



**SURVIVING  
ECONOMIC  
A B U S E**

# Organisations that can help

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Building safety

In partnership with

**MONEY  
ADVICE  
PLUS**

**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**

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### **Galop**

**W** [www.galop.org.uk](http://www.galop.org.uk)

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

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

### **Refuge**

**W** [www.refuge.org.uk](http://www.refuge.org.uk)

**T** **0808 2000 247**

Supports women and children who have experienced domestic abuse by providing refuges and support in the community. Runs a freephone 24-hour helpline.

### **Women's Aid**

**W** [www.womensaid.org.uk](http://www.womensaid.org.uk)

Coordinates a network of 180 local domestic abuse services nationwide and runs an online chat service (Mon–Fri, 10am–4pm; Sat–Sun

10am–12pm). 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**

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### **Samaritans**

**W** [www.samaritans.org.uk](http://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](http://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**

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### **For specialist help on finances and abuse**

#### **Financial Support Line for Victims of Domestic Abuse**

**T** **01323 635 987** (Mon–Fri, 9am–1pm & 2pm–5pm)

The Financial Support Line for Victims of Domestic Abuse is run in partnership between Surviving Economic Abuse (SEA)

and Money Advice Plus. It offers specialist advice to people experiencing domestic abuse who are in financial difficulty.

## For general information and advice

### Money Advice Plus

**W** [www.moneyadviceplus.org.uk](http://www.moneyadviceplus.org.uk)

**T** **0800 988 7037** (Mon 3pm–7pm; Tues 9am–1pm; Wed–Thurs 12.30pm–4.30pm; Fri 10am–2pm)

Offers specialist debt and benefit advice, case work and support to people in financial difficulty. Works with SEA through the [Domestic and Economic Abuse Project](#) and with running the Financial Support Line for Victims of Domestic Abuse (see above).

### Money Advice Service

**W** [www.moneyadvice.service.org.uk](http://www.moneyadvice.service.org.uk)

**T** **0800 138 7777** (Mon–Fri, 8am–6pm)

A free, impartial money advice service set up by the government. Has advice and guides to help people improve their finances, as well as 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](http://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. In 2019, they published [a blog on financial abuse](#).

### The Money Charity

**W** [www.themoneycharity.org.uk](http://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](#).

### UK Finance

**W** [www.ukfinance.org.uk](http://www.ukfinance.org.uk)

View the [Financial Abuse Code of Practice](#) that many banks and building societies have signed up to. It outlines how banks and building societies should treat people who have been financially abused.

## Debt information and advice

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### Debt Advice Foundation

**W** [www.debtadvicefoundation.org](http://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](http://www.debtsupporttrust.org.uk)

**T** **0800 085 0226** (Mon–Fri, 8am–7pm)

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

### Money Advice Trust

**W** [www.moneyadvice.trust.org](http://www.moneyadvice.trust.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](http://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.uk](http://www.turn2us.org.uk)

**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](http://www.survivingeconomicabuse.org/resources) for more information on grants you may be entitled to.

## Legal advice and information

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### Law Centres Network

**W** [www.lawcentres.org.uk](http://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](http://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](http://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](http://www.rightsofwomen.org.uk)

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

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

**T** **Immigration law: 020 7118 0267** (Tues–Wed, 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 abuse; children and the law; sexual violence; and legal aid.

### The Law Society

**W** [www.lawsociety.org.uk](http://www.lawsociety.org.uk)

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

Provides details of local solicitors and legal advisers.

## Housing

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If you are in urgent need of a refuge, contact the National Domestic Violence Helpline on **0808 2000 247** (available 24 hours, run by 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](http://www.shelter.org.uk)

**T** **0808 800 4444** (Mon–Fri, 8am–8pm; Sat–Sun, 9am–5pm)

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

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### Child Benefit enquiries

**W** [www.gov.uk/child-benefit](http://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](http://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 abuse are exempt from paying the £20 application fee.

### Family Action

**W** [www.family-action.org.uk](http://www.family-action.org.uk)

**T 0808 802 6666** (Mon–Fri, 9am–9pm)

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](http://www.gingerbread.org.uk)

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

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

### The Family Fund

**W** [www.familyfund.org.uk](http://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

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### Action Fraud

**W** [www.actionfraud.police.uk](http://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.cifas.org.uk](http://www.cifas.org.uk)

Provides information on fraud and financial crime, as well as 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](http://www.ico.org.uk)

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

### Mailing Preference Service

**W** [www.mpsonline.org.uk](http://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](http://www.royalmail.com)

**T 03457 777 888**

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

## Further support

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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](http://www.survivingeconomicabuse.org/resources) for information including:

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

