group support for: male victims-survivors of sexual abuse, adult survivors of CSA, victim-survivors of intimate partner sexual abuse, parents of child victims of CSA. Self-referral and professional referrals welcome.

**Area:** Bedfordshire.

**Telephone:** 07792 938089

[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)

## National Association for People Abused in Childhood (NAPAC)

**Overview:** NAPAC provide the only free national support service for adult survivors of all types of childhood abuse. They offer specialist, confidential support to all adult survivors of any type of abuse, operated by experienced staff and trained volunteers. NAPAC works closely with the criminal justice and public health sectors. They support survivors to navigate and understand their options with criminal and civil law, and in healing and recovery. Choice is key, and their website provides a lot of free information for survivors and those supporting them. People use NAPAC's services to support their overall health and wellbeing, to build and improve their resilience, and to be able to make brave, positive choices every day – including asking for help when they need it. Those using their services ask for support with a range of concerns, including anxiety, depression, isolation, reporting to the police, domestic and sexual violence, boundaries, and complex post-traumatic stress. For many, contacting NAPAC is a first step to recovering from trauma and leading happier, more fulfilled lives. They have four main services: running the UK's only free national telephone and email support service for all adult survivors of any kind of childhood abuse, intensive psycho-educational support groups for survivors of abuse; these face-to-face support groups have now been developed for online delivery, they provide extensive training for professionals who engage with adult survivors of childhood abuse and anyone at risk of vicarious trauma and they conduct research and advocacy, using their own data and working in partnership to raise survivors' voices in policy and practice across the UK. Self-referral.

**Area:** National.

**Telephone:** 0808 801 0331

[Email](#) and [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 9pm Monday to Sunday) or 0330 223 0099 (available 24/7)

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

## Victim Support

**Overview:** Victim Support Bedfordshire provides free, confidential and independent support to people aged 16 and over who are experiencing stalking or domestic abuse. Support is available to everyone, regardless of gender, sexuality, race, religion, disability or background who resides within Bedfordshire. Our trained specialist advocates work across Bedfordshire to help individuals improve their safety, understand their options, and move forward.

Opening Hours- Monday to Friday, 8:00am – 5:00pm (excluding public holidays)

**Telephone:** Luton: 01582 488777 Bedford & Central Bedfordshire: 01234 763785

24 Hour Support line: 08 08 16 89 111

[Email](#) [Websites](#) [Website](#)

## Samaritans

**Overview:** Samaritans is a UK charity for anyone who's struggling to cope, who may have suicidal thoughts, or 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. The Samaritans also run a Webchat service every evening via their website.

**Area:** National.

**Telephone:** 116 123 (available 24/7)

[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 affected by domestic abuse and other forms of gender-based violence. Services are available to women and children from all backgrounds and circumstances. Support ranges from offering a safe, non-judgemental listening ear to providing comprehensive practical and emotional support to help women leave safely and rebuild their lives. This includes a confidential helpline, and refuge accommodation for women and their children who need a temporary place of safety. Women's Aid in Luton offers information, guidance, emotional support, and practical assistance, enabling women to have the time and space they need to make informed decisions and plan for the future. Refuge services provide access to peer support, one-to-one sessions with trained staff, education opportunities, and legal advice. Children's services are a vital part of the organisation's work. Skilled and trained children's support workers help children living in refuge to process their experiences and support their emotional recovery.

In addition to direct services, Women's Aid in Luton is committed to raising awareness of domestic abuse and its impact within the wider community.

Referrals can be made through self-referral or via professionals.

**Area:** Luton/national (helpline provision)

**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 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. To make a referral (including self-referrals) please email all details of the vulnerable person (name, address and telephone number), along with details of what safety measures are required to [BobbyScheme@beds.police.uk](mailto:BobbyScheme@beds.police.uk). If the team have concerns or queries, they will contact the referrer.

**Area:** Bedfordshire.

**Telephone:** 01234 842619

[Email](#)

## 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](#)

### Cats Protection Lifeline (previously Paws Protect)

**Overview:** Cats Protection Lifeline 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. Cats Protection Lifeline 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 staffed Cats Protection Lifeline Coordinator and Cats Protection Lifeline Assistant through the 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](#)

## **Victim Support Stalking ISAC**

### **Independent Stalking Advocacy Caseworker (ISAC) Support Services**

Victim Support Bedfordshire offers a dedicated Independent Stalking Advocacy Caseworker (ISAC) for people experiencing non-domestic abuse related stalking across Bedfordshire.

The ISAC service can support you by, listening to your concerns and assessing current risks. Developing a personalised safety and support plan. Providing advice about housing options, including homelessness and housing rights. Supporting you through the criminal justice process, including court support. Explaining criminal and civil options, such as Stalking Protection Orders and injunctions. Liaising with agencies including Police, CPS, Housing, Solicitors and Social Care. Offering advice and signposting around cyberstalking. Advocating for you at the Bedfordshire Stalking Intervention Partnership (BSIP). Making referrals for trauma-informed therapy for you and your children. Connecting you with other specialist support services.

Opening Hours- Monday to Friday, 8:00am – 5:00pm (excluding public holidays)

**Telephone:** Luton: 01582 488777 Bedford & Central Bedfordshire: 01234 763785

24-hour Support line: 08 08 16 89 111

[Email](#) [Websites](#) [Website](#)

## Economic and Financial 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:** Bedfordshire.

**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. They also have compiled a [Banking Support Directory](#) for support offered by banks.

**Area:** National.

[Website](#)

## **Banks Helplines for Domestic/Financial Abuse**

**Halifax:** 08000 854475 or [Website](#)

**HSBC:** 0345 740 4404

**Santander:** 0800 313 4321

**Co-Op:** 0800 781 1493 or [Website](#)

**Monzo:** [Website](#)

**Area:** National.

## 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](#)

### Holes in the Wall

**Overview:** Holes in the Wall is a website that aims to help those experiencing abuse from their children. It lists a range of resources and research for professionals and has a Directory of services for those experiencing child to parent abuse.

**Area:** National.

[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](#)

### Who's in Charge?

**Overview:** Who's in Charge? is a 9-week child to parent violence (CPV) programme, aimed at parents whose children are being abusive or violent toward them or who appear out of parental control. The structure of the programme consists of 8 two and a half hour sessions with a two-month follow up.

**Area:** National.

[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 Talking Therapies

**Overview:** Run by the NHS, the Bedfordshire Talking Therapies Service (previously 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

### Early Childhood Partnership - Horizons IDVA and Therapeutic Support Service

**Overview:** Horizons IDVA service support people of all genders that are over 16 and deemed to be standard risk domestic abuse victims. The service offers The Liberty Group which is a therapeutic support group for female DA victims that are over 16 and living in Bedford Borough, Central Bedfordshire or Luton. The Liberty Group has meetings in Bedford, Central Bedfordshire and Luton.

In addition, the service offers Talk4:M a therapeutic support group for male victims of DA.

As well as Talk4:M The service also operates a peer support group called The Stronghold for male victims of DA.

Horizons CHIDVA service offer support to standard risk children that are affected by DA are aged over 6 and living in Bedford Borough, Central Bedfordshire or Luton

**Area:** Bedford Borough, Central Bedfordshire and Luton

**Telephone:** 0300 131 7154 (Monday – Friday 09:00 – 16:30)

**Webchat:** To chat with the service click the following link and click the chat box in the righthand corner that is labelled “webchat” [IDVA and Therapeutic Support Service - One YMCA](#) (Monday – Friday 09:00 – 16:30)

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

## Living Your Life

**Overview:** Living Your Life supports people aged 13+ 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). Group support for: male victims-survivors of sexual abuse, adult survivors of CSA, victim-survivors of intimate partner sexual abuse, parents of child victims of CSA. Self-referral and professional referrals welcome.

**Area:** Bedfordshire.

**Telephone:** 07792 938089

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

## Mind

**Overview:** Mind provide advice and support to empower anyone experiencing a mental health problem. They campaign to improve services, raise awareness and promote understanding. Self-referral for anyone needing advice and support on their mental health.

**Area:** National.

**Telephone:** 0300 123 3393

[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 may have suicidal thoughts, or 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. The Samaritans also run a Webchat service every evening via their website.

**Area:** National.

**Telephone:** 116 123 (available 24/7)

[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](#)

## Support Line

**Overview:** Support Line 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](#)

## 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](#)

## BLMK Reflect Text Messaging Service (replacing Kooth in CBC)

**Overview:** Reflect is a free, confidential and 24/7 text support service for young people (aged 11-25) in Central Bedfordshire, Bedford Borough, Luton or Milton Keynes who needs advice or help. It is delivered by trained volunteers and clinicians who are available around the clock to listen and support anyone who is feeling anxious, lonely, overwhelmed or not quite themselves. It is part of the wider network of Shout services across the UK. It can support with issues such as anxiety, bullying, depression, loneliness/isolation, money worries, relationship problems, self-harm, stress and suicidal thoughts or feelings. It is universal, open to all and accessible 24/7. Self-referral.

**Area:** Bedfordshire and Milton Keynes.

**Other:** text support by texting reflect to 82528 (upper or lower case, please do not use Whatsapp).

## Mind BLMK Recovery Lounges

**Overview:** Mind BLMK Recovery Lounges are open each evening in Bedfordshire and Luton. Anyone from Bedfordshire and Luton is welcome at any location. The service operates from 5pm-11pm 365 days of the year and can support you to get well, stay well.

All adults (18+) can access the Recovery Lounges to aid in their mental health recovery, help to prevent their mental health worsening or seek support if experiencing severe mental distress.

**What can you expect?** A supportive and safe environment where you can decompress, take some quiet time, speak, and connect with others. A one-to-one session with a trained mental health worker. Support to identify positive mental health coping strategies, including goal and safety plans. Advice and guidance about other support services available in your area and nationally

**Area:** Bedfordshire and Luton

**Telephone:** 0300 330 0648

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

Each Recovery Lounge is operating a drop-in service, and an appointment is not required. You can head to a location on its operating day. Please see which lounges operate on which days below.

**Monday-** The Lighthouse, Whichellos Wharf, The Elms, Stoke Road, Leighton Buzzard LU72TD

**Tuesday-** The Lighthouse, Whichellos Wharf, The Elms, Stoke Road, Leighton Buzzard LU72TD

**Wednesday-** Luton Wellbeing Centre, Dumfries Street, Chapel Langley, Luton LU1 5BP

**Thursday-** Bedford Wellbeing Centre, 3A Woburn Road, Bedford MK40 1EG

**Friday-** The Lawns Mental Health Resource Centre, The Baulk, Biggleswade SG18 OPT

**Saturday-** Luton Wellbeing Centre, Dumfries Street, Chapel Langley, Luton LU1 5BP

**Sunday-** Florence Ball House, Kimbolton Road, Bedford MK40 2PU

## 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

## The Chrysalis Centre

**Overview:** The Chrysalis Centre is a programme of interventions to break the cycle of domestic abuse, making victims, families and communities safer. This is achieved by challenging underlying abusive behaviours and providing education and support to enable healthy, safe and positive relationships. Central to the role of Chrysalis Centre is the effective screening of referrals to understand causation factors, including Adverse Childhood Experiences, substance or alcohol dependencies. Interventions are available free of charge to anyone who causes harm and is a resident of Bedfordshire or Hertfordshire irrespective of sex, age or risk level. Self-referral or via a professional.

**Area:** Bedfordshire and Hertfordshire.

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

## 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](#)

## 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)

## **Samaritans**

**Overview:** Samaritans is a UK charity for anyone who's struggling to cope, who may have suicidal thoughts, or 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. The Samaritans also run a Webchat service every evening via their website.

**Area:** National.

**Telephone:** 116 123 (available 24/7)

[Website](#)

## **The Ebonista Project**

**Overview:** The Ebonista Project provides in person programmes for men who have perpetrated domestic abuse and want help in changing their behaviours to become better partners and fathers. The Freedom Programme for men examines abusive tactics, challenges attitudes and behaviours of perpetrators whilst encouraging accountability. We also explore the impact of domestic abuse on women, children and wider society. We accept self-referrals or via professionals.

**Area:** Bedfordshire.

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

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

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

### Bedford Women's Centre

**Overview:** A local charity, supporting women in the community to improve the quality of their and their family's lives. Offering one-to-one support, workshops, support groups for women to promote healthy relationships and learn about Domestic Abuse, including 'Own my life'. Groups also enable women to understand and process recent or past trauma. Free Family Law legal clinic for women in conjunction with Family Law Group (pre booking and assessment by a member of the team required). The Centre can provide support to access services for women who speak Mirpur, Urdu, and Punjabi. Women can be assured of a trauma responsive, non-judgmental service.

**Area:** Bedford and the surrounding Bedfordshire villages.

**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:** A local 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. Support can be offered in Urdu, Bengali and Polish. Professionals can refer clients via a referral form on the website. Women aged 18+ can self-refer. Groups are only available to clients, apart from our Menopause Group which is open to all women. VAWG preventive work in schools and for young people, as part of our Safer Streets initiative.

**Area:** Based in Luton but will support women from Central 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 (Luton) is a registered charity which supports women who are experiencing challenges and/or trauma associated with domestic abuse, offending and/or substance misuse. They offer wraparound one to one practical and trauma-informed therapeutic support, and group programmes covering various areas including Own My Life, parenting, trauma, domestic abuse, anger, serenity and mental wellness. Stepping Stones works under contract with the Criminal Justice System to offer support and rehabilitation to women in contact with the Probation service, and they are also able to offer counselling through qualified volunteers and have funding to offer specialised mental health support. Registered as a Welcoming space in Luton, Stepping Stones provide a safe, welcoming, non-judgemental environment for women living in Luton and Central Bedfordshire, and an outreach service in other parts of the community. They are also unique in the area for having an Ofsted-registered childcare setting, which provides warm, nurturing care and activities for children for free whilst the parent or carer is accessing their service. Self-referral or via a professional.

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

**Telephone:** 01582 341343

[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 affected by domestic abuse and other forms of gender-based violence. Services are available to women and children from all backgrounds and circumstances. Support ranges from offering a safe, non-judgemental listening ear to providing comprehensive practical and emotional support to help women leave safely and rebuild their lives. This includes a confidential helpline, and refuge accommodation for women and their children who need a temporary place of safety. Women's Aid in Luton offers information, guidance, emotional support, and practical assistance, enabling women to have the time and space they need to make informed decisions and plan for the future. Refuge services provide access to peer support, one-to-one sessions with trained staff, education opportunities, and legal advice. Children's services are a vital part of the organisation's work. Skilled and trained children's support workers help children living in refuge to process their experiences and support their emotional recovery.

In addition to direct services, Women's Aid in Luton is committed to raising awareness of domestic abuse and its impact within the wider community.

Referrals can be made through self-referral or via professionals.

**Area:** Luton/national (helpline provision)

**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](#)

### Advice Local

**Overview:** Advice Local can help you to find support with benefits and tax credits, Council tax queries, employment and work issues, housing and homelessness, debt and money advice, disability and social care and asylum and immigration queries. Enter your postcode into the website and choose an advice topic to get links and information tailored to your area, with details of independent advice organisations across the UK. These services will usually be able to offer advice and support free of charge.

**Area:** National

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

[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](#)

## 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](#)

## Amplius

Amplius own and manage over 40,000 homes and delivers a wide range of quality services, including care and support, specialist housing, and home ownership options. They are committed to going further for their customers and making a positive impact in their communities.

Amplius offers support to victims and survivors of domestic abuse to anyone living in an Amplius home, helping them understand their options and providing clear, practical guidance. They can support customers to take action against an abuser and work with them to improve the security of their home where needed.

Where additional or specialist support is required, Amplius will make referrals to other appropriate organisations. If a customer wishes to leave their home, Amplius can refer them to the local council for temporary accommodation or explore an internal transfer to another Amplius property, including in a different borough.

Support is available via self-referral or professional referral by phone or through the Amplius website.

**Area:** Bedfordshire, Buckinghamshire, Hertfordshire, Northamptonshire and surrounding areas.

**Telephone:** 0333 123 5544

[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](#)

## East of England Gambling Service

**Overview:** The East of England Gambling Service is free and run by the NHS. Whether you are affected by your own gambling or someone else's, you are welcome to come and talk to us. We offer support to individuals and families experiencing the negative impact of gambling. It can feel difficult to reach out for help, and this may be the first time you have, but we want you to know you are welcome here. We support adults aged 18 and over, individually, as a couple or as a family who want to change the impact gambling is having on them. Self-referral (including for people experiencing problems as a result of someone else's gambling) or via a professional.

**Area:** East of England (including Bedfordshire)

**Telephone:** 01908 724287 [Email](#) and [Website](#)

## Children's Centres – Bedford

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

### Houghton Regis (Parkside)

**Address:** Hawthorn Park Lower School, Parkside Drive, Houghton Regis, LU5 5QN

**Telephone:** 0300 300 8115

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

### Houghton Regis (Tithe Farm)

**Address:** Tithe Farm Lower School, Tithe Farm Road, Houghton Regis, LU5 5JB

**Telephone:** 0300 300 8129

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

### Leighton Buzzard

**Address:** Leighton Buzzard Children's Centre, The Rushmere Park Academy, East Street, Leighton Buzzard, LU7 1EW

**Telephone:** 0300 300 8880 [Email](#) and [Website](#)

## **Sandy and Biggleswade**

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

**Address:** Biggleswade Children's Centre, (located within Biggleswade Library), Chestnut Avenue, Biggleswade SG18 0LL (Biggleswade)

**Telephone:** 0300 300 8114 (Sandy) or 0300 300 8134 (Biggleswade).

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

## **Shefford and Stotfold**

**Address:** Shefford Lower School, School Lane, Shefford. SG17 5XA (Shefford)

**Address:** St Mary's Church of England Academy, Rook Tree Lane, Stotfold. SG5 4DL (Stotfold)

**Telephone:** 0300 300 8112

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