# Oxfordshire and National Services Supporting Survivors

Please note these services have no direct links with Survivor Space and are only potential resources that you could choose to access. Survivor Space holds no responsibility for judging the standards or quality of these services.

If you would like to contribute, have your charity or organisation included, or suggest a relevant resource, please contact us at admin@survivorspace.org.uk.

*March 2026 edition. Please check our website for the most up-to-date information.*

## Contents


OXFORDSHIRE AND NATIONAL SERVICES SUPPORTING SURVIVORS....1

OXFORDSHIRE COUNSELLING SERVICES....3

- NHS Services....3
- Free Services....3
- Low-Cost Services....4
- Private Practitioners....6
- Services for University Students....6
- Services for Young People (Under 18)....7

SEXUAL VIOLENCE HELPLINES AND SERVICES....8

- Support for Grooming....9
- Pornography and Nonconsensual Sharing of Imagery (Revenge Pornography)....9

DOMESTIC ABUSE SERVICES....10

STALKING AND HARASSMENT SERVICES ..... 12

MENTAL HEALTH SERVICES ..... 12

SELF-HARM ..... 15

ALCOHOL, DRUGS AND SUBSTANCE ABUSE ..... 16

CHILDREN & YOUNG PEOPLE ..... 16

OLDER SURVIVORS ..... 19

DISABLED SURVIVORS ..... 20

- Autism Services ..... 20
- Disability Rights ..... 20
- Learning Disabilities ..... 21
- Visual Impairment ..... 22

STUDENTS ..... 22

LGBTQ+ SURVIVORS ..... 22

MALE SURVIVORS ..... 23

PARENTS OF SURVIVORS ..... 25

- Resource Guides ..... 25

CARERS OF SURVIVORS ..... 26

SAFEGUARDING ..... 28

OTHER ..... 28

- Creative Responses ..... 31
- Housing ..... 32

# Oxfordshire Counselling Services

## NHS Services

### Talking Space Plus

Counselling and psychotherapy are available for free through the NHS, however waiting lists vary and there may be specific criteria for accessing them. TSP offers various types of counselling and psychotherapy and can also be a route into other psychotherapy services if needed. The therapy takes place through various methods including groups, on the phone or individually. You can contact them directly or your GP can refer you.

- Telephone: 01865 901222
- Email: talkingspaceplus@nhs.net
- Website: www.oxfordhealth.nhs.uk/talkingspaceplus

## Free Services

### Free Psychotherapy Network

A group of psychotherapists offering free psychotherapy to people on low incomes.

- Website: freepsychotherapynetwork.com/find-an-therapist

### Refugee Resource Counselling

Offers a free, confidential counselling service for refugees, asylum seekers and vulnerable migrants in Oxfordshire. Counselling takes place in Oxford; interpreters are available in several languages. It also offers mentoring, a women's group, advice and advocacy.

- Telephone: 01865 403280
- Email: info@refugeeresource.org
- Website: www.refugeeresource.org.uk/counselling-and-psychotherapy

### Victims First

Victims First have a number of specialist services which include help for victims of sexual violence and domestic abuse. They may refer you to one of their specialist services depending on your needs. The type of assistance available includes:

- Telephone support
- Face-to-face support
- Advocacy, including, help to access other services such as sexual health clinics, drug and alcohol services and legal services
- Support through the criminal justice system (if you have reported the crime to the police)

- Therapeutic Counselling

- Telephone: 0300 1234 148 (Monday, Wednesday and Friday - 9am to 5pm and Tuesday and Thursday 9am - 7pm)
- Online referral form: www.victims-first.org.uk/what-we-do/what-is-victims-first

## Low-Cost Services

Low-cost counselling centres aim to offer counselling to anyone, regardless of your ability to pay. Waiting lists, costs and approaches vary from centre to centre but low-cost generally refers to sessions offered at around £5 - £40 per session.

### Banbury Therapy Centre

Offers a range of therapy options. Low-cost options include counselling with 3rd and 4th year student counsellors for the cost of room hire (£10.50 p/h), a bursary fund and low-cost sessions in specific approaches from therapists doing further specialist training e.g. Dance Movement Psychotherapy.

- Telephone: 01295 231320
- Email: info@banburytherapycentre.com
- Website: www.banburytherapycentre.com/low-cost-counselling

### Circles South-East

Circles South-East offer counselling to survivors of sexual violence and work with perpetrators to try to prevent further offending. Their counselling service for survivors is free of charge and links you in with a trained counsellor near you. There may be a waiting list.

- Telephone: 01235 816050
- Email: info@circlessoutheast.org.uk
- Website: circlessoutheast.org.uk/services-for-survivors

### Chipping Norton Counselling

Works with adults, couples and young people. Offers low-cost counselling from £30 per session –you are asked to pay what you can reasonably afford.

- Telephone: 07827 692249
- Email: info@chippingnortoncounselling.co.uk
- Website: www.chippingnortoncounselling.co.uk

### MEET in Oxford

Offers trauma therapy to those unable to afford private therapy or unable to access appropriate trauma therapy through the NHS. Sessions are free although a small contribution is welcomed if you're able to pay.

- Telephone: 07531 195291
- Email: meetinoxford@gmail.com
- Website: www.meetinoxford.org

### Oxford Counselling Centre

Offers low-cost counselling at £40 per session, based in East Oxford.

- Telephone: 01865 403221 or 07999 458130
- Email: enquiries@oxfordcounsellingcentre.com
- Website: www.oxfordcounsellingcentre.com

### Oxford Women's Counselling Centre

Based in East Oxford, OWCC offers low-cost counselling for women. If you are interested in receiving counselling at OWCC, leave a phone message requesting an 'Initial Meeting' and clearly stating your name and phone number. The cost of your counselling sessions will depend on your financial circumstances. The appropriate rate will be negotiated at your initial meeting.

- Telephone: 01865 725617
- Website: www.oxwcc.co.uk

### Riverside Counselling Service

Riverside Counselling Service is a charity that provides affordable counselling and psychotherapy to adults and young people from the age of 12 who live in Henley-on-Thames, Wallingford, Berinsfield, Didcot and the surrounding areas.

- Telephone: 07879 381334
- Email: riversidecounsellingservice@gmail.com
- Website: www.riversidecounsellingservice.co.uk

### The Listening Centre

TLC works in Leys Children's Centre at Cuddesdon Corner in Blackbird Leys, Rosehill Children's Centre, The Leys Health Centre and Barton Surgery. TLC offers low-cost counselling delivered by volunteer counsellors.

- Telephone: 01865 794 794
- Website: www.thelisteningcentre.org.uk

### Orchard Counselling

Orchard Counselling (formerly Wantage counselling service) is a registered charity offering counselling in Oxfordshire, Wiltshire & Berkshire. Your fee will be agreed with you at your Assessment session and will be based on what you can realistically afford.

- Telephone: 01235 769744 or 07871 677852
- Email: info@orchardcounselling.org.uk
- Website: www.orchardcounselling.org.uk

## Private Practitioners

There are many counsellors and psychotherapists operating in Oxfordshire, offering a range of approaches. It's worth checking that any private counsellor is registered with a professional association with an ethical code of good practice (e.g. the BACP). Sessions cost from about £40-50 upwards. You can search for a practitioner on the following websites:

### British Association for Behavioural and Cognitive Psychotherapies (BABCP)

- www.cbtregisteruk.com

### British Association of Counselling and Psychotherapy (BACP)

- www.bacp.co.uk/search/Therapists

### British Association for the Person-Centred Approach (BAPCA)

- www.bapca.org.uk/directory.html

### Counselling Directory

- https://www.counselling-directory.org.uk

### National Counselling Society (NCS)

- www.nationalcounsellingsociety.org/find-counsellor

### UK Council for Psychotherapy (UKCP)

- www.psychotherapy.org.uk/find-a-therapist

## Services for University Students

### Oxford Brookes Counselling Service

- Telephone: 01865 (48)4650
- Email: wellbeing-recpt@brookes.ac.uk
- Website: www.brookes.ac.uk/students/wellbeing/counselling/contact-us

### Oxford University Counselling Service

- Telephone: 01865 270300
- Email: counselling@admin.ox.ac.uk
- Website: www.ox.ac.uk/students/welfare/counselling?wssl=1#

## Services for Young People (Under 18)

### Riverside Counselling Service

Riverside Counselling Service is a charity that provides affordable counselling and psychotherapy to adults and young people from the age of 12 who live in Henley-on-Thames, Wallingford, Berinsfield, Didcot and the surrounding areas.

- Telephone: 07879 381334
- Email: riversidecounsellingservice@gmail.com
- Website: www.riversidecounsellingservice.co.uk

### Nai's House

A youth and wellbeing service that offers a new way to access and receive mental health support. Low-cost counselling (£5) service for young people, free 1:1 support and 8 week workshops including suicide prevention for under 18s (SPLASH), suicide action recover (SAS), youth bereavement and more.

- Telephone: 01869 242578
- Email: hello@naishouse.org.uk
- Website: www.naishouse.org.uk

### Refugee Resource Counselling

Offers a free, confidential counselling service for refugees, asylum seekers and vulnerable migrants over the age of 12 in Oxfordshire. Children under 12 can be seen with a parent or other family member. Counselling takes place in Oxford; interpreters are available in several languages.

- Telephone: 01865 403280
- Email: info@refugeeresource.org
- Website: www.refugeeresource.org.uk/counselling-and-psychotherapy

### Chipping Norton Counselling

Works with adults and young people. Offers low-cost counselling from £30 per session – you are asked to pay what you can reasonably afford.

- Telephone: 07827 692249
- Email: info@chippingnortoncounselling.co.uk
- Website: www.chippingnortoncounselling.co.uk

# Sexual Violence Helplines and Services

### Rape Crisis England & Wales

- National 24/7 Helpline: 0808 500 2222
- Webchat: rapecrisis.org.uk/get-help/

### Survivor's Trust

- Helpline: 0808 801 0818
- LiveChat: The Survivors Trust Helpline (See website for the opening hours)
- Website: thesurvivorstrust.org

### Trust House

- Helpline: 0118 958 4033 (See website for opening hours)
- Email: support@trusthouse.org.uk
- Website: www.trusthouse.org.uk

### Cambridge Rape Crisis

- Helpline: 01223 245 888
- Email: support@cambridgerapecrisis.org.uk
- Webchat: cambridgerapecrisis.org.uk/live-chat
- Website: cambridgerapecrisis.org.uk

### Helping Survivors

National organisation dedicated to helping survivors of sexual assault and abuse by providing resources, understanding rights and options and help survivors heal. Includes workplace assault, rideshare assault, doctor abuse and child abuse.

- Contact: helpingsurvivors.org/contact
- Get legal help: helpingsurvivors.org/get-legal-help
- Website: helpingsurvivors.org

### Help After Rape and Sexual Assault

- www.nhs.uk/live-well/sexual-health/help-after-rape-and-sexual-assault

### Centre for Action on Rape and Abuse (CARA)

Advocacy and Support for survivors of sexual abuse

- Website: www.caraessex.org.uk
- Legal Support Handbook for Adult Survivors of Sexual Violence: www.caraessex.org.uk/downloads/4729_from-report-to-court-2018.pdf

## Support for Grooming

### Survivor's Trust

Grooming: Common Feelings & Effects That Survivors Experience

- www.survivorsuk.org/resource_articles/grooming

### Victims Support

Recognising grooming and support

- www.victimsupport.org.uk/you-co/types-crime/sex-crimes/grooming

## Pornography and Nonconsensual Sharing of Imagery (Revenge Pornography)

### Revenge Porn Helpline

Uk Service supporting adults (18+) who are experience intimate image abuse, also known as revenge pornography. Free confidential advice and FAQs, information and news.

- Helpline: 0345 6000 459
- Email: help@revengepornhelpline.org.uk
- Website: revengepornhelpline.org.uk

### Fight the New Drug

Awareness raising on the harmful effects of porn and exploitation

- Website: www.fightthenewdrug.org/videos

### Expose the Harm

A space for people to share their experience, safely and anonymously, of how pornography has harmed them in some way.

- Website: exposetheharm.com

# Domestic Abuse Services

### National UK Domestic Abuse Helpline

- Freephone, 24/7 Helpline: 0808 2000 247

### Refuge

- Telephone: 020 7395 7700
- Webchat: www.nationaldahelpline.org.uk/chat-to-us-online
- Website: refuge.org.uk

### A2 Dominion

Open Monday – Friday, 10am – 7pm

- Oxfordshire Domestic Abuse Helpline: 0800 731 0055
- Email: adas@a2dominion.co.uk
- Website: a2dominion.co.uk/services/domestic-abuse-support-services

### Flag DV

Free legal domestic violence advice

- Phone: 01635 015854 (Mon/Wed/Fri 10am – 1pm)
- Email: enquiries@flagdv.org.uk
- Website: www.flagdv.org.uk

### Oxfordshire Domestic Abuse helpline

10am - 7pm, Monday to Friday

- Helpline: 0800 731 0055

### Her Safe Network

Charity providing refuge, support & free services for abuse victims

- Telephone:
    - Call: 02045763308
    - WhatsApp: +44 07955 893321
- Email: hello@hersafenetwork.org
- Referral For: hersafenetwork.org/referral-form
- Website: hersafenetwork.org

### Women's Aid

Provides information, support and temporary refuge accommodation. They provide a confidential, and non-judgemental service to women, young people and children who have experienced domestic abuse.

- Live chat: chat.womensaid.org.uk
- Email:
  - Information and Support: helpline@womensaid.org.uk
  - General Enquiries: info@womensaid.org.uk
- Website: www.womensaid.org.uk

### Reducing the Risk

Dedicated to the safety of adults and children at risk of domestic abuse and to the empowerment of the professionals and volunteers who support them. Find national and local services on the website.

- Website: reducingtherisk.org.uk

### DV Assist

Specialising exclusively in arranging Non-Molestation Orders, Prohibited Steps Orders & Occupation Orders

- Telephone: 03000 04 03 75
- Email: Support@dvassist.org.uk
- Make a Referral: www.dvassist.org.uk/make-a-refferal
- Website: www.dvassist.org.uk

### Safe Lives

Work with organisations across the *UK* to transform the response to domestic abuse, at a local, national and societal level.

- Get Help and Support: safelives.org.uk/about-domestic-abuse/get-help-support
- Email: info@safelives.org.uk
- Website: safelives.org.uk

# Stalking and Harassment Services

### National Stalking Helpline

Monday to Friday, 9:30am to 4pm (except Wednesday 9:30am to 8pm)

- Helpline: 0808 802 0300

### Paladin NSAS

Trauma-informed service established in 2013, to assist high risk victims of stalking

- Telephone: 02038664107
- Email: info@paladinservice.co.uk
- Website: www.paladinservice.co.uk/
- Referral Form: forms.office.com/pages/responsepage.aspx?id=2X7scYW-QE-wRnMQpv3mbNcBUuwe1NZEhInYaIA1pdRUNjVYMlJCOEJYUFhKNkxTWVhDU09MTUJMNy4u&route=shorturl

### Suzy Lamplugh Trust

Support for victims of stalking. Excellent 'Help and Advice' section with information relating to personal safety and bogus callers, dealing with aggression, festival safety, online dating and safety, safety in the home, whilst running and much more. It also includes links to downloadable leaflets.

- Telephone: 020 7091 0014
- Email: info@suzylamplugh.org
- Enquiry Form: www.suzylamplugh.org/forms/national-stalking-helpline-enquiry-form
- Website: www.suzylamplugh.org/

# Mental Health Services

### GP

You can talk to your GP if you would like help with your mental health. Your GP can offer advice, refer you to some mental health services and help introduce you to the right mental health service for your needs. Your GP can also prescribe medication, if this is appropriate and right for you.

### Single Point of Access (SPA)

Provides healthcare professionals with an alternative referral route for patients needing community health services in Oxfordshire

- Telephone: 01865 903 750
- Email: spa.communityreferrals@oxfordhealth.nhs.uk

### NHS Talking Services

NHS talking therapies services are for people in England aged 18 or over. You can speak to your GP about talking therapies or get in touch with the talking therapies service directly without going to your GP.

- Website: www.nhs.uk/nhs-services/mental-health-services/find-nhs-talking-therapies-for-anxiety-and-depression

### Oxfordshire Mind

You can have an options call with them and they can signpost you to local support

- Options Form: www.oxfordshiremind.org.uk/help/options-session-form

### Safe Haven (over 18s only)

Same-day phone or in-person support in Oxfordshire if you're feeling overwhelmed, hopeless or struggling with self-harm or suicidal thoughts. Includes listening, safety planning, signposting, and a 12-week Ellmore Programme (mental health, housing, volunteering, practical help). 1:1 and group sessions and space available, book via phone.

- Phone: 01865 903 037
- Email: osh@oxfordshiremind.org.uk
- Website: www.oxfordshiremind.org.uk/support-for-you/safe-haven

### Samaritans

Open: 11.30am – 9.30 pm, 7 days a week

- Freephone 24/7 Helpline: 116 123
- Email: jo@samaritans.org
- Website: www.samaritans.org

### Shout

- 24/7 Text Service: Text “SHOUT” to 85258
- Website: giveusashout.org

### Oxfordshire Talking Therapies

- Telephone: 01865 901 222
- Online Referral: www.oxfordhealth.nhs.uk/oxon-talking-therapies

### Campaign Against Living Miserably (CALM)

Provides listening services, information and support for anyone who needs to talk, including a web chat.

- Helpline: 0800 58 58 58
- Website: https://www.thecalmzone.net/

### Community Advice and Listening Line (C.A.L.L.)

Provides information and support for people experiencing mental health problems in Wales

- Helpline: 0800 132 737
- Text: 81066 (text HELP plus your message)
- Website: https://callhelpline.org.uk/

### Hub of Hope

UK-wide mental health service database. Lets you search for local, national, peer, community, charity, private and NHS mental health support. You can filter results to find specific kinds of support.

- Website: https://hubofhope.co.uk/

### National Suicide Prevention Helpline UK

Helpline offering a supportive listening service to anyone with thoughts of suicide. Open from 6pm to midnight every day.

- Helpline: 0800 689 5652
    - If you are unable to connect to the main number above you can call 0800 689 0880
- Website: https://www.spuk.org.uk/

### Papyrus HOPELINEUK

Confidential support for under-35s at risk of suicide and others who are concerned about them. Open 24 hours, 7 days a week.

- Helpline: 0800 068 41 41
- Text: 07860039967
- Email: pat@papyrus-uk.org
- Website: https://www.papyrus-uk.org/

### The Mix

Support and advice for under 25s, including a helpline, crisis messenger service and webchat.

- Helpline: 0808 808 4994
- Text: 85258 (crisis messenger service, text THEMIX)

- Website: https://www.themix.org.uk/

### Rethink Mental Illness

Provides support and information for anyone affected by mental health problems, including local support groups.

- Helpline: 0808 801 0525
- Website: https://rethink.org/

### NHS 111 (England)

Non-emergency medical help and advice for people in England

- Telephone: 111
- Text: 18001 111
- BSL Service: signvideo.co.uk/nhs111/
- Website: 111.nhs.uk/
- Mental health support for people of all ages: 111.nhs.uk/triage/check-yourmental-health-symptoms
- Information about health problems and treatments, including details of local NHS services in England: www.nhs.uk/
- Call 999 or 112 for emergencies

### Suicide prevention App

- stayalive.prevent-suicide.org.uk

### Yoppie

Information on menstrual cycles and mental health

- Resources: yoppie.com/menstrual-cycles-mental-health

## Self-Harm

### Life SIGNS

Online, user-led charitable organisation, founded in 2002 to create understanding about self-injury and provide information and support to people of all ages affected by self-injury across the UK.

- Email: hello@lifesigns.org.uk
- Website: www.lifesigns.org.uk

### Self-Injury Support

Support and resources for anyone who uses self-injury. Helpline (freephone is open Monday and Thursdays 7pm

- Helpline: 0808 800 8088 (Freephone, Monday and Thursdays 7pm – 10pm)
- Text: 07537 432 444 (Monday and Thursdays 7pm – 10pm and Fridays (5pm – 8pm)

- Email: tessmail@selfinjurysupport.org.uk (Replies within a week)
- Website: www.selfinjurysupport.org.uk

## Alcohol, Drugs and Substance Abuse

### Turning Point

Person-cantered care approach to support individuals with complex needs, which include drug and alcohol-related issues, mental health, learning and employment-related issues.

- Contact Page: www.turning-point.co.uk/contact-us
- Website: www.turning-point.co.uk

### Ophelia House

Ophelia House is a Therapeutic Community offering drug and alcohol residential care to women. The service has been developed to meet the needs of women who require abstinence-based residential substance use treatment in a safe and therapeutic environment. Residents stay in a newly redeveloped and refurbished property in the leafy suburbs of Oxford.

- Telephone: 01865 371 777
- Email: ophelia.house@phoenixfutures.org.uk
- Website: https://www.phoenix-futures.org.uk/phoenix-futures-for/people-and-families-who-use-our-services/find-a-service/ophelia-house/

# Children & Young People

### Single Point of Access (SPA)

Provides healthcare professionals with an alternative referral route for patients needing community health services in Oxfordshire

- Telephone: 01865 903800
- Email: cyp0-19@oxfordhealth.nhs.uk

### ChatHealth

Safe and easy for you to speak to a qualified health professional for support or emergency contraception. School nurses aim to respond within 24 hours 9am-5pm Monday to Friday except bank holidays.

- Text 'ChatHealth': 07312 263084
- LiveChat: chathealth.nhs.uk/start-a-chat/h/OxonTeens
- Website: chathealth.nhs.uk/

### Kooth

Online mental health community with practical tools that young people (11 to 25 years old) can use to access mental health support online, including free anonymous online counselling.

- Webchat: https://www.kooth.com/one-to-one-support
- Website: www.kooth.com

### Papyrus

Suicide prevention for young people under 35

- Hopeline 24/7: 0800 068 4141
- Website and Live Chat: https://www.papyrus-uk.org/

### Abingdon Bridge

Counselling for survivors living in South Oxfordshire & Vale of White Horse

- Telephone: 01235 522375 (Weekdays 10am to 6pm)
- Email: info@theabingdonbridge.org.uk
- Referral Form: www.theabingdonbridge.org.uk/referral-form
- Website: www.theabingdonbridge.org.uk/

### CAHMS Horizon

The sexual violence team within CAHMS

- Telephone referrals: 01865 902515
- Referral: www.oxfordhealth.nhs.uk/camhs/support/referral/

### SAFE!

Support service for any crime

- Telephone referrals: 0800 133 7938
- Website: www.safeproject.org.uk/how-we-work.php

### Childline

- 24/7 Helpline: 0800 1111 (won't show on phone bill history)
- Online chat with counsellor: www.childline.org.uk/get-support/1-2-1-counsellor-chat

### NSPCC (National Society for the Prevention of Cruelty to Children)

- 24/7 Helpline: 0808 800 5000
- Email: help@NSPCC.org.uk

### National Association for People Abused in Childhood (NAPAC)

Resources and free national support service

- Helpline: 800 085 3330
- Email:
  - Support: support@napac.org.uk
  - General enquiries: info@napac.org.uk
- Contact Form: napac.org.uk/contact
- Website: www.napac.org.uk

### Calm Zone

Activities and coping mechanisms

- Toolbox: www.childline.org.uk/toolbox/calm-zone

### Bounce Back 4 Kids

Support programme developed by PACT that uses therapeutic techniques to support children who have been affected by or witnessed domestic abuse.

- Telephone: 0300 456 4800
- Contact Form: www.pactcharity.org/contact-us
- Website: www.pactcharity.org/bb4k

### OXME

Information and support regarding emergency contraception in Oxfordshire for young people 21 years and younger in their local pharmacy

- Website: oxme.info/health/emergency-contraception

### Oxfordshire C-Card

Scheme for young people between 13-24 years to access free condoms and lube packets

- Website: www.oxfordshireccard.org.uk

### Brook

Sexual health and wellbeing support

- Find a Sexual Health service near you: www.brook.org.uk/find-a-service
- Website: www.brook.org.uk

### Respect

For young people who are abusive in their family or relationships

- Email: info@respect.org.uk
- Website: www.respect.org.uk/pages/44-work-with-young-people-s-violence-and-abuse

### Calm Harm App

Calm Harm is a free app for teenagers that helps you manage or resist the urge to self-harm.

- Download here: https://calmharm.stem4.org.uk/

### Stop It Now!

Anonymous helpline, email and chat services are here for anyone with concerns about child sexual abuse and how to prevent it. We can help you if you are worried about your own thoughts, feelings or behaviour, or with any concerns about another adult or young person.

- Website: Stop It Now - Preventing child sexual abuse

### Shore

A safe space for teenagers worried about sexual behaviour.

- Website: www.shorespace.org.uk

## Older Survivors

### Age UK

Home Support Options offer a range of flexible and practical solutions to help people 50+ stay independent

- Telephone:
  - 0345 450 1276 (Monday - Friday, 8:30 am - 4:30 pm)
  - Urgent enquiries: 0800 678 1602 (365 days 8 am - 7 pm)
- Email: contactus@ageukoxfordshire.org.uk
- Website: www.ageuk.org.uk
- Oxfordshire services: www.ageuk.org.uk/oxfordshire/our-services/home_support
- Address: 9 Napier Court, Barton Lane, Abingdon, Oxfordshire, Vale, OX14 3YT

### Silverline

Silver Line Helpline run by Age UK is a free, 24-hour telephone service for older people across the UK

- 27/7 Telephone: 0800 4 70 80 90

### Hourglass

Provides services to prevent the abuse of older people

- 24/7 Helpline: 0808 808 0141
- Email: enquiries@wearehourglass.org
- Website: www.wearehourglass.org

# Disabled Survivors

## Autism Services

### Autism Family Support Oxfordshire

Autism Family Support Oxfordshire is a charity that provides support to children and young people aged 0-25 years old, with a diagnosis of an Autism Spectrum Condition (ASC), and their families; who live within Oxfordshire or access services in Oxfordshire such as schools or a GP

- Telephone: 01235 754700
- Email: info@afso.org.uk
- Website: www.asfo.org.uk

### Autism Oxford UK Ltd

Provide diagnostic, clinical support, social prescribing and coaching and mentoring to neurodivergent individuals and their support network

- Telephone: 01865 509222
- Email: info@autismoxford.org.uk
- Website: autismoxford.com
- Address: Autism Oxford UK limited, Grange Court, Barton Lane, Abingdon, Vale, OX14 3NB

## Disability Rights

### Disability Rights UK

Pan-disability charity which was set up with the aim of representing the needs and expectations of disabled people in the UK

- Telephone: 0330 995 0400
- Email: enquiries@disabilityrightsuk.org
- Website: www.disabilityrightsuk.org
- Address: Plexal, 14 East Bay Lane, Queen Elizabeth Olympic Park, Stratford, London, Out of Area, E20 3BS

## Learning Disabilities

### LDOX Oxfordshire's Learning Disabilities Online Community

Forum: Information, advice or advocacy

- Email: hello@ldox.org
- Contact Form: www.ldox.org/contact
- Website: www.ldox.org
- Address: Online, Oxfordshire

LDOX directory for additional disability services in Oxfordshire: www.ldox.org/directory

### Mencap

Mencap supports local people with learning disabilities and their families with information, advice and practical services

- Telephone for all UK services: 020 7454 0454
- Email: administrator@oxfordmencap.org.uk
- Website: www.mencap.org.uk
- Address: Oxfordshire

### My Life My Choice

LGBT group for adults with learning disabilities

- Telephone: 01865 204214
- Email: yazz@mylifemychoice.org.uk
- Website: mylifemychoice.org.uk
- Address: The Community Works, 21 Park End St, Oxford, OX1 1HU Telephone: 01865204214

### Style Acre

Person-centred support ranges from 24-hour care for those with complex learning, health and /or physical disabilities to a few hours support per week for those who live more independently.

- Telephone: 01491 838760
- Email: info@styleacre.org.uk
- Website: styleacre.org.uk
- Address: Evenlode House, Howbery Park, Benson Lane, Wallingford, Oxfordshire, South, OX10 8BA

### Yellow Submarine

Variety of services to those with mild to moderate needs including social clubs, activity days, residential holidays and a traineeship

- Telephone: 01865 236119
- Email: hello@yellowsubmarine.org.uk
- Website: www.yellowsubmarine.org.uk
- Addresses:
    - Yellow Submarine, Oxford Hub, Office & Cafe, 12 Park End Street, Oxford, Oxfordshire, City, OX1 1HH
    - Yellow Submarine, Witney Cafe, 1st Floor, Windrush Leisure Centre, Witney, Oxfordshire, West, OX28 4YA

### Visual Impairment

#### My Vision Oxfordshire

Supporting people living with Sight Loss throughout Oxfordshire through various services including counselling, information and advice, technology training, social and sport activities, befriending etc

- Telephone: 01865 725595
- Email: info@myvision.org.uk
- Website: www.myvision.org.uk
- Address: Bradbury Lodge, Gordon Woodward Way, Oxford OX1 4XL

#### SeeAbility

Supporting people who have learning disabilities or autism, who may also have sight loss.

- Telephone: 01372 755 000
- Email: enquiries@seeability.org or l.crew@seeability.org
- Website: www.seeability.org
- Address: 1 Nickling Place, Banbury, Oxfordshire, Cherwell, OX16 1GZ

## Students

#### Nightline Association

Lists contact information for helplines and listening services in universities and colleges

across the UK

- Helpline: nightline.ac.uk

## LGBTQ+ Survivors

### National LGBT+ Domestic Abuse Helpline

- Helpline: 0800 999 5428

### LGBT+ Hate Crime Helpline

- Helpline: 020 7704 2040

### National Conversion Therapy Helpline

- Helpline: 0800 130 2040

### Galop

Free, confidential and independent services who have experiences sexual violence

- Helpline: 0800 999 5428
- Email: help@galop.org.uk
- Webchat: galop.org.uk/get-help/helplines
- Resources and support for Chemsex: /galop.org.uk/chemsex

### Switchboard

- Helpline: 0800 0119 100
- Email: hello@switchboard.lgbt
- Webchat: switchboard.lgbt/get-support

### AKT

Young LGBT+ People Support Services and Safe Housing

- Telephone: 020 7831 6562
- Email: contact@akt.org.uk
- Self-referral: www.tfaforms.com/4680950?_gl=1*drvwwp*_ga*MTk0NjQzMzc4NS4xNjc1MzU3MjE3*_ga_47JL5CF6Z4*MTY4NDk0MjgwNy4xMDYuMS4xNjg0OTQ0ODA4LjAuMC4w
- Website: www.akt.org.uk/mission-vision

### Survivor's trust

- Guide for LGBT+ Survivors: thesurvivorstrust.org/guides-for-lgbt-survivors/

## Male Survivors

### Safeline - National Male Survivor Helpline and Online Support Service

A dedicated national service for men and boys affected by sexual abuse and those who support them.

- Helpline: 0808 800 5005
- Text: 07860 065187
- Email: support@safeline.org.uk
- Website and Live Chat: safeline.org.uk/our-services/national-male-survivor-helpline-and-online-support-service

### Trust House

This service has a male ISVA.

- Telephone: 0118 958 4033
- Email: support@trusthouse.org.uk
- Referral Form: www.trusthouse.org.uk/referrals
- Website: www.trusthouse.org.uk

### Breaking the Silence

Specialist service for male survivors from black and Asian communities aged 13 and over.

- Telephone: 01274 497535
- Email: info@breaking-the-silence.org.uk
- Self-Referral: www.breaking-the-silence.org.uk/?page_id=201
- Website: www.breaking-the-silence.org.uk

### Aylesbury Vale Rape Crisis

Have run a male survivors group – contact them for more information

- Telephone: 01296 392 468
- Email: support@avmksaass.org.uk

### SurvivorsUK

Male and non-binary specific online service

- Text: 020 3322 1860
- Online chat: www.survivorsuk.org/helpline
- Website: www.survivorsuk.org

### 1 in 6

Online counselling service available to men and boys in England and Wales delivered by a consortium of 5 male centred charities

- Self-referral: https://www.1in6.uk/people-who-can-help/get-online-counselling/
- Website: https://www.1in6.uk/

### Respect Men's Advice Line

For male victims of domestic abuse

- Helpline: 0808 801 0327 (Open Monday – Friday, 10am – 5pm)
- Email: info@respect.org.uk
- Website: www.respect.org.uk

### ManKind

For male victims of domestic abuse

- Telephone: 01823 334244
- Website: www.mankind.org.uk

## Parents of Survivors

### We Stand

National helpline for non-abusing parents/carers of sexually abused children

- Helpline: 0800 980 1958
- Email: support@westand.org.uk
- Website: westand.org.uk

### Safeline

Offer counselling, psychotherapy and arts therapy for parents, partners, siblings extended family and friends of survivors

- Resources: safeline.org.uk/resources/information-for-family-friends
- Website: safeline.org.uk

### Single Parents

Support, finance and help for single parents

- Website: singleparents.org.uk

## Resource Guides

### Parents' Guide to Support

- fisd.oxfordshire.gov.uk/kb5/oxfordshire/directory/practitioner_toolkit.page

### The Haven

Advice Booklet 'If Your Daughter Has Been Raped or Sexually Assaulted'

- www.rapecentre.org.uk/wp-content/uploads/2021/05/0100_haven-parentadvicebooklet.pdf

### NSPCC

The Underwear Rule – Simple conversations to keep your child safe from abuse

- www.rapecentre.org.uk/wp-content/uploads/2021/05/5940_underwear-rule-parents-guide-english.pdf

### The Mama Bear Effect

Resources for talking to your children about their bodies & body safety, why children don't tell, parenting as a survivor.

- Website: www.themamabeareffect.org

### Beacon House

Provide free resources that provide information on Trauma and Attachment and some useful information and resources, although focused on adoption/fostering that can be very useful for any parent whose child has been traumatised.

- Resources: beaconhouse.org.uk/useful-resources
- Website: beaconhouse.org.uk/

### Rape Crisis Scotland

A guide for family, carers and support staff supporting adults with learning disabilities who have been sexually abused

- www.rapecrisisscotland.org.uk/publications/enable-abusebooklet-handbook.pdf

## Carers of Survivors

### Carers Oxfordshire

General support as a carer

- CarersLine: 01235 424715
- Email: carersinfo@carersoxfordshire.org.uk
- Website: www.carersoxfordshire.org.uk

### Rethink

Supports the carers of people with mental ill-health.

- Telephone: 01865 904499
- Email: oxfordshirecarers@rethink.org
- Website: www.rethink.org/help-in-your-area/services/carer-support/oxford-carers-support-service

# Safeguarding

### Report a safeguarding concern about yourself or someone else

- Website: www.oxfordshire.gov.uk/residents/social-and-health-care/adult-social-care/reporting-concern
- Telephone: 0345 050 7666

### Report a safeguarding concern about a child or young person

- Office hours (8.30am – 5pm, Monday to Thursday, 8.30am – 4pm, Friday): Multi-Agency Safeguarding Hub: 0345 050 7666
- Outside office hours: Emergency Duty Team: 0800 833 408

# Other

### Survivor Purdah Directory

A resource designed to support survivors, particularly those from seldom-reached communities. It provides a curated list of services and resources that are vital for individuals facing domestic abuse, sexual violence and other related challenges. It includes access to legal aid, helplines, counselling services, along with reports and educational materials.

- Available to download from the Survivor Space Website.

### Solace Thames Valley Sexual Assault Referral Centre

2 SARCS located in Bicester and Slough

- 24/7 Telephone: 0330 223 0099
- Website: www.solacesarc.org.uk

### Oxfordshire Sexual Health Service

All services are free and confidential. Clinics in: Oxford, Banbury, Bicester, Didcot, Witney, Abingdon, Wantage, Kidlington

- Website: www.sexualhealthoxfordshire.nhs.uk
- Telephone: 01865 231231 (Oxford) and 01865 904500 (Banbury)

### Victims First Hub

For counselling, phone support, face to face support through Criminal Justice System (CJS)

- Telephone: 0300 1234 148
- Online Referral: www.victims-first.org.uk/get-support-now

### Victim Support

Supports all victims of crime

- Support line: 08 08 16 89 111
- Text Relay: use the Relay UK app or contact in BSL
- Live Chat: /www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat
- Contact Form: www.victimsupport.org.uk
- Website: www.victimsupport.org.uk

### ASIOX (Anti-Slavery Initiative Oxford)

Advocacy, emotional and practical support to survivors of human trafficking, sexual exploitation and modern slavery in Oxfordshire. Please contact Nicola Bell (who is the Antislavery Co-Ordinator Oxfordshire and works at Oxford City Council) if you require ASIOX support.

- Email: nbell@oxford.gov.uk
- Telephone: 01865 252406
- Website: www.asiox.org

### Rights of Women

A women's voluntary sector organisation which provides free legal advice and information to women affected by sexual violence.

- Advice lines: www.rightsofwomen.org.uk/get-advice/call-our-advice-lines
- Website: www.rightsofwomen.org.uk

### Her Ride

Private hire taxicab company dedicated to taking the people of Oxford and the surrounding Oxfordshire area to their destination of choice with the option to request a female driver.

- Book here: www.herride.co.uk/contact
- Website: www.herride.co.uk

### Helplines Partnership

Membership body for helplines in the UK. Includes a searchable directory of services.

- www.helplines.org

### Beat Eating Disorders

- Helpline: 0808 801 0677

- Webchat: www.beateatingdisorders.org.uk/get-information-and-support/get-help-for-myself/i-need-support-now/one-to-one-web-chat
- Website contains downloadable resources: www.beateatingdisorders.org.uk

### Centre for Women's Justice

Legal help for women and girls

- Website: www.centreforwomensjustice.org.uk

### Citizens Advice

Help with benefits, work, money, housing etc.

- Website: www.citizensadvice.org.uk

### Ugly Mugs

Support sex workers. Also has a link to report sex crimes which are then held in a database – anyone can use this link.

- nationaluglymugs.org

### Victim and Witness Information – Know Your Rights

Your rights as a victim of crime

- victimandwitnessinformation.org.uk/your-rights/as-a-victim

### Asylum Welcome

Support for asylum seekers, refugees & vulnerable migrants in Oxfordshire

- Website: www.asylum-welcome.org

### POhWER

General advocacy service for those with a disability, illness, social exclusion or other challenges

- Website: www.pohwer.net

### Relay UK

Provides a talk/type relay service for anyone who has difficulty hearing or being understood

when speaking over the phone. The cost of making phone calls through this service depends on your telephone service provider.

- www.relayuk.bt.com

### Adult Social Care

- Telephone: 0345 050 7666
- Contact Adult Social and Health Care: www.oxfordshire.gov.uk/contactus/contact-adult-social-and-health-care

### HollieGuard – Personal Safety App

Help protect yourself, a friend or a family member with Hollie Guard. Every 5 seconds the platform will update your precise location based on your speed and movement activity to identify where you are once an alert has been raised. HollieGuard is a personal alarm, deterrent, evidence catcher and more. Providing a lot more functionality than a regular keyring alarm for absolutely anyone who has safety in mind.

- hollieguard.com

## Creative Responses

### Clear Lines

Includes a free Creative Writing Guide for Survivors where you can use creative writing exercises to explore lived experiences.

- Creative Writing Guide: https://clearlines.org.uk/wp-content/uploads/2021/05/Clear-Lines-Creative-Writing-Guide-for-Survivors.pdf
- Website: clearlines.org.uk

### Waste2Taste

Providing affordable & ethical food through their community café. Offers free cooking for health and wellbeing workshop and free cook meals delivery (OX4) for vulnerable groups such as long-term health/disability, low Income, elderly, vulnerably housed, single parents, lack of cooking facilities, escaping domestic violence.

- Cooking For Health and Wellbeing 10-week Workshop: marie.lehri@waste2taste.co.uk
- Free cooked meals
    - Referral form: https://docs.google.com/forms/d/1M0nfHjjopvwWAEh4yclXdP9glvSkxpnbjU-OHcP5Idk/viewform?edit_requested=true
    - Email: freemeals@waste2taste.co.uk

    - Telephone: 07729203016
- Website: https://www.waste2taste.co.uk/

## Housing

### Connection Support

Support clients to help them deal with their housing issues, people can self-refer to the service

- Website: www.connectionsupport.org.uk/housing-support-oxfordshire

### Oxford Winter Night Shelter (OWNS)

- Website: https://www.ownsoxford.org.uk

### Oxfordshire Mind

Offer wellbeing support sessions, and Crisis support in the Safe Haven service.

- Housing: www.oxfordshiremind.org.uk/support-for-you/housing
- Website: www.oxfordshiremind.org.uk

### Citizens Advice

Provides support with housing.

- Email:
    - General Enquiries: info@ownsoxford.org.uk
    - The Living Rom: manager@ownsoxford.org.uk
    - Oxford Winter Night Shelter: night.shelter.management@ownsoxford.org.uk
    - Website: www.citizensadvice.org.uk/housing

### Local Council

We advise contacting your local council, as they may be able to offer guidance with accommodation.

### The Homeless Guide

The Guide is a resource for people without a fixed address, updated every four months on LinkedIn. It lists where to get free food, housing options (temporary, supported, and independent), and financial support like benefits and grants. Designed to improve health, reduce homelessness, and support collective action.

- LinkedIn: https://www.linkedin.com/company/the-homeless-guide/

### Housing in Oxfordshire Resource

Downloadable resource from Oxfordshire Mind.

- www.oxfordshiremind.org.uk/app/uploads/2021/12/Housing-Support-Updated-November-2021.pdf

## If at immediate risk, call 999

*March 2026 edition. Please check our website for the most up-to-date information.*