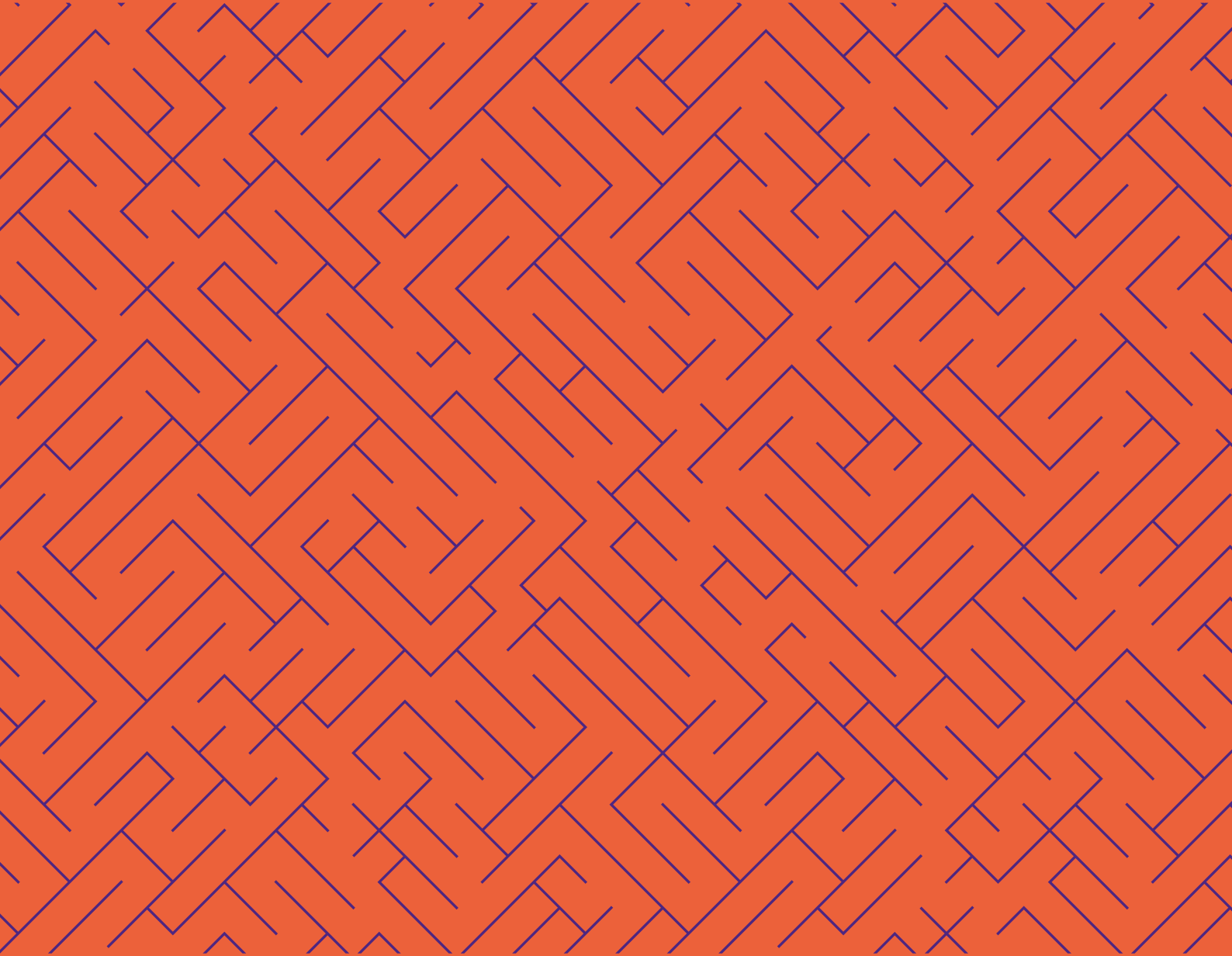


Organisations that can help

TOOLS
TO
THRIVE

Building safety



**SURVIVING
ECONOMIC
ABUSE**



In partnership with



If you have experienced economic abuse, you are not alone. There are organisations that can support you with the issues you may be facing.

If you are in immediate danger, call the police on **999**. If you want to discuss your options, contact the 24-hour Freephone National Domestic Abuse Helpline run by Refuge on **0808 2000 247**.

“I truly believe in the power of shared information. Sharing information is vital to help victims and try to stop abuse.”

The following organisations may be able to help you with specialist information and advice. If you are confident to do so, explain that you are a victim of domestic abuse. This will help them take your safety into account and discuss appropriate options with you. A domestic abuse worker may be able to support you to speak to specialist services.

Domestic abuse support

Galop

W www.galop.org.uk

T **0800 999 5248** (Mon & Thurs, 10am–8pm
Tues & Weds, 10am–5pm; Fri, 1pm–5pm)

Anti-violence charity offering support and advice for the LGBT+ community. Runs the national LGBT+ domestic abuse helpline.

Refuge

W www.refuge.org.uk

T **0808 2000 247**

Supports women and children who have experienced domestic violence with refuges, and support in the community. Runs a freephone 24-hour domestic violence helpline (with Women's Aid).

Women's Aid

W www.womensaid.org.uk

T **0808 2000 247**

Coordinates a network of 180 local domestic abuse services nationwide, and runs a 24-hour domestic violence helpline (with Refuge). The website has a [search function to find local services](#), and information for survivors, including the Survivor's Handbook and Forum, where survivors share their experiences.

Emotional support

Samaritans

W www.samaritans.org.uk

T **116 123**

A free listening service offering support to anyone feeling isolated, distressed or suicidal via a 24-hour phonenumber and local branches.

Victim Support

W www.victimsupport.org.uk

T **0808 1689 111**

Runs a 24-hour national support line, local support services and an information service.

Money information and advice

Money Advice Plus

W www.moneyadviceplus.org.uk

T **01273 664 000** (Mon–Fri, 9am–1pm & 2pm–5pm)

Offers specialist debt and benefit advice, case work and support to people in financial difficulty. Supports people to deal with debt problems, manage bill payments,

creditors, and understand their rights. Works with SEA through the [Domestic and Economic Abuse Project](#).

Money Advice Service

W www.moneyadvice.org.uk
T 0800 138 7777 (Mon – Fri, 8am – 6pm)

Free, impartial money advice service set up by the government. Has advice and guides to help people improve their finances, plus a budget planner, debt calculator and money manager for Universal Credit claimants. Offers money advice and support by phone and online.

Money Saving Expert

W www.moneysavingexpert.com

Website offers consumer tips to help people cut their bills, find good deals and save money. Users can sign up for weekly money saving tips by email. Website hosts tools including an income tax calculator, discount finder and budget planner, as well as guides on financial products and utilities. Recently published a [blog on financial abuse](#).

The Money Charity

W www.themoneycharity.org.uk

Provides advice and information about debt, savings and financial products, and offers workshops and training. The website hosts a Budget Builder and Money Manual.

UK Finance

W www.ukfinance.org.uk

View the Financial Abuse Code of Practice that many banks and building societies have signed up to. It outlines how people who have been financially abused should be treated.

Debt information and advice

Debt Advice Foundation

W www.debtadvicefoundation.org
T 0800 043 4050 (Mon–Fri, 8am–8pm; Sat, 9am–3pm)

Offers free, confidential advice and information on loans, credit and debt, and recommends solutions. Runs a debt advice helpline with qualified debt advisers.

Debt Support Trust

W www.debtsupporttrust.org.uk
T 0800 085 0226 (Mon–Fri, 8am–7pm)

Speak to an expert debt adviser by phone or email, or complete a debt questionnaire online to access tailored debt advice and information on debt solutions.

Money Advice Trust

W www.moneyadvicetrust.org
T National Debtline 0808 808 4000 (Mon–Fri, 9am–8pm; Sat, 9.30am–1pm)
T Business Debtline 0800 197 6026 (Mon–Fri, 9am–8pm)

Helps people tackle debts and manage money. Runs the National Debtline and Business Debtline, which are free, impartial and confidential debt advice services. Qualified debt advisers are available by phone, with fact sheets online. Also offers training and resources.

StepChange

W www.stepchange.org
T 0800 138 1111 (Mon–Fri, 8am–8pm; Sat, 8am–4pm)

Get expert debt advice, online or by phone, based on your situation. Recommends debt solutions and provides debt information.

Turn2us

W www.turn2us.org
T 0808 802 2000 (Mon–Fri, 9am–5.30pm)

Helps people in financial hardship access benefits, grants and support. The website has a benefits calculator, grants search and a 'find an adviser' search to look for local support. Turn2us also has its own grants scheme and a freephone helpline. Also see www.survivingeconomicabuse.org/resources for a list of some of the grants that you may be entitled to.

Legal advice and information

Community Legal Advice

W www.communitylegaladvice.org.uk

T **0845 345 4345** (Mon–Fri, 9am–8pm; Sat, 9am–12.30pm)

A free, confidential advice service paid for by Legal Aid, helping people on low income or benefits with legal advice on debt, housing, employment and family legal matters.

Law Centres Network

W www.lawcentres.org.uk

Defends the legal rights of people who cannot afford a lawyer. All Law Centres offer face-to-face legal advice to local residents, and some run a telephone advice line.

Legal Aid

W www.gov.uk/legal-aid

The government's legal aid scheme can help people who are eligible meet the costs of legal advice, family mediation and representation in a court or tribunal. Use the website to check if you are eligible.

Resolution

W www.resolution.org.uk

T **020 3841 0300** (Mon–Fri, 9am–5.30pm)

A network of family lawyers committed to resolving family disputes in a way that considers the needs of the whole family, particularly children. Find a lawyer and access information and support online.

Rights of Women

W www.rightsofwomen.org.uk

T **Family law: 020 7251 6577** (Tues–Thurs, 7pm–9pm; Fri, 12pm–2pm)

T **Criminal law: 020 7251 8887** (Tues, 7–9pm)

T **Immigration law: 020 7118 0267** (Tues & Weds, 11am–1pm & 2pm–4pm)

Supports women with advice and information on their legal rights so that they can access justice. Runs advice lines on family law, criminal

law and immigration law, and offers legal guides on topics including marriage, divorce and finances; domestic violence; children and the law; sexual violence; and legal aid.

The Law Society

W www.lawsociety.org.uk

T **020 7242 1222** (Mon–Fri, 9am–5pm)

Provides details of local solicitors and legal advisers.

Housing

If you are in urgent need of a refuge, contact the National Domestic Violence Helpline on **0808 2000 247** (available 24 hours, run in partnership between Women's Aid and Refuge). If you are looking for alternative accommodation, contact your local authority – some have private rented assistance schemes. Local authorities have a list of local housing associations that may also be useful.

Shelter

W www.shelter.org.uk

T **0845 345 4345** (Mon–Fri, 9am–8pm; Sat, 9am–12.30pm)

Supports people facing housing issues or homelessness with advice, support and legal services. Runs face-to-face advice and support services across the UK, has expert information online, and offers free legal advice to support people who have lost their homes or are facing eviction. Also runs a helpline for people in need of urgent housing advice, including those at risk of harm.

Supporting children

Child Benefit enquiries

W www.gov.uk/child-benefit

T **0300 200 3100** (Mon–Fri, 8am–8pm; Sat, 8am–4pm)

Call HMRC for information about eligibility, claiming and stopping Child Benefit, changing your details and making a complaint.

Child Maintenance Service

W www.gov.uk/child-maintenance

T 0808 0835 130 (Mon–Fri, 8am–8pm; Sat, 9am–4pm)

Can help resolve disagreements about child maintenance. Can work out how much should be paid, arrange payments between parties, and take action if payments are not made. Victims of domestic violence are exempt from paying the £20 application fee.

Family Action

W www.family-action.org.uk

T 0808 802 6666 (Mon–Fri, 10am–2pm & 6pm–10pm; Sat & Sun, 10am–1pm)

Provides practical, emotional and financial support to families experiencing financial hardship or domestic abuse. Support services include grants, mental health and wellbeing services, and a phone support service.

Gingerbread

W www.gingerbread.org.uk

T 0808 802 0925 (Mon, 10am–6pm; Tues, Thurs & Fri, 10am–4pm; Weds, 10am–1pm & 5pm–7pm)

Provides information to help single parents, including on managing money, debt, and child maintenance. Also runs programmes to help build skills and opportunities for employment, and a helpline providing support and advice.

The Family Fund

W www.familyfund.org.uk

T 01904 550 055 (Mon–Fri, 9am–5pm)

Provides grants for low-income families raising disabled or seriously ill children and young people, including for household equipment, sensory toys and family breaks.

Safety and privacy

Action Fraud

W www.actionfraud.police.uk

T 0300 123 2040 (Mon–Fri, 8am–8pm)

The national reporting centre for fraud and cybercrime. Also provides help and support to victims, and information about fraud and financially motivated internet crime.

CIFAS

W www.lawsociety.org.uk

T 020 7242 1222 (Mon–Fri, 9am–5pm)

Provides information on fraud and financial crime, and offers advice on protecting yourself against fraud. Anyone worried they may become a victim of fraud can sign up to the Protective Registration service, which can flag concerns to companies providing credit.

Information Commissioner's Office

W www.ico.org.uk

Can provide practical information about your data protection and information rights.

Mailing Preference Service

W www.mpsonline.org.uk

T 0207 291 3310

Can remove people from mailing lists to prevent post going to an old address.

Royal Mail

W www.royalmail.com

T 03457 777 888 (Mon – Fri, 8am – 6pm; Sat 8am – 1pm; Sun, 9am – 2pm)

Contact Royal Mail for privacy queries regarding post or mail redirection.

Further support

If you are experiencing economic abuse, you are not alone. We have more information that can support you to take steps towards safety and begin to regain control of your finances.

Visit www.survivingeconomicabuse.org/resources for information including:

- Grants and financial help
- Steps you can take towards economic safety

Surviving Economic Abuse (SEA) is the only UK charity dedicated to raising awareness of economic abuse and transforming responses to it. We are determined that women are supported to survive and thrive.

For more information

Visit www.survivingeconomicabuse.org