



Useful Contacts

November 2021

ADULT SOCIAL CARE

Safeguarding Adults Team (SAT)	Town Hall Romford	<p>The Safeguarding and Multi Agency Safeguarding Hub team helps in the prevention of vulnerable adults being abused and investigate cases where abuse has occurred.</p> <p>The SAT also coordinates Deprivation of Liberties and leads on the development of strategies to prevent abuse</p>
Person In Position Of Trust (PIPOT)	<p>Referrals should be made to the Safeguarding Service Manager at the email below</p> <p>PADirectorAdults@haverling.gov.uk</p> <p>lado@haverling.gov.uk</p>	<p>Allegations against people who work in a position of trust (Staff, volunteers and carers) with adults with care and support needs.</p> <p>When a person's conduct towards an adult may impact on their suitability to work with, or continue to work with children, this must be referred to the Local Authority Designated Officer (LADO).</p>
Client Finance Management Team	<p>Yew Tree Resource Centre 20 Yew Tree Gardens Romford RM7 9AA 01708 434555</p>	<p>When a resident becomes unable to handle their own financial affairs and there is no one else, such as a relative or friend, willing and able to act in their best interests, the Client Financial Affairs Team will apply to the Department of Work and Pensions to be a Corporate Appointee. Also, if the person has assets in addition to state</p>

		benefits, this team will apply for Deputyship (Property and Affairs) to the Court of Protection. A bank account will be opened for the service user and, when the appropriate legal authority is obtained, all income, benefits and capital assets will be secured, and bills paid, subject to the funds available. All property will be safeguarded and secured
Community Learning Disability Team	The Hermitage Billet Lane Hornchurch RM11 1XL 01708 433446 CLDTReferrals@havering.gov.uk	The Community Learning Disability Team is a joint health and social services team that offers a service to adults aged 18 and over who may need help because of a learning disability. Referrals accepted for 18 years and over with a diagnosed learning disability IQ below 70 and with a learning disability as predominant need. Referrals accepted from all professionals, family and clients.
Avelon Road Day Centre	Avelon Road Centre 100 Avelon Road Rainham Essex RM13 7DH 01708434475 AdministrationARC@havering.gov.uk	Avelon Road Day Centre is a council run service for adults with a learning disability based in Rainham. It currently operates Monday to Friday, 9am to 4pm and offers a wide variety of activities, including drama, life skills, local history, numeracy, literacy and sports. The age group ranges from 18 upwards.
Emergency Duty Team	Control Centre Town Hall. Barking IG11 7LU 01708 433999	
Preventative Assessment Team		The Preventative and Assessment Team is multidisciplinary comprising social workers, care assessors, occupational therapists and occupational therapy assistants, as well as a

		<p>surveyor and administrative staff. The team completes assessments for clients who have not been assessed previously by social services and who do not have any services in place.</p> <p>They also complete assessments for care packages including carers' needs, respite, social inclusion, equipment, minor and major adaptations, working closely with reablement providers reviewing clients that go through this service, including residential reablement facility at Royal Jubilee Court.</p> <p>The team works within a reablement model and aims to enable independence, choice and control.</p>
Adult Community Teams		<p>The community assessment function is split into two teams (North and South) and provides a service to anyone over 18 years old who has complex ongoing needs. This team will receive the bulk (not all) of its referrals from the Front Door and some from the Preventative Assessment Team. This team will incorporate a multidisciplinary approach, including occupational therapy and social worker skill sets</p> <p>The teams provide a range of outcome focussed assessments including:</p> <p>Dementia assessment Sensory assessment</p>

		Carers assessment Palliative Care assessment Other specialist assessments.
Havering Drug and Alcohol Action Team (DAAT)	Town Hall Romford havering-daat@havering.gov.uk	
Quality Team	01708431090 Quality_Team_Adults@havering.gov.uk	The role of this team is to ensure that standards, in terms of quality and safeguarding of service delivery are maintained, resulting in improved outcomes for service users.
Direct Payments	Tel: 01708432503 Email: Directpayments@havering.gov.uk	The Direct Payment team organises the setting up of direct payment and provides on-going advice and support. Support will often include finding personal assistants, care agencies and/or day opportunities.
Financial Assessment & Benefits Team	Tel: 01708433012 Email: FA&BTeam@havering.gov.uk	The Financial Assessments and Benefits Team aims to maximise both customer and Council income through robust and prompt financial assessments, good benefit advice and debt recovery action. It does this to ensure that the customer's journey through financial assessment into charging is as straightforward as possible
Purchasing & Placement Team	Tel: 01708433677 Homecare_Packages_Brokerage@havering.gov.uk	The Brokerage Role and Placements Team brokers places for services such as homecare packages (ISF[A9] , traditional or reablement), residential or nursing care homes placements, respite care and day opportunities for clients that have been assessed and identified as needing care.

Joint Commissioning Unit	01708 431090	<p>The Joint Commissioning Unit ensures that care services are provided effectively and that they meet the needs of residents. The team commissions care services for:</p> <ul style="list-style-type: none"> Mental health Older people Physical and sensory disabilities Learning disabilities Autism Carers Voluntary sector Independent advocacy Information and advice
Local Area Coordinators	<p>Local Area Coordination is currently available in Heaton, Gooshays, South Hornchurch and Rainham, Havering Park, Mawneys, and Wennington wards</p> <p>trish.johnson@haverling.gov.uk tracy.cavanagh@haverling.gov.uk Tamarah.Djalloul@haverling.gov.uk Maureen.McDermott@haverling.gov.uk Tina.Franklin@haverling.gov.uk Tracey.Reid@haverling.gov.uk juliet.hazlewood@haverling.gov.uk sarah.knight@haverling.gov.uk</p>	<p>Local Area Coordinators work with people to achieve their vision of a good life, helping them make connections locally so that they feel part of their community. The team support residents to find sustainable housing options, manage their health and mental health and wellbeing, deal with and manage debt, cope with loss, build skills for independence, access benefits and seek advice and support and manage their home in terms of accessing improvements or essential items. Anyone can make an introduction to their Local Area Coordinator, there is no formal referral process, eligibility criteria or restrictions.</p>
Telecare	<p>Community Centre Elizabeth House Royal Jubilee Court 45-47 Main Road Romford</p>	<p>The Havering Telecare Centre provides a 24 hour, seven day a week monitoring and response service to suit you.</p>

	Essex RM2 5AW Tel: 01708 756047 Email: rjc@havering.gov.uk	This includes equipment, installation service and 24 hour emergency response service
HEALTH		
BARKING HAVERING AND REDBRIDGE UNIVERSITY TRUST (BHRUT)		
Acute Health Care Barking, Havering & Redbridge University Hospital Trusts (BHRT)	<p>Romford Queens Hospital Rom Valley Way Romford RM7 0AG Tel: 0845 130 4204 or 01708 435000 Website: www.bhrhospitals.nhs.uk</p> <p>Iford King George Hospital Barley Lane Goodmayes IG3 8YB Tel: 0845 130 4204 or 020 8983 8000 Website: www.bhrhospitals.nhs.uk</p> <p>Barking Barking Hospital Upney Lane Barking IG11 9LX Tel: 0845 130 4204 or 020 8983 8000 Website: www.bhrhospitals.nhs.uk</p>	

Patient Advice Liaison Services (PALS)	Queens Hospital 01708 435 454 King George Hospital 0208 970 8234	PALS is a free and confidential service for patients, their relatives, carers, and friends who are unhappy with the care they have received. PALS can be contacted to try to get the situation resolved
Learning Disability Team	Bhnut.learningdisabilitiesteam@nhs.net 01708 435000 - Ext 5719	The LD Team Support patients with learning disabilities during hospital visits or stays They listen to, respect, and involve families and carers, helping patients with learning disabilities understand their healthcare and treatment Promote the use of Hospital Passports Ensure learning disability alerts are in place Promote the use of easy-read information and Hospital Communication Books ensure hospital staff are aware of the individual needs of patients with learning disabilities. They check that consent and mental capacity issues are considered and that reasonable adjustments are made They also provide learning disability awareness training to hospital staff
Safeguarding Team	tim.buck1@nhs.net	
Maternity Safeguarding	dcapasso@nhs.net	
Harmful Practices Advisor		
NORTH EAST LONDON CLINICAL COMMISSIONING GROUP (NEL CCG)		
CCG Designated Nurse for Safeguarding	Eve.mcgrath@nhs.net	

NORTH EAST LONDON FOUNDATION TRUST (NELFT)

Hospital Assessment Community Review team (HACR).	Service Manager 01708 433 306	
Safeguarding Adults Team	Suite 4 Phoenix House Christopher Martin Road Basildon SS14 3EZ Tel: 0300 555 1201 Ext:64715 Email: Safeguarding Adults2@nhs.net	
Havering Access and Assessment Team (HAAT)	Oasis House 28-30 Gubbins Lane Harold Wood Essex RM3 0QA Tel:0300 555 1092	The Havering Access and Assessment Team delivers a service for adults aged 18 to 65 who need community mental health services in Havering. It provides an initial mental health assessment and then refers users to other mental health services or organisations, other services (e.g. social services), or offers a brief intervention for up to six months.
Romford /Upminster Community Recovery Services	Church Road 137-145 Church Road Harold Wood RM3 0SH Tel: 0300 555 1083/1093 nem-tr.haveringcrt@nhs.net	The Havering community recovery team is split into two localities, Romford and Upminster, and provides specialist mental health services for adults aged 18 to 65 with serious and/or enduring mental health problems. This includes multidisciplinary assessments to identify needs with each client/carer, community interventions and a range of community-based services

		<p>formulated in a care plan and delivered through the CPA process. The team works with clients, carers and other agencies to promote recovery.</p> <ul style="list-style-type: none"> • Referrals accepted for 18-65 year olds who are care co-ordinated • Referrals accepted from HAABIT, inpatient services and clients relocating to Havering that are care co-ordinated
<p>Goodmayes Hospital</p>	<p>Goodmayes Hospital Barley Lane Goodmayes IG3 8XJ 0300 555 1200</p> <p>Health based place of safety Section 136 suites Sunflowers Court</p> <p>Contact the S136 team Sunflowers Court, Barley Lane, Ilford, IG3 8XJ Tel: 0300 555 1200 Opening Times: 24hrs service/, 7 days a week</p>	<p>Police may detain members of the public under Section 136 of the Mental Health Act if they appear to have a disorder of the mind, are in a public place and present a risk to themselves or others. Police will take such detained persons to a place of safety which could be an A&E department or a designated Section 136 suite in a hospital for assessment and further management.</p> <p>Sunflowers Court, Goodmayes Hospital has two Section 136 suites, and regularly receives such detained persons. The s136 Suite will provide a “place of safety” whilst potential mental health needs are assessed under the Mental Health Act, and any necessary arrangements will be put</p>

		<p>in place for their on-going care. The assessment will determine whether the detained person is admitted to hospital on an informal basis or subject to further Mental Health legislation as required. If admission is not indicated, the person will be discharged home from Section 136 with signposting and relevant follow up care in the community as indicated.</p> <p>Once detained under a Section 136, discharge can only be undertaken following an assessment by an AMHP (Approved Mental health Practitioner) and two doctors. The police cannot revoke the Section 136 once this has been applied. Although Section 136 allows for a period of detention of up to 72 hours, this should be regarded as the maximum timeframe. The team will aim to complete the assessment as quickly as possible and without use of an overnight stay unless essential.</p>
Early Intervention into Psychosis	<p>Oasis House 28-30 Gubbins Lane Harold Wood Essex RM3 0QA Tel: 0300 555 1091</p>	<p>First experience of psychosis</p> <ul style="list-style-type: none"> • Referrals accepted for 14–65 year olds • Clients aged 14-18 years, service is offered jointly with CAMHS

<p>Psychiatric liaison service</p>	<p>Queen's Hospital, Rom Valley Way, RM7 0AG</p> <p>King George Hospital, Barley Lane, Goodmayes, IG3 8XJ</p>	<p>The psychiatric liaison service works with all adults over the age of 18 who present to the acute general hospital (Queen's or King George's) with mental health difficulties.</p> <p>The team works with the acute hospital team to ensure that physical health needs are addressed and mental health assessment is carried out in a timely way. The team signposts patients to services or refers patients on to appropriate services in primary or community care to ensure that their mental health needs are addressed. The team works to reduce the length of stay for patients with mental health needs, especially those with dementia.</p> <p>The Psychiatric Liaison Service ONLY receives referrals for emergency care from clinicians based within BHRUT or NELFT.</p> <p>Referrals are usually by patient presentation to the Emergency Department. We also accept referrals from the acute, inpatient wards.</p>
<p>Older Adult Mental Health Access Team</p>	<p>Yew Tree Resource Centre 20 Yew Tree Gardens Romford Essex RM7 9AA</p>	<p>The older adult mental health team provides community mental health services to people aged 65 and over with serious and/or enduring mental</p>

	<p>0300 5551135 Ext 66700 Nem.tr.Havering.olderadultsmentalhealthteam@nhs.net</p>	<p>health problems such as depression, anxiety, schizophrenia. They also provide community mental health services to people aged 18 and over with complex cognitive disorders</p> <ul style="list-style-type: none"> • Referrals accepted for over 65 year olds • Referrals accepted from other professionals, clients and family <p>The team includes psychiatrists, psychologists, community nurses, occupational therapists, social workers and support workers and administrators Also have memory service within team</p>
Community Learning and Development Team	<p>https://www.nelft.nhs.uk/services-havering-community-learning-disability-team/</p>	
Havering Psychological Services (HPS) & IMPART	<p>Petersfield Centre Petersfield Avenue Harold Hill Essex RM3 9PB</p> <p>0300 555 1082 nem-tr.Hav.HPTS@nhs.net</p>	<p>IMPART is a psychological therapies service which provides evidence based treatments for individuals with a personality disorder. Referrals for therapy accepted for age 18 years and over from secondary care services</p> <ul style="list-style-type: none"> • Various psychological therapy offered
Havering Talking Therapies (IAPT)	<p>Petersfield Centre Petersfield Avenue Harold Hill Essex RM3 9PB</p>	<p>Talking therapies are free, confidential NHS services that can help with a range of problems such as</p>

	<p>0300 300 1554 haveringtalkingtherapies@nhs.net</p>	<p>depression, anxiety, stress, bereavement and relationship problems</p> <ul style="list-style-type: none"> • Referrals accepted for 18 years and over. • Referrals can be accepted by client, GP and other health professionals. • Psychological interventions for mild-moderate depression, anxiety and stress
<p>Havering Adult Access, Assessment and Brief Intervention Team (HAABIT)</p>	<p>Oasis House, 28-30 Gubbins Lane, Harold Wood, Romford, RM3 0QA Tel: 0300 300 1570 Option 2 nem-tr.havaateam@nhs.net</p>	<p>The access, assessment and brief intervention team (HAABIT) is a service for adults from age 18 needing community mental health services in Havering. They can provide an initial mental health assessment and once assessed may refer to other mental health services/organisations (e.g. social services). The team can offer brief interventions for up to six months</p>
<p>Havering Single Point of Access for HAABIT and Community Health Services - Adult</p>	<p>Single Point of Access Yew Tree Resource Centre 20 Yew Tree Gardens Romford RM7 9AA Tel: 0300 555 1253 Or 0300 300 1570 (option 2)</p> <p>nelft.haveringreferrals@nhs.net nelft.haveringreferrals@nelft.nhs.uk</p>	<p>The Havering Single Point of Access (SPA) is a one-stop integrated referral point into adult secondary mental health services (MHS) and community health services (CHS) for patients residing in the London Borough of Havering. SPA is a multi-disciplinary service, that will ensure that referrers, patients and carers receive an efficient and timely response when accessing health</p>

		<p>services, or needing advice, support and signposting.</p> <p>The SPA will provide a streamlined and centralised entry point for Adult referrals into Havering. It will ensure that all emergency, urgent and routine referrals from GPs, carers and other statutory and third sector referrals are processed and responded to in a timely way, supported with a robust clinical triage process.</p>
Anger Management and Emotional Control	<p>Barking Hospital Upney Lane Barking Essex IG11 9LX</p> <p>0300 555 1222 Tara.Raymant@nelft.nhs.uk</p>	<p>Referrals accepted from HPS, Inpatient and HAABIT for clients 18-65 years</p>
Eating Disorder Service	<p>The Orchards Health Centre Gascoigne Rd Barking 03005551216 nem-tr.eatingdisorder@nhs.net</p>	<p>The eating disorder service (EDS) offers specialist assessment and treatment to people aged eight and above (adults, adolescents and children). The service works with individuals and their families to support them in their recovery.</p> <ul style="list-style-type: none"> • Telephone referrals accepted from secondary services.

		<ul style="list-style-type: none"> • Clients in MH crisis who may need admission or treatment from Home Treatment Team
<p> Havering Home Treatment Team</p>	<p> Tantallon House 157 Barley Lane Goodmayes 03005551147 03005551148 (out of hours) nem-tr.bdhtt@nhs.net</p>	<p> Havering Home Treatment Team (HTT) provides acute home treatment crisis interventions for adults aged 18 to 65 whose mental health crisis is so severe that they would otherwise have been admitted to a psychiatric hospital.</p> <p> This integrated service for people with severe and complex mental and behavioural disorders such as schizophrenia, bipolar affective disorder, and severe depressive disorder is usually provided in the person's own home.</p> <ul style="list-style-type: none"> • Referrals accepted from inpatient services and ACAT. • Clients with severe and complex mental and behaviours disorders. • Care provided in client's home who would otherwise have been admitted to a psychiatric hospital.
<p> Community Treatment Team</p>	<p> 03003001660 (treatment) 03003001661 (therapy)</p>	
LONDON BOROUGH OF HAVERING		
<p> Community Safety Partnership</p>	<p> Town Hall Main Road Romford RM1 3BD</p>	<p> The Community Safety Partnership team work closely with the local police, health authority, voluntary sector and</p>

	communitysafety@havering.gov.uk	community groups to raise awareness of crime reduction projects and initiatives, and increase the safety of residents and visitors to the borough
Havering Independent Domestic Violence Advocate (IDVA)	havering.IDVA@havering.gov.uk	Havering council are now offering an IDVA service to victims of domestic abuse and violence via two IDVA's based within Community Safety and Development Team. The main purpose of an IDVA is to address the safety of victims at high risk of harm from intimate partners, ex-partners or family members to secure their safety and the safety of their children
Community MARAC	CommunityMARAC@havering.gov.uk	The Community MARAC provides support for partners involved in complex cases who have exhausted all other avenues for a positive outcome. The aim is to provide a multi-disciplined/service approach to safeguard against repeat victimisation.
Environmental Health	Tel: Mon-Friday 9-5: 01708 434343 Out of Hours: 01708 433999	
POLICE		
National Police Prevent Advice Line	0800 011 3764	Call this number if you believe someone is being radicalised
Hate crime	0207 704 2040	

Clare's Law	<p>The applicant can present at a local police station (photographic ID is required. Applicants that are not the victim directly will need evidence of their relationship to the victim). DDVS can be applied for online via the MET website on the following link.</p> <p>https://www.met.police.uk/advice/advice-and-information/daa/domestic-abuse/alpha/request-information-under-clares-law/</p>	<p>The Domestic Violence Disclosure Scheme (DVDS), also known as Clare's Law is intended to provide information that could protect someone from being a victim of domestic abuse. Clare's Law gives any member of the public the right to ask the police if their partner may pose a risk to them</p>
LONDON FIRE BRIGADE		
LFB Cycling Team	<p>steve.middleton@london-fire.gov.uk</p>	<p>The cycling team endeavours to cover all areas including parks, open spaces, retail areas/service access roads, domestic streets and alleyways to ensure that there aren't any breaches in basic fire safety issues e.g. blocked emergency exits and fire escapes, dumped rubbish, restricted access due to careless parking, etc. The service provides home fire safety visits including the fitting of Hard of Hearing/Deaf smoke alarms and Arson Proof letterboxes etc. and other visits that would be deemed risk critical, without being impeded by operational calls. The primary role of the Borough Cycle Team is looking for fire risks, driving down the amount of secondary fires, and</p>

		engaging with the community in areas not easily accessible by fire appliances.
LFB Home Fire Safety Team	08000 28 44 28	
DEPARTMENT FOR WORK AND PENSIONS		
Having DWP Advanced Customer Support Senior Safeguarding Lead	LAURA.ANDERSON1@DWP.GOV.UK	The Safeguarding Lead supports DWP customers, so that local partners can have a point of escalation when a case goes wrong and the normal escalation process haven't worked.
CLINICAL QUALITY COMMISSION (CQC)		
Care Quality Commission (CQC)	London office Care Quality Commission (CQC) Finsbury Tower 103–105 Bunhill Row London EC1Y 8TG enquiries@cqc.org.uk Tel: 03000 616161	The CQC are the independent regulator of health and social care in England. Their purpose is to ensure that health and social care services provide people with safe, effective, compassionate, high-quality care
VOLUNTARY SECTOR		
Having Volunteer Centre	01708922214 volunteering@havingvc.org.uk	
Reconnections Befriending Service	https://www.independentage.org/reconnections/service	With the help of friendly local volunteers, Reconnections provide companionship,

		encouragement and ideas to help over-65s rediscover old interests and make new friends
DRUG AND ALCOHOL SUPPORT SERVICE		
Change Grow Live	01708 747614 havering.info@cgl.org.uk	
Samaritans of Havering	107 North Street Romford RM1 1ER jo@samaritans.org.uk 116 123 (free from any phone) 0330 094 5717	Samaritans provides confidential, non-judgmental, emotional support, 24 hours a day for people who are experiencing feelings of distress or despair
FOOD ASSISTANCE		
Collier Row Foodbank	07548 674958 info@collierrowromford.foodbank.org.uk	
Harold Hill Foodbank	01708 386323 mark@haroldhill.foodbank.org.uk	
Rainham Foodbank	01708397484 info@rainham.foodbank.org.uk	
Harold Hill Community Food Shop	Communityfoodshop@peabody.org.uk	Community Food Shop The Community Food Shop has is open in Harold Hill on Tuesdays and Thursdays from 1-5pm The community food shop, managed by Peabody, will help families and individuals

		<p>make their money go further, providing access to good quality food for less. Members pay £5.00 per shop and choose 12+ grocery items, worth approximately £15.00. The Community Food Shop aims to help your weekly food bill go further and is open to anyone in the community every Tuesday and Thursday 1pm to 5pm. The Community Food Shop is based in the Harold Hill Hub, Chippenham Road, Harold Hill, RM3 8YF (old council housing offices).</p>
Hot Food deliveries by Tapestry	<p>01708 796600 hello@tapestry-uk.org</p>	<p>The Tapestry food delivery service is vital for people who find themselves unable to access food or cook for themselves.</p> <p>A daily service provides a 2-course meal from just £5.00. In emergency circumstances Tapestry can provide a one-off free meal to individuals</p>
HELP FOR THE HOMELESS		
Hope 4 Havering	<p>01708 755321 contact@hope4havering.org</p>	<p>Hope 4 Havering is a charity that is striving to eradicate homelessness in Havering and have officially opened a permanent location for a night shelter in Romford</p>
Single Homeless Project)	<p>Broadway Chambers 1 Cranbrook Road Ilford, IG1 4DU 020 8478 8532 www.shp.org.uk</p>	<p>Single Homeless Project is a London-wide charity. They help single Londoners by preventing homelessness, providing support and accommodation, promoting</p>

		wellbeing, enhancing opportunity, and being a voice for change.
SUPPORT AND ADVICE		
Citizens Advice	01708 763531 advice@haverincab.org.uk	CA provide help to assist people resolve their problems with debt, benefits, employment, housing, discrimination, education and many more issues. They also offer a form filling service for Disability Living Allowance and Personal Independence Payments, by pre-booked appointment
Peabody	01708 776770	Peabody provides a free and confidential service to people aged 16 and over who live in Havering. Support can be given with Accessing benefits, Employment and training opportunities, Social care needs, Housing needs, Managing rent arrears, Managing your home, Financial advice, Support to access healthcare and well-being, Support to access drug and alcohol services, Support to access mental health services, Volunteering opportunities and helping you to become more independent and part of your local community
Healthwatch Havering	Morland House 12-16 Eastern Road, Romford RM1 3PJ 01708 303300 enquiries@healthwatchhaverinq.co.uk	Healthwatch are the independent champion for people who use health and social care services in Havering. Their sole purpose is to understand the needs, experiences and

		concerns of people who use health and social care services and to speak out on their behalf. They focus on ensuring that people's worries and concerns about current services are addressed
Havering Carers Hub	To make a referral call 01708 961111 or email: info@haveringcarershub.org.uk	Carers in Havering, can get support from the Havering Carer's Hub. The hub can offer support to carers on: <ul style="list-style-type: none"> •advocacy •dementia services •emotional support •specialised peer support groups •social activities •telephone support •training •sign posting to other support services •advice •carers information pack
Advance	Head Office: 020 3953 3111 admin@advancecharity.org.uk	Advance is a women-only organisation, providing emotional and practical support to women in London. All services are free and confidential. A large part of their work is crisis intervention – for women who require urgent help and face imminent danger
Tapestry	01708 796600	Tapestry is an innovative charity and 'not for profit' social business working to provide appropriate, personalised and affordable care and support for adults and older people in the local community. Tapestry's primary focus is the delivery of preventative care and support to our customers in their homes and in our

		community hub's. They pride themselves at keeping the people they care for at the heart of everything they do and create a personalised service that enables them to keep their independence and live a healthy and connected life.
<p> Havering Asian Social and Welfare Association (HASWA) </p>	<p> https://www.haswa.org.uk 01708 522789 </p>	<p> HASWA works to reduce social isolation and promotes the welfare and wellbeing of the local Asian and wider community. Services are open to all including Yoga, Bollywood Zumba, Lunch club, IT Club, cultural events. Provide information, advice and guidance in Punjabi, Hindi and Urdu. </p>
PHYSICAL AND MENTAL HEALTH		
<p>MIND</p>	<p> Harrow Lodge House Harrow Lodge Park Hornchurch Road Hornchurch RM11 1JU Tel: 01708 457040 Email: reach.us@haveringmind.org.uk </p>	<p> Havering Mind provides advice and support to empower anyone experiencing a mental health problem. They provide services, raise awareness and promote understanding. </p>
<p>Alzheimer's Society Havering Branch</p>	<p> 20 Yew Tree Gardens Romford RM7 9AA Tel: 01708 739293 Email: havering@alzheimers.org.uk </p>	<p> Havering Alzheimers Society provides information to help understand dementia, explain what to expect, along with practical advice and support to live as well as possible with the condition </p>

<p>Havering Association for People with Disabilities</p>	<p>Whittaker Hall 1a Woodhall Crescent Hornchurch RM11 3NN Tel: 01708 476554 Email: admin@hadhavering.co.uk</p>	
ABUSE		
DOMESTIC ABUSE		
<p>Havering Women's Aid:</p>	<p>01708 728759</p>	<p>Havering Women's Aid offers a safe place for 23 women and their children to live. Their aim is to empower women to move forward and live a life free from fear and violence.</p> <p>Their Outreach/Floating Support offers daily drop in advice sessions across the borough. These are to assess risk, explore options and to signpost onto our specialist support services.</p> <p>The team offer ongoing emotional and practical support including safety planning; advocacy; obtaining civil court orders; benefits; housing; liaising with other services; support groups; building self-esteem and confidence.</p>
<p>Young People's Violence Advisor (YPVA)</p>	<p>ypva@haveringwomensaid.co.uk</p>	<p>Specialist support for 13 – 24 year old female and male victims of domestic abuse. This can fall within the context of</p>

		familial abuse, intimate partner abuse, 'honour'-based violence, gang culture.
MENDAS (male victims only):	01708 397974	Mendas offer a Helpline and Floating Support Service for male victims of domestic violence and abuse who work or live in Havering
Victim Support IDVA service:	0808 1689291	Providing advocacy and support to all victims of domestic abuse and crime.
Respect (perpetrators support):	0808 8024040	This is a confidential service for perpetrators of Domestic Abuse. Respect will help explore the behaviours and look at ways that the perpetrator can become safer around their partner and children.
Solace Women's Aid:	0808 8025565	Solace Women's Aid offers free advice and support to women and children in London to build safe and strong lives free from abuse and violence
Galop	National helpline on 0800 999 5428 or self-refer to Galop online	Galop are a team of experts supporting victims of domestic abuse within the LGBTQ+ community. Galop have been supporting the LGBTQ+ community since 1982 and have grown from a team of less than 10 in 2014 to a team of almost 40 workers, providing London wide and national services. Galop run the national helpline and have a London Based advocacy provision that Victims in Havering can access. There is also access to trained IDV/SA's as well as access to a specialist Young person's worker, supporting victims aged 13-25 years and Tran's advocacy worker.

Ashiana BME support for women	0208 5390427	Domestic Abuse support for the BAME community
Aanchal Women's Aid	0845 451 2647	Aanchal Women's Aid – for female domestic abuse victims with no recourse to public funds
Hate Crime		
Stop Hate UK	0800 1381625	Stop Hate UK have been supporting those who have been affected or witnessed a hate crime both offline and online. They offer advocacy, support and reporting of hate crime.
STALKING		
National Stalking Helpline – The Suzy Lamplugh Trust	<p>Victims can contact the Helpline directly at 0808 802 0300 (press 2 for London) or via the online contact page at: https://www.suzylamplugh.org/contact-the-helpline</p> <p>Professionals may submit referral forms directly (with victim's consent) to advice@stalkinghelpline.org</p>	<p>The Suzy Lamplugh Trust strives to reduce the risk of violence and aggression through campaigning, education and support. They have been pioneering personal safety as a life skill and a public policy priority since 1986</p> <p>Information for victims of stalking including next steps</p>
SEXUAL ABUSE		
East London Rape Crisis Centre (Nia):	020 7683 1270 / 0800 160 1036	Child and young people's services, Counselling, Independent Sexual Violence Advocacy (ISVA) service

	<p>Website: https://niaendingviolence.org.uk/get-help/sexual-violence-and-abuse/</p> <p>Email: info@niaendingviolence.org.uk Professionals: please contact via email and not the helpline</p>	<p>Service Criteria: Women and girls aged 14+ who have experienced sexual violence at any time in their lives.</p>
The Havens	0203 299 6900	This is the Sexual Abuse Resource Centre (SARC) for residents of Havering.
The Survivors Trust	0808 801 0818	The Survivors Trust has 120 member organisations based in the UK & Ireland which provide specialist support for women, men and children who have survived rape, sexual violence or childhood sexual abuse.
FINANCIAL ABUSE		
Surviving Economic Abuse – Financial Support Line	0808 1968845	Economic abuse rarely happens in isolation; it normally happens alongside other forms of domestic abuse. If in immediate danger, call the police on 999.