

MARAC referrals:

A Marac is a regular meeting that occurs every two weeks to discuss how to help victims at high risk of murder or serious harm. A domestic abuse specialist (Idva), police, children's social services, health and other relevant agencies all sit around the same table. They talk about the victim, the family and perpetrator, and share information. The meeting is confidential. Together, the meeting writes an action plan for each victim. They work best when everyone involved understands their roles and the right processes to follow. We call these meetings Maracs, but they are also referred to as a multi-agency risk assessment conference.

Last MARAC before Xmas is the 21st December.

MARAC referrals should be sent to XHMailbox-.Marac@met.police.uk

HDAAS

Hillingdon Idva Service are closed on the usual festive holidays – but if you are concerned about an individual/family you can refer to HDASS and they will contact the Victim Survivor within 24 hours of receiving the referral – most Victims/survivors are contacted on the same day as the referral is received.

Mobile 07874 620954

All referrals and emails to this service should be sent to: hdaas@hillingdon.gov.uk

Southall Black Sisters:

Led by and for black and minoritised women, we provide a specialist service to some of society's most marginalised victims of abuse. They take a comprehensive, deliberate and directed approach to casework by developing comprehensive safety plans, facilitating access to legal advice & representation on issues ranging from family to immigration, securing support from key statutory and voluntary services such as the police, social services, housing authorities & refuges and providing practical and emotional support such as counselling, peer support and therapy work.

Call for help on **020 8571 0800** or email info@southallblacksisters.co.uk

Domestic Abuse survivors' charity

[ABOUT \(domesticabusesurvivors.co.uk\)](http://domesticabusesurvivors.co.uk)

Mental Health Service

Hillingdon Cove

Hillingdon Cove is a drop-in service where residents of Hillingdon can go if they are experiencing a mental health crisis.

Hillingdon Cove can help the individual to create a safety plan using their strengths, skills, resilience, and coping mechanisms to continue their journey towards recovery.

The aim is to support people to reduce their immediate anxiety, formulate individual plans to support their mental health and reduce the likelihood of requiring further assistance from other crisis services.

Our support includes:

- A safe, welcoming space and a listening ear
- 1-to-1 support to help you to find the best path forward
- Support to develop your own plan for the next day as well as longer term plans which could involve contact with statutory services
- Support to find and access other services in your area that interest you
- Hot drink and a snack

Important information: if you disclose any form of crime to a member of staff at the Cove, we have a duty of care to report it to the police as a third party.

How can I access the service?

Residents from Hillingdon aged 16+ can just turn up any time between 2pm – 10pm, with no appointment needed. You can also be referred for an appointment by a CNWL clinical crisis response team.

Cove is open from 2-10pm Monday- Sunday, 365 days a year. The service is open to residents of the London Borough of Hillingdon aged 16+.

Contact on:

Phone: 07827535271

Email: Hillingdon.Cove@hestia.org

Address:

Apple Blossom Cottage (Rear of Apple Blossom Lodge), 64 Ickenham Road, Ruislip HA4 7DQ

Crisis

Crisis is a national charity that provides a variety of services for those suffering with homelessness including employment, education, housing and well-being programmes.

At Christmas they open special residential and day centres across London to help people in need.

Samaritans

The Samaritans provide confidential non-judgemental emotional support 24 hours a day.

They can help people who are experiencing feeling of distress or despair.

The Childhood Trust's police xmas appeal.

Salvation Army

This year they will be supporting people at Christmas by:

- Providing **Christmas lunches** and companionship to older people living alone.
- Giving Christmas **food parcels** to families who are struggling to afford a proper Christmas lunch.
- Distributing **toys** to children whose parents are unable to afford presents this Christmas.

Free Christmas appeal - For gifts for children: Contact The childhood trust for details.

<https://metchristmastreeappeal.org/products/donation>

Foodbank Vouchers

GET IN TOUCH WITH A REFERRAL PARTNER: You can contact the London Borough of Hillingdon at 0203 949 5786 or Help Through Hardship 08082 082138 for a foodbank voucher.

PROCESSING YOUR VOUCHER WITH A REFERRAL AGENT: They will discuss your situation and supply you with a [foodbank voucher](#) where appropriate.

You can find a list of our local centres and opening times [here](#).

If you have any further questions our [FAQ's](#) page may help, or feel free to call.