

with you  
for you

ST HELENS

DOMESTIC ABUSE

SERVICE DIRECTORY

2025



ST HELENS  
BOROUGH COUNCIL



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BOROUGH COUNCIL

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for you

The scale of domestic abuse across the St Helens borough cannot be underestimated. There were **3,745** reports of domestic abuse in **2023/24**. This is a reduction from the number of incidents in the previous year **2022/23** of **4,706** but it remains at a very high level. For this reason, Domestic Abuse remains one of the priorities for St Helens.

Domestic abuse takes multiple forms and is commonly characterised by a pattern of controlling and coercive behaviour. It disproportionately affects women, but anyone can be impacted including children and young people.

Our overarching vision is:

**"WORKING TOGETHER TO PREVENT AND REDUCE THE HARM  
CAUSED BY DOMESTIC ABUSE WHILST ADDRESSING THE  
UNDERLYING ATTITUDES AND BEHAVIOURS THAT PERPETUATE IT."**

To deliver on this vision one of our shared priorities is:

**IMPROVING SERVICES AND SUPPORT**

This service directory is designed to both support those impacted by domestic abuse and practitioners working with families to identify the right support at the right time.

### **Want to Know More?**

For further information in relation to St Helens 2025-2028 Domestic Abuse Strategy please follow the link below:

[DA\\_Strategy\\_2025\\_-\\_28.pdf](#)



- Services For All



- Female Related Services



- Male Related Services



- Child Related Services



- Refuge Related Services



- Forced Marriage & Honour Based Violence Related Services



- Perpetrator Related Services



- Criminal, Legal & Court Related Services



- Hearing Impaired / Deaf Related Services



- Age Related Services



- Learning Impairment Related Services



- Mental Wellbeing Related Services



- LGBTQ+ Related Services



- Alcohol & Substance Misuse Related Services



- Non-Binary Related Services



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- Safe2Speak is the commissioned, specialist domestic abuse support service for St Helens, providing trauma-informed, tailored support to individuals affected by domestic abuse. Services are designed to meet individual needs, ensuring the right support at the right time, and in the safest way.

### Support includes

- ✓ **Refuge Accommodation** - Safe, temporary accommodation with wraparound support for those unable to remain at home or facing homelessness due to abuse.
- ✓ **24-Hour Helpline**- Confidential, around-the-clock helpline offering advice and information for anyone experiencing domestic abuse, or those concerned about someone's safety.
- ✓ **Independent Domestic Violence Adviser Service (IDVA)** -Specialist support for those at high risk, including safety planning, advocacy, and multi-agency coordination to reduce risk & increase safety.
- ✓ **Domestic Abuse Outreach Service** - Tailored guidance and emotional support for those at medium or standard risk to promote safety and recovery.

Safe2Speak

01744 743200 (9am-5pm)

01925 220541 (24hr helpline)

[safe2speak@torus.co.uk](mailto:safe2speak@torus.co.uk)

[Safe2Speak | Support from the St Helens Domestic Abuse Team](#)



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## St Helens Specialist Domestic Abuse Helplines & Wider Support Services

-  **RASASC (Rape & Sexual Support Centre)** – a registered charity committed to supporting people who have been affected by rape or sexual abuse. (Free Service)  
**St Helens 01744 877987**  
**Info Line – 0330 363 0063**  
[Homepage - RapeCentre UK](#)
-  **St Helens Live Well Directory** - the biggest wellbeing directory in the region, granting easy access to essential information, enriching activities, and vital support services to thousands of people of all ages with various needs. (Free Services)  
[St Helens Services Sign-up Information | The Live Well Directory for Liverpool City Region](#)
-  **Domestic Abuse WA12** – offers support, signposting and advocacy to those affected by Domestic Abuse in and around Newton-le-Willows. (Free Service)  
[Get Support | Domestic Abuse Wa12](#)
-  **Merseyside Police** – Support to request information under Clare's Law (Make a Domestic Violence Disclosure Scheme (DVDS) application) (Free Service)  
[Request information under Clare's Law: Make a Domestic Violence Disclosure Scheme \(DVDS\) application | Merseyside Police](#)

If there's an immediate risk to someone's safety, please call 999.


General Website:

[Home | Merseyside Police](#)

-  **Homestart** – Friendship, support and practical help to families with young children. (Free Service)  
**01744 737400**  
[Home-Start UK](#)
-  **Families in Harmony** - Services to help find solutions to conflict at home. Whether you are in a relationship or separated, we can provide support and advice tailored to you, whether you would like self-directed learning, 1-2-1 support or to attend a support group (Free Service)  
**01744 673420**  
[Information for families - St Helens Borough Council](#)
-  **Thrive** – St Helens Children and Young People Emotional Wellbeing and Mental Health Support Offer. (Free Services)  
[Thrive St Helens CYP](#)
-  **St Helens Children's Social Care** - enabling members of the public and professionals to raise concerns about the safety and welfare of Children. (Free Service)  
**01744 676767 option 2**  
[Concerned about a child's safety or welfare? - St Helens Borough Council](#)
-  **St Helens Adult's Social Care** - enabling members of the public and professionals to raise concerns about the safety and welfare of vulnerable adults. (Free Service)  
**01744 676767**  
[Portal Home](#)



## St Helens Specialist Domestic Abuse Helplines & Wider Support Services

-  **Caring Dads** - Caring Dads exists to change current practice to better include fathers in efforts to enhance the safety and well-being of their children including gender-based violence and child maltreatment. (Free Service)


Email: [ParentingTeam@sthelens.gov.uk](mailto:ParentingTeam@sthelens.gov.uk)

[Caring Dads™](#)

-  **Change Grow Live** – Alcohol and substance misuse support service. (Free Service)


**01744 410752**

[Family support- Integrated Recovery Service - St Helen's | Change Grow Live](#)

-  **Group Gateway Domestic Abuse Programme** – an 8-week course to help women who have been in an abusive relationship. Which focuses on addressing the burning questions that linger during and following, the experience of an abusive relationship. (Free Service)


**Parenting Team: 01744 676543 / 01744 673420**

email us at: [parentingteam@sthelens.gov.uk](mailto:parentingteam@sthelens.gov.uk)

-  **Domestic Abuse Recovery Together (DART) Programme** – 10-week activity-based programme to improve the mother and child relationship as part of the Domestic Abuse recovery process. (Free Service)

**Parenting Team: 01744 676543 / 01744 673420**


email us at: [parentingteam@sthelens.gov.uk](mailto:parentingteam@sthelens.gov.uk)

-  **Chrysalis** – Mental Health and Domestic Abuse support for females (Free and Additional Cost Services)

**0300 102 0044**


**07451 273 710 (text only)**

[Chrysalis Centre - Support for females](#)

-  **Savera UK** - Savera UK is working to end 'honour' -based abuse (HBA) and all harmful practices, through direct interventions and safeguarding, advocacy, education, engagement, awareness-raising and campaigning for policy, attitude and behaviour change. (Free Service)


**0800 107 0726**

[Home - Savera UK](#)

-  **TAZ (Teenage Advice Zone)** - is a sexual health clinic for young people. It is a friendly, confidential and one-to-one service based throughout various locations in St Helens. (Free Service)

**01744 627 465**

[TAZ Teenage Advice Zone - St Helens Gateway](#)

-  **Family Hubs** - Family Hubs are welcoming, friendly and safe places for families where parents/ carers and their children can go to access support, information and services in one place (Free Service)

[St Helens Family Information Directory | Family Hub](#)



# Domestic abuse hurts you too

If you feel unsafe at home, help is available.

Call Childline (9am-midnight) on: 0800 1111 or click this advert to go the childline support page

If you are in danger, call: 999.

🔒 Let's #LOCKDOWNDOMESTICABUSE



**Store these useful numbers into your phone but under other names**

**For example, refuge could be in your phone under 'hairstylist'**



St.Helens 24 hr refuge and support helpline: **01925 220541**

St.Helens Safe2Speak: **01744 743200** (Mon-Fri, 8am-5pm)

Merseyside Worst Kept Secret: **0800 028 3398**

(a listening ear for survivors)

National Domestic Violence 24 hr helpline: **0808 2000 247**

Men's Advice Line: **0808 801 0327** (Mon-Fri, 9am-5pm)

Crimestoppers 24 hrs: **0800 555 111** (anonymous reporting)






If you're in danger, call: **999**.

If you can't speak, cough, tap the handset and press **55**.



## Merseyside Specialist Domestic Abuse Helplines & Wider Support Services



-  **Merseyside Domestic Violence Service** – support women, girls and families affected by domestic violence and abuse. We are a voluntary organisation serving the most vulnerable communities based in Liverpool, offering support, advice and educational programmes aimed at breaking the cycle of abuse and aiding recovery (Free Service)  
**07802722709**  
**[info@mdvs.org](mailto:info@mdvs.org)**  
**[Home - Merseyside Domestic Violence Service \[MDVS\]](https://www.merseysidedomesticviolenceservice.org.uk/)** 0151 709 8770
-  **The Crossing Point** - Free, confidential domestic abuse service based in Merseyside for women, men and young people affected by abuse. (Free Service)  
**07731878076**  
**[thecrossingpoint.co.uk](http://thecrossingpoint.co.uk)**
-  **Worst Kept Secret helpline (Merseyside)** - Free confidential helpline that doesn't show up on landline bills. (Free Service)  
**0800 028 3398**
-  **The First Step** - Offering emotional and practical support to those affected by domestic abuse in the Knowsley area. (Free Service)  
**0151 548 3333**  
**[Domestic Abuse Support | The First Step](https://www.thefirststep.org.uk/)**
-  **Phoenix Healing CIC** - Phoenix Healing offers a safe, understanding, confidential and non-judgemental space for women who have experienced domestic abuse. (Free Service)  
**07368 686730**  
**[Home - Phoenix Healing](https://www.phoenixhealing.org.uk/)**



## Merseyside Specialist Domestic Abuse Helplines & Wider Support Services

- **LDAS (Liverpool Domestic Abuse Service)** - offers a wide range of advice, support and information for women and girls who are or have previously experienced domestic abuse. (Free Service)



[Home - Liverpool Domestic Abuse Service](#)

- **South Liverpool Domestic Abuse Service** offer FREE and accessible support to women who experience domestic violence or abuse including Telephone and face to face emotional and practical support, Therapeutic programmes or self-esteem course, Activity groups at our Garston venue and local community buildings, Specific young person's services (Free Service)



**0151 494 1777**

[South Liverpool Domestic Abuse Services](#)

- **Sefton Women's and Children's Aid (SWACA)** - Gives free practical and emotional support to help women, young people and children survive the impact of domestic violence and abuse (Free Service)



[Home – SWACA](#)

- **Knowsley Hate Incident and Domestic Abuse helpline** - Helpline that provides advice and information to those who have suffered a hate incident or domestic abuse. (Free Service)



**0800 953 4433**

- **Wirral Women and Children's Aid** - (Free Service)



**24-hour domestic abuse helpline: 0151 643 9766**

[Wirral Women and Children's Aid](#)

- **Wirral Domestic Abuse Services and Family Safety Unit** - Information on how victims of domestic abuse can get help, plus details of other Wirral-based agencies and charities that can provide support. (Free Services)



[Domestic abuse | wirral.gov.uk](#)

- **Dogs Trust Freedom Programme** - fostering dogs for DA victims in Merseyside/Northwest (Free Service)  
**0300 303 4139**



**Email: [freedom@dogstrust.org.uk](mailto:freedom@dogstrust.org.uk)**

[How to refer your dog - Freedom](#)

- **Tomorrow's Women** - A charity for women, run by women, offering support with a range of issues including domestic abuse, mental health, substance misuse, wellbeing and confidence, and social isolation. (Free and Minimal Cost Services)



[Tomorrow's Women](#)

- **Refugee Women Connect** - a charity based in Liverpool and working with women asylum seekers, refugees and survivors of trafficking across Merseyside and surrounding areas. (Free Service)  
**0151 305 1070**



[Refugee Women Connect](#)

- **Paul Lavelle Foundation** - The Charity was created to raise awareness of male domestic abuse, support male victims and survivors and provide healthy relationship education as a preventative measure. (Free Service)



**Support Line: 0151 651 3777**

**General Enquiries: 0151 294 4176**

[Home - Paul Lavelle Foundation](#)

with you  
for you

- **National Domestic Abuse Helpline** – 24-hour service –accessible to all victims of domestic abuse. (Free Service)  
0808 2000 247  
[Homepage - National Domestic Abuse Helpline](#)
- **National Centre for Domestic Violence** - this 24-hour free number can access information about free legal advice, injunctions within 24 hours and its completely confidential.  
0844 8044 999 (Free Service)  
[Domestic Violence & Abuse · Emergency Injunction Service](#)
- **Rape Crisis** - Specialist support for all victims of sexual abuse  
0808 802 9999 (Free Service)  
[Rape Crisis England & Wales](#)
- **Samaritans Help line** - offering confidential and emotional support to those in crisis (Free Service)  
116 123  
[Samaritans | Every life lost to suicide is a tragedy | Here to listen](#)
- **National Stalking Helpline** - Support for all victims of stalking & harassment (does not have to have a personal connection) (Free Service)  
0808 802 0300  
[National Stalking Helpline | Suzy Lamplugh Trust](#)



## National Specialist Domestic Abuse Helplines & Wider Support Services

- **Women's Aid** – Support for female victims of domestic abuse (Free Service)



**Live Chat: [Live Chat](#) | [Women's Aid Live Chat](#)**

[Home - Women's Aid](#)

- **E.V.A (End Violence Against Women)** - a group of organisations and individuals who are calling on the government to end violence against women (Free Service)



[Home | End Violence Against Women](#)

- **Refuge** - offers emergency accommodation and support for women and children experiencing domestic violence. (Free Service)



**0808 2000 0247**

[Refuge, the largest UK domestic abuse organisation for women](#)

- **Endeavour / Paws for Kids** - a free pet fostering service for women moving into refuges. (Free Service)



**01204 394 842**

[Domestic Abuse and Violence Support Services - Endeavour](#)

- **Rights of Women** - works to attain justice and equality by informing, educating and empowering women about their legal rights. (Free Service)



**Legal help line: 020 7251 6577**

**Sexual violence help line: 020 7251 8887**

[Home | Rights of Women](#)

- **Crimestoppers** - Free confidential phone line to report criminal activity to the Police. All calls are anonymous, and numbers can't be traced. (Free Service)



**0800 555 111**

[Independent UK charity taking crime information anonymously | Crimestoppers](#)

- **Reunite** - independent and impartial charity that supports parents, guardians and family members in relation to parental child abduction. (Free Advice Service)



**0116 2556 234**

[Reunite | International Child Abduction Centre | Child Abduction Charity](#)

- **Community Legal Advice** - provides free information direct to the public on a range of common legal problems (Free Guidance)



**0845 345 4 345**

[CommunityLegalAdvice.org.uk | Community Legal Advice](#)

- **One Plus One** - for information about legal rights for married and unmarried couples



**020 7553 9530**

[OnePlusOne – homepage](#)

- **Coram** - Providing quality, free legal advice and representation to children, young people and families across many areas of civil law.








**0300 330 5480 (Family Law)**

[The Child Law Advice Service - Coram](#)

## National Specialist Domestic Abuse Helplines & Wider Support Services

-  **Jewish Women's Aid** – Organisation supporting Jewish women affected by domestic and sexual violence. (Free Service)  
**0808 801 0500**  
[Jewish Women's Aid - Supporting Jewish women and children affected by domestic abuse and sexual violence.](#)
-  **Sikh Women's Aid** - Organisation supporting Sikh women experiencing domestic abuse. (Free Service)  
**0333 090 1220**  
[Sikh Women's Aid Domestic Abuse Charity](#)
-  **Restored** - Organisation supporting Christian Women experiencing domestic abuse (Free Service)  
**0203 9063 930**  
<https://www.restoredrelationships.org/>
-  **Southall Black Sisters** - Organisation supporting Black and minoritised, and migrant women and children experiencing domestic and sexual abuse. Specialist support for survivors with no recourse to public funds. Support available in a range of South Asian and African languages. (Free Service)  
**020 8571 0800**  
[Home - Southall Black Sisters](#)
-  **Latin American Women's Rights Service** - Organisation supporting Latin American women, including advice and counselling for women facing gender violence. Support available in Spanish and Portuguese. (Free Service)  
[LAWRS - Latin American Women's Rights Service](#)

-  **Muslim Women's Network** - National specialist, faith and culturally sensitive helpline and counselling service (Free Service)  
**0800 999 5786**  
[MWN Helpline UK](#)
-  **IKWRO** - advice and support to Middle Eastern, North African & Afghan women and girls living in the UK who have experienced, or at risk of all forms of so called honour based abuse, including forced marriage, child marriage and female genital mutilation (FGM), or domestic abuse (Free Service)  
[IKWRO – IKWRO Women's Rights Organisation](#)
-  **PEGS** - an organisation supporting parents who are experiencing Child to Adult Parent Abuse (Free Service)  
[Child to parent abuse | Parental Education Growth Support \(PEGS\)](#)
-  **Surviving Economic abuse** - Helpline offering specialist advice to anyone experiencing domestic abuse who is in financial difficulty. Run by Money Advice Plus and Surviving Economic Abuse. (Free Helpline Service)  
**08081 963 699**  
[Surviving Economic Abuse: Transforming responses to economic abuse](#)
-  **Revenge Porn Helpline** - Helpline for adults (aged 18+) who are experiencing intimate image abuse, also known as, revenge porn. (Free Service)  
**0345 6000 459**  
[Revenge Porn Helpline - 0345 6000 459 | Revenge Porn Helpline](#)



## National Specialist Domestic Abuse Helplines & Wider Support Services

- **Karma Nirvana** - Specialist support and helpline for victims of honour-based abuse. (Free Service)

0800 599 247

[Helpline – Karma Nirvana](#)

- **Forced Marriage Unit** - Home Office Forced Marriage Helpline Advice & support to victims and potential victims of forced marriage & Professionals dealing with cases. (Free Service)

020 7008 0151

Email - [fmu@fcdo.gov.uk](mailto:fmu@fcdo.gov.uk)

- **Freedom Programme** – an online course to help women who have been in an abusive relationship with a male. (Cost Incurred Service)

[The Freedom Programme. Learn about domestic violence and abuse](#)

- **Men's Advice Line** - Confidential helpline specifically for male victims and anyone supporting male victims of domestic abuse. (Free Service)

0808 801 0327

[Domestic Abuse Helpline for Men | Men's Advice Line UK](#)

- **Survivors UK** - Helpline for male and non-binary victims of sexual violence (Free Online Chat Service)

02035983898

[SurvivorsUK | We challenge the silence to support sexually abused men](#)

- **Respond** - Support for those with learning disabilities who have experience abuse or abused other people (Free and Additional Cost Services)

020 73830700

[Supporting the lives of people with learning disabilities and autism / Respond](#)

- **Hourglass** - Support for older people experiencing any form of abuse or neglect (Free Service)

0808 808 8141 Text – 07860052906

[Domestic abuse | Hourglass](#)

- **National LGBT+ Abuse Helpline** - Specialist support for LGBT+ victims of abuse or violence – includes hate crime, sexual violence, so-called conversion therapy or any other kind of abuse (Facilitated by Galop UK) (Free Service)

0800 999 5428

[Galop - the LGBT+ anti-abuse charity](#)

- **Finding Legal Options for Women Survivors** - Organisation providing legal support designed to help protect women against domestic abuse. (Free Service)

[FLOWS | Finding Legal Options for Women Survivors](#)


- **Sign Health** - Specialist support for deaf victims of domestic abuse (Free Service)

Text only – 07800003421 Or

Email – [da@signhealth.org.uk](mailto:da@signhealth.org.uk)

[Domestic Abuse Information and Service Details - SignHealth](#)

## National Specialist Domestic Abuse Helplines & Wider Support Services

-  **Advocacy after fatal domestic abuse (AAFDA)** - Organisation supporting family and friends bereaved by fatal domestic abuse (Free Service)  
07887 488 464  
[Help for families - AAFDA](#)
-  **Support After Suicide Partnership** – variety of guidance to support those people coping with suicide. (Free Service)  
[Resources – SASP](#)
-  **Cruse** – Bereavement support that helps people through one of the most painful times in life – with bereavement support, information and campaigning. (Free Service)  
0808 808 1677  
[Home - Cruse Bereavement Support](#)
-  **NSPCC Female Genital Mutilation (FGM) helpline** - Helpline for adults who are concerned about a child at risk of or experiencing FGM. (Free Service)  
0808 028 3550  
[Female Genital Mutilation - Prevent & Protect | NSPCC](#)

**SUICIDE IS PREVENTABLE**







**[www.oktoaskcampaign.co.uk](http://www.oktoaskcampaign.co.uk)**

**St.Helens Suicide Prevention Action Group**



now's the  
time to

CHANGE

-  **Respect** - Helpline/ support for those perpetrating domestic abuse and advice and guidance for professionals supporting someone who is causing harm in their relationships (Free Service)  
0808 8024040  
[Charity to Help Domestic Abuse Perpetrators | Respect Phoneline UK](#)
-  **CGL – Aim 2 Change** - Behaviour Change Programme for Male Perpetrators of Domestic Abuse (Support includes 1:1 and Group Work. For men aged 18+ who have used abusive behaviours in intimate relationships, have some form of substance use, and are willing to engage in change (Free and Confidential Service)  
01744 410752  
07917436044  
[Family support- Integrated Recovery Service - St Helen's | Change Grow Live](#)
-  **ReFocus** - is a 12-week domestic abuse intervention programme for standard (low risk). Perpetrators must engage with an awareness programme delivered by DMAT called 'Choices' which will consist of 2x 5hr sessions.  
03333 055 336  
[Modern Slavery & Crime Reduction Charity | Causeway Charity](#)  
[The Duluth Model Merseyside Dmat Services Ltd](#)
-  **Families in Harmony** - Services to help find solutions to conflict at home. Whether you are in a relationship or separated, we can provide support and advice tailored to you, whether you would like self-directed learning, 1-2-1 support or to attend a support group (Free Service)  
01744 673420  
[Information for families - St Helens Borough Council](#)



## Is your service not listed?

If you are an agency who provide a local, regional or national Domestic Abuse support service that is not listed, and you wish to be included within the next review of this directory please contact the St Helens Safeguarding Children Partnership via email:

[safeguardingchildrenpartnership@sthelens.gov.uk](mailto:safeguardingchildrenpartnership@sthelens.gov.uk)



for **with** you  
**you**



EMILY SPURRELL  
MERSEYSIDE POLICE  
& CRIME COMMISSIONER

