

# Appendix 1: Organisations providing support

If **anyone** is in danger of serious harm or death, report immediately to the police by calling 999.

Details of organisations who support victims, survivors, people who use abusive behaviour, and for those supporting the previously mentioned are listed below. Support from organisations is not limited those listed, the information is correct as of July 2025. For further, current information on local and national services view the [Kent and Medway Domestic Abuse Partnerships website](#).

## Support for victims and survivors:

**Medway One Stop Shop:** Anyone experiencing domestic abuse can attend the One Stop Shop every Tuesday morning between 09.30 – 11.30 at The Sunlight Centre, Richmond Road, Gillingham, to access free support and advice from multi agency partners including Independent Domestic Violence Advisors, Solicitors, Floating Support, Health and many more.

**Oasis Domestic Abuse Service:** Oasis are an IDVA service who support male, female, LGBTIA+ and young people who are victims/survivors of domestic abuse to access legal help, housing, benefits and support groups. Additionally, Oasis assist with safety planning and risk management.

<https://www.oasisdaservice.org/get-help/i-need-help/>

**Non-Emergency Support: Monday, Tuesday, Wednesday 09:30–11:30am, 12:30–2:30pm**

**Thursday and Friday 09:30–11:30am (except bank holidays) Tel: 0800 917 9948**

**Help outside of these times: 24/7 National Support Helpline – 0808 2000 247**

**Men's Advice line:** A national advice line supporting male victims of domestic violence, their concerned friends and family and frontline workers who support male victims. Signposting to further support, Men's Advice line can be accessed by email [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk) or webchat support Wednesday 10am – 11:30am and Thursday 2pm – 4pm via <https://mensadviceline.org.uk/>

**Monday and Wednesday: 9am – 8pm**

**Tuesday, Thursday and Friday: 9am – 5pm Tel: 0808 801 0327**

**Refuge:** Refuge work to end violence against women and children, supporting victims and survivors to access housing, with legal help, with money help, protecting children, government benefits, combatting tech abuse and for young people.

<https://refuge.org.uk/>

**9am – 5:30pm service tel: To discuss options - 0800 200 0247**

**Care First:** Care First is a confidential service for information and advice or counselling, available to you free of charge. Care First are available 24 hours a day, 365 days of the year – your call will be answered by a professional and there is no limit to the number of times you can contact them.

**Website:** <https://carefirst-lifestyle.co.uk/>

**Tel:** 0800 174319

**Sign Health:** Sign Health is a Deaf-led organisation that provides accessible support and empowerment to Deaf victims/survivors of domestic abuse.

**Website:** <https://signhealth.org.uk/>

**Email:** [da@signhealth.org.uk](mailto:da@signhealth.org.uk) **Text:** 07800 003421

**Hourglass:** Hourglass is a charity that supports older people who are victims of abuse and campaigns for awareness of abuse of older people. Hourglass facilitate a 24/7 phone line and a text service.

**Website:** <https://wearehourglass.org/hourglass-services>

**Tel:** 0808 808 8141 **Text:** 07860052906

**Email:** [helpline@wearehourglass.org](mailto:helpline@wearehourglass.org)

**GALOP:** Specialist support for LGBT+ people who have experienced abuse and violence.

**Domestic Abuse Helpline:** 0800 999 5428

**Monday to Tuesday 9:15am to 8pm**

**Wednesday to Friday: 9:15am to 4:30pm.**

**Webchat:** The webchat is available: Wednesday and Thursday 5pm – 8pm. They are open 5 days a week and closed at weekends and on bank holidays. They will call you back if you can't get through to them the first time.

**Chatbot** The chatbot is available 24 hours a day, 7 days a week for those who do not need immediate help.

**Website:** <https://www.galop.org.uk/>

**Email:** [help@galop.org.uk](mailto:help@galop.org.uk)

**Karma Nivana:** A specialist charity that supports victims and survivors of honour-based abuse based in the UK.

**Website:** <https://karmanirvana.org.uk/>

**Tel:** 0800 5999 247 **available Monday – Friday 9am – 5pm**

**Southall Black Sisters:** Led by and for Black and minoritised women, Southall Black Sisters provide holistic specialist services to some of society's most marginalised victim-survivors of abuse.

**Website:** <https://southallblacksisters.org.uk/>

**Tel:** 020 8571 0800 **Monday – Friday 10am – 4pm**

**Email:** [info@southallblacksisters.co.uk](mailto:info@southallblacksisters.co.uk)

## Support for people who use abusive behaviour

**Respect:** A national organisation that supports people who use abusive behaviour to change their behaviour.

**Tel: 0808 8024040 Monday – Friday 10am – 5pm**

**Webchat:** available on Respect's website available Monday – Friday 9am – 10am

**Website:** <https://respectphoneline.org.uk/>

**Controlling Obsessive Behavioural Intervention (COBI):** The COBI programme is an intensive, challenging intervention designed for individuals exhibiting obsessive and controlling behaviours, such as stalking and harassment. Utilising Dialectical Behavioural Therapy (DBT), COBI's facilitators help participants identify and improve their thinking processes and emotional responses. Facilitated by Interventions Alliance.

**Website:** <https://interventionsalliance.co.uk/> (referrals made through this website)

**Domestic Abuse Behaviour Change Intervention:** A comprehensive and intensive Domestic Abuse Behaviour Change Intervention programme which aims to prevent further incidents of domestic abuse and address wider safeguarding issues for children and families. They support people who use abusive behaviours in changing their behaviour to develop respectful, non-abusive relationships while assessing and managing their risks to the victim. Facilitated by Interventions Alliance

**Website:** <https://interventionsalliance.co.uk/> (referrals made through this website)

**CURBB:** The Challenging Unhealthy Relationship Beliefs and Behaviours (CURBB) programme is an early intervention initiative aimed at preventing the escalation of domestic abuse. Facilitated by Interventions Alliance

**Website:** <https://interventionsalliance.co.uk/> (referrals made through this website)

**Community Domestic Abuse Partnership (CDAP):** This programme is designed to help men who feel their behavior towards their partner has been, or is still, abusive. The programme is available in Medway and wider Kent.

**Tel: 07852 927 617**

**Email:** [kentcdap@gmail.com](mailto:kentcdap@gmail.com)

**Website:** <https://kentcdap.org/>

Support for Line Managers:

**HR:** [HR Service Desk](#)

**Hestia:** A charity that supports adults and children in times of need. A national charity that offers support to employers.

Everyone's Business: [www.hestia.org/everyones-business](http://www.hestia.org/everyones-business)

Respond to Abuse Advice Line, **tel: 0203 8793695** **email:** [Adviceline.EB@hestia.org](mailto:Adviceline.EB@hestia.org)

**website:** [www.hestia.org/everyones-business-advice-line](http://www.hestia.org/everyones-business-advice-line)

**Website for employers:** <https://www.hestia.org/respond-to-abuse>