



# Lotus Justice & Support Centre

Supporting Survivors  
Restoring Safety  
Rebuilding Lives

The UK's first Romanian-led domestic abuse  
support organisation





# Introduction

## — Who We Are

Lotus Justice & Support Centre CIC is the first Romanian-led organisation in the United Kingdom dedicated exclusively to supporting victims and survivors of domestic violence and abuse.

Registered as a Community Interest Company in England and Wales (Companies House no. 17184809) and based in Lambeth, London, we operate fully online across every local authority in the UK.

We provide free, confidential, and culturally sensitive support in Romanian and six additional languages, ensuring that no survivor is left without help because of a language barrier.

Founded in 2026 in London.



# Our Services



## 01.

### **Legal Support**

Through our established partnerships with English and Romanian-speaking solicitors, survivors gain reliable access to trusted legal expertise in family law, immigration, and protective orders, in the language they feel most comfortable with.

## 02.

### **Advocacy & Safety**

Qualified IDVAs (Independent Domestic Violence Advocates) provide risk assessment, personalised safety planning, and advocacy, including referrals to statutory services such as MARAC and local authorities.

## 03.

### **Wellbeing & Community**

A free confidential helpline, social work and safeguarding support, a digital assistant, practical guides, and a peer support community, ensuring survivors are never alone.



# What Makes Us Different

lotusjusticeapp.uk



## Specialist support, all in-house

Unlike services that simply signpost elsewhere, **Lotus brings** solicitors, IDVAs, social workers, psychologist and immigration advisers together within our own team, so survivors never have to navigate the system alone.

## Support in your own language

Every service is delivered in **Romanian** and **six additional languages**, removing the language and cultural barriers that so often leave survivors without help.

## Wraparound, joined-up care

Survivors move seamlessly between legal, advocacy, and emotional support, all coordinated under one roof, discreetly and safely, anywhere in the UK.

# Our Vision& Mission



## Vision

Every Romanian and migrant survivor in the UK able to understand what is happening to them and what they can do next, without confusion, without fear.

## Mission

To support survivors of domestic abuse across the UK with clarity, direction, and whole-person care, in their own language and entirely free of charge.



A whole-person approach connecting survivors to legal, emotional, practical, and financial support through one trusted point of contact: a free helpline and women-only WhatsApp group, a 24/7 AI assistant, verified guides on rights, housing, benefits and the NHS, MARAC representation, and a network of vetted solicitors, psychologists, social workers, and translators.



# Our Impact in 2026



- **529 cases recorded**

In our first months of operation, we have recorded over 500 support conversations, each one a person reaching out for help and finding it.

- **53 high-risk cases**

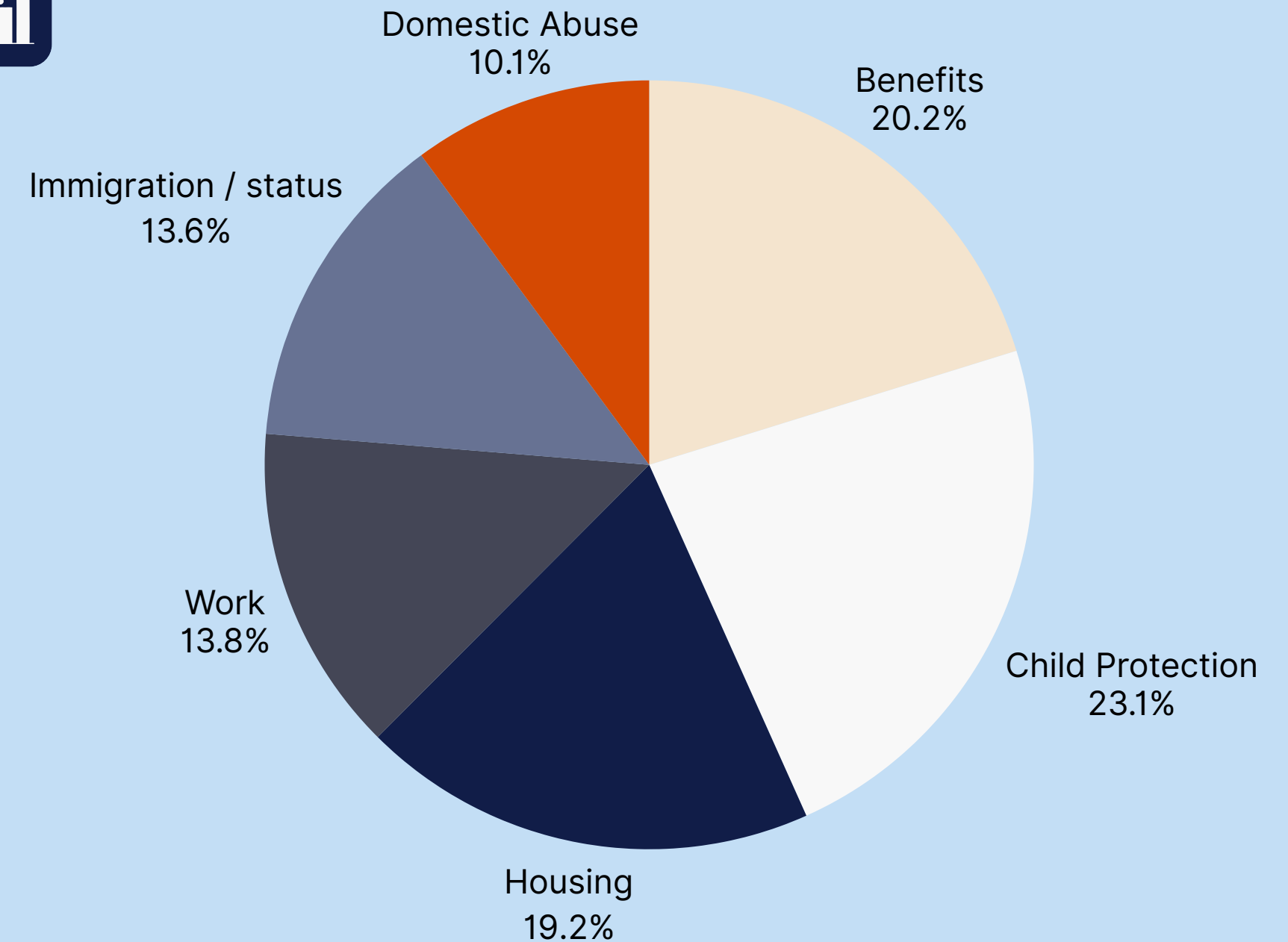
We have identified and responded to 53 high or critical-risk cases, providing risk assessment and escalation where lives may be at stake.

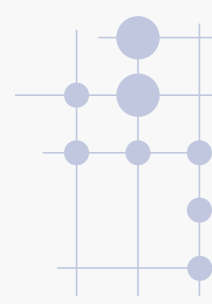
- **25% involving children**

One in four cases involves children, underlining the urgent need for safeguarding-informed, whole-family support.

- **14,822+ resource views**

Over 14,822 views of our guides and help pages show survivors are actively seeking, and finding, the information they need.





# Who We Support

01

## Survivors of domestic abuse

Women and men experiencing domestic violence, coercive control, or abuse, who need a safe, confidential place to turn.



02

## Romanian & migrant communities

Romanian-speaking and other migrant survivors who face language and cultural barriers when seeking help in the UK.

03

## Families with children

Parents and families where children are affected, one in four of our cases, requiring safeguarding-informed support.

# Partnerships & Institutional Recognition



## Confirmed memberships

Network Member of AdviceUK, Associate Member of Respect, and member of the WRC Sisterhood, recognised across the advice and domestic abuse sectors.

## Accredited training

A CPD-accredited course for professionals: Understanding Domestic Violence and Abuse.

## Diplomatic recognition

Officially listed as a support resource by the Romanian Embassy in the UK, working in active collaboration with the Consulates General in London and Birmingham.

# From Crisis to MARAC



This is a representative, anonymised example based on the patterns in our high-risk casework. It does not describe any real individual.

## The situation

A Romanian woman reaches Lotus in crisis, experiencing escalating abuse and threats. She has limited English, fears for her safety and her children, and has had no prior contact with UK services.

## Risk assessment

Our IDVA completes a DASH risk assessment, identifying clear high-risk indicators, one of the 53 high-risk cases we have handled. Immediate safety planning begins.

## MARAC referral

As a qualified IDVA service, Lotus refers the case to the local MARAC, bringing police, social services, and specialist agencies together to coordinate a multi-agency safety response.

## The outcome

The survivor receives a coordinated protection plan across agencies, legal support through our partner solicitors, and continued advocacy from Lotus, no longer facing the system alone.



01.

02.

03.

04.



# Thank You!

Together, we can ensure that every survivor has somewhere to turn, in their own language, without fear. Thank you for supporting our work.



Freephone: 0800 098 2730



Email: [contact@lotusjusticesupport.uk](mailto:contact@lotusjusticesupport.uk)



Web: [lotusjusticeapp.co.uk](http://lotusjusticeapp.co.uk)