

Domestic violence and abuse services

Advisers can sign-post to the following national services - [you can also find lots of these on our website](#):

- [The FLOWS service](#) - phone, email and discussion forum service
- [The Freephone, 24hr National Domestic Abuse Helpline](#) – 0808 2000 247
- [Rape Crisis services](#) – telephone, live chat and Rape Crisis centres
- [National LGBT+ Domestic Abuse Helpline](#) – 0800 999 5428
- [Men's Advice Line](#) – 0808 801 0327
- [The Mix](#) - support for under 25s in the UK: 0808 808 4994
- [Rights of Women](#) - free telephone advice lines
- [Women's Aid](#) – live chat, email and local services
- [Respect Phoneline](#) – helpline, email and web chat service for domestic abuse perpetrators: 0808 8024040
- [Wales, The Live Fear Free helpline](#) - 0808 80 10 800 Text: 078600 77 333. Email: info@livefearfreehelpline.wales

Further information on coronavirus and DVA:

- [Government advice page on coronavirus support to DV](#)
- [Safe Lives - Domestic abuse and COVID-19](#)
- [Women's Aid - Safety advice for survivors](#)
- [Welsh Women's Aid - Self care in isolation](#)
- [surviving economic abuse](#)

Flows Service - Update on services for advisers and clients seeking legal assistance with Non-Molestation Orders and legal advice and DVA

HMCTS have asked FLOWS (run by the RCJ LCA) to get CourtNav, an online platform that assists with the completion of a non-molestation order, out to the public. **Survivors can now directly register for CourtNav and will be taken straight into the CourtNav system.** This link <https://flows.courtnav.org.uk/register> will enable survivors to create a direct CourtNav account without having to be referred by an organisation or the FLOWS team first. CourtNav will be accessible 24/7 and directs survivors to domestically accredited legal aid providers who can assist them.

Should there be any technical difficulties accessing CourtNav survivors can either email the team at CourtNav@rcjadvice.org.uk or call us on 0203 974 7899..

They have also created a discrete self-referral app so that women can contact FLOWS without having to call or access an email account. The page can be accessed here: <https://self-referral.flows.org.uk/>

This is in addition to the existing referral app for statutory organisations and front line professionals which can be found here: <https://referral.flows.org.uk/> .

Normal Phone line and email consultancy: Women can contact the team between 9am-5pm Monday to Friday on phone: 0203 745 7707 Email: flows@rcjadvice.org.uk www.flows.org.uk .