



Lotus Justice & Support Centre

Supporting Survivors
Restoring Safety
Rebuilding Lives

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





Introduction

— Who We Are

**We are the first Romanian-led organisation
in the UK dedicated to supporting
victims and survivors of domestic abuse.**

Who we help

Our focus is the Romanian community, but we support anyone affected by abuse, whatever their background.

Beyond borders

We also connect Romanians with specialists from other countries, even though our main focus remains the UK.

Where and how

Registered in Lambeth, we work with people across the whole of the UK, in your language.

✓ Officially registered

Lotus Justice & Support Centre CIC

Company No. **17184809**

Private Limited by Guarantee

LOTUS JUSTICE & SUPPORT CENTRE CIC

- THE FIRST ROMANIAN CENTRE IN THE UNITED KINGDOM
FOCUSED ON TACKLING DOMESTIC ABUSE AND VIOLENCE
AGAINST WOMEN AND GIRLS (VAWG).

You are not alone.
We are *beside you.*

RO Apasă aici pentru a schimba limba în română

Free & confidential help, in Romanian.

MAKE A REFERRAL →

or see the first 10 minutes →



LOTUS FREEPHONE, IN ROMANIAN AND ROMANI

0800 098 2730

Call us, in Romanian or in Romani, free from any UK
number. Confidential. Without judgement.

This is the dedicated **Lotus support line**. We listen in your language,
point you to the right help, and stay with you while you decide your next
step. If you cannot speak right now, send us an email at
contact@lotusjusticesupport.uk.

Lotus was born out of lived experience.

Otilia Mutu, its initiator, carries a painful personal story.

At a certain point she decided that things could not stay as they were and that she had a responsibility: to help others who are going through what she went through.

So she laid the foundations of the first Romanian-led organisation in the UK focused on violence against women and girls (VAWG).

She brought trusted volunteers and partners alongside her, and in just 4 months Lotus was officially registered at Companies House in London, as Lotus Justice & Support Centre CIC (company no. 17184809), based in Lambeth.

In this short time, together we have managed to build:

Since our launch in June 2026, more than 120 requests for help have reached us from 25 areas across the UK. Of these, over 40 became formal referrals taken on as casework, one in three of all cases involved children, and 20 or more were assessed as high or critical risk. Every one received a reply in under 48 hours.

A network of trusted volunteers and partners: lawyers, psychologists and specialists supporting the community free of charge.

A bilingual platform with guides, brochures and an assistant available day and night.

Free plain-language resources: the Legea Clare course, Easy Read materials and practical guides.

Support in eight languages: Romanian, English, Romani, Spanish, Portuguese, Greek, Italian and French, so that no one is left without help because of language.

Listed in official UK directories: the Women's Aid Directory, Bright Sky, Hub of Hope, Turn2us, Routes to Support, the Romanian Embassy and the service directories of several local authorities.

A weekly emotional support group every Thursday at 7pm with a psychologist present, alongside our freephone line 0800 098 2730 and a reply to every request in under 48 hours.

A presence in local structures: member of the VAWG forums in Lambeth, Richmond and Wandsworth, Merton and Tower Hamlets, alongside memberships of NCVO, AdviceUK, Respect and WRC Sisterhood, and Women's Aid ally status.

Real collaborations in the UK system: MARAC referrals and partner solicitors.

A voice in public policy: a formal response to the Ministry of Justice consultation on cohabitant separation, and the Childcare to Freedom campaign for childcare access for mothers who are victims of abuse.

OUR STORY



How Lotus *came to life*

APARTENENȚE ȘI REȚELE

Women's Aid & Routes to Support

Lotus Justice & Support Centre CIC este Ally member al Women's Aid, cea mai cunoscută federație de abuz domestic din Marea Britanie, și este listată în directorul său național.

womensaid.org.uk 



What this partnership means for you



Ally member

Lotus is part of the wider Women's Aid network and listed in the Women's Aid Directory, the national directory of domestic abuse services.



Routes to Support

We have access to the national database of refuge vacancies, updated daily, so we can look for a safe refuge place for you anywhere in the UK.



Support in Romanian

You do not have to search alone. Call us and we do the searching with you, in Romanian, free of charge.



What Makes Us Different

lotusjusticeapp.co.uk



Specialist support, all in-house

Unlike services that simply signpost elsewhere, **Lotus brings** solicitors, IDVAs, social workers, psychologist, translators, benefits and support 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 **8 additional languages: English, Greek, Hungarian, Russian, Italian, Spanish, Portuguesse, French.**

Whatsapp front-line group and every week mental health sessions in Romanian for women.

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 and not only London.**

Our Vision & Mission



Vision

Every Romanian speaking survivor in the UK understands what is happening to them and knows what to do next, in their own language, without confusion and 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.

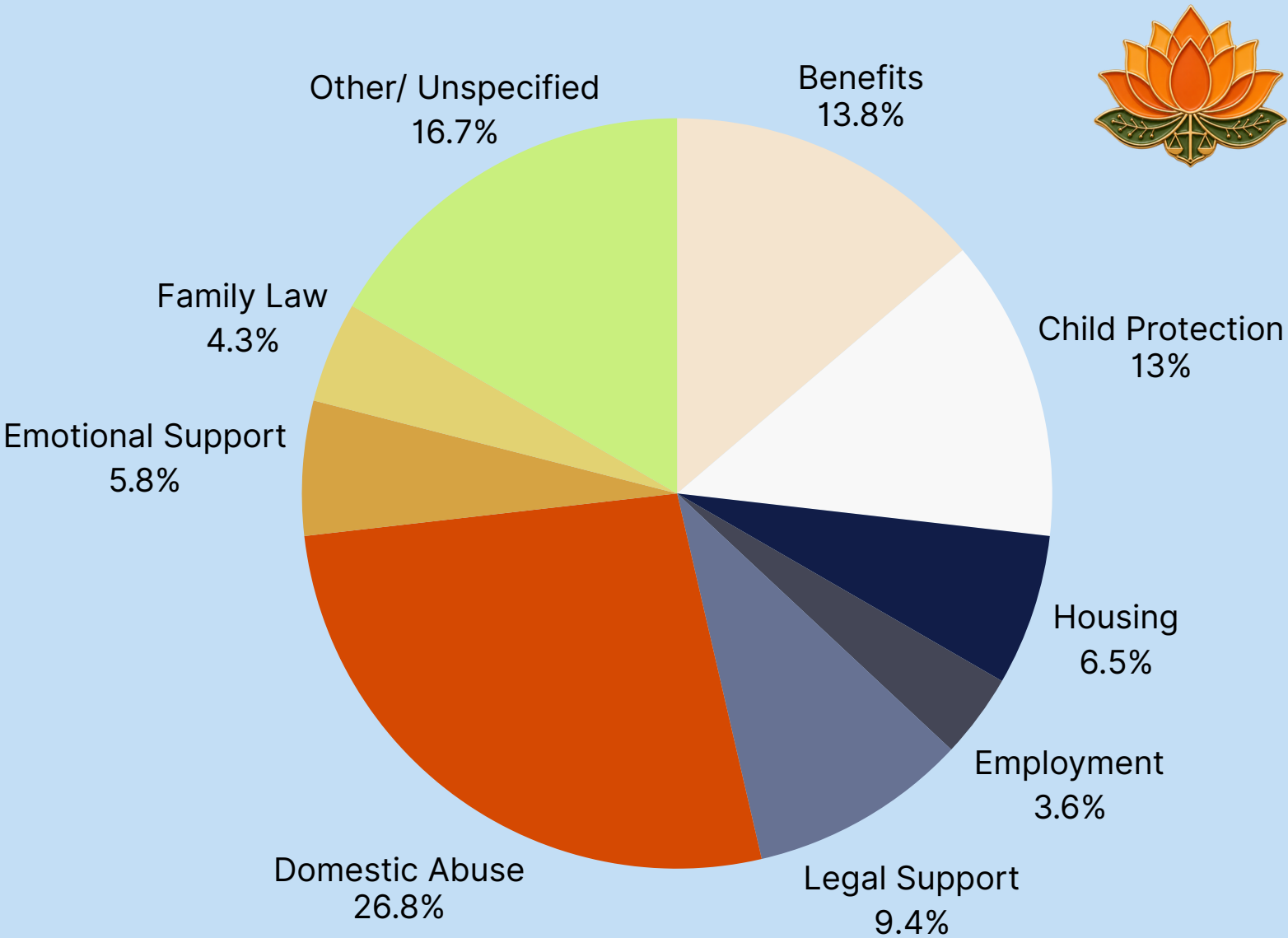


One trusted point of contact, one whole person approach. We connect survivors to legal, emotional, practical and financial support through a freephone line, a WhatsApp group and a digital assistant available at any hour, verified guides on rights, housing, benefits and the NHS, referral and representation at MARAC, and a network of vetted solicitors, psychologists, social workers and translators.

Our Impact in 2026

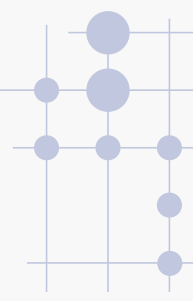
June to 25 August 2026

- **138 cases recorded**
138 unique cases after deduplication, from self referral forms, professional referrals and website chat conversations.
- **29 high risk cases**
Cases assessed at high or critical risk, identified and escalated to MARAC, IDVA services and police.
- **48 formal referrals received**
47 submitted directly by people affected and 1 from a professional, covering references LT-34 to LT-81.
- **36% involving children**
49 of 138 cases involve children, which means safeguarding informed, whole family support.



At least 26 cases were referred onward to at least one external agency, across 33 distinct organisations:

7 police and MARAC bodies: Essex Police MARAC, Hertfordshire Police MARAC, West Mercia MARAC, Worcestershire County Council MARAC, Warwickshire MARAC, Kent Police, Cambridgeshire Police.
9 specialist domestic abuse and IDVA services: Cambridgeshire IDVA Service, Hestia Harrow, Cranstoun Harrow DASS, Refuge Hertfordshire and Mimram, Changing Pathways, The Next Chapter, Peterborough IDVAs, NSDAS, Kingston VAWG.
13 councils and housing bodies: Watford, Brent, Huntingdonshire, Stevenage, Elmbridge, Charnwood, City of Wolverhampton, Cheshire West and Chester, Folkestone and Hythe, Greenwich Housing Rights, Central Bedfordshire, Three Rivers, Lambeth Safeguarding Adults Board.
4 law firms: LSL Solicitors, Lex Sterling Solicitors, CSS Law, Osbornes Law.



Who We Support

01

Survivors of domestic abuse

Women and girls 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

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, Manchester and Birmingham.



Confirmed memberships

Lambeth VAWG Forum · London Communities Emergencies Partnership · CPD Certified · Listed with East Sussex 1Space · Worcestershire County Council · Three Rivers District Council · Richmond upon Thames · Wandsworth · Hertfordshire Directory · Hertfordshire Domestic Abuse Helpline · Romanian Embassy in the United Kingdom and Northern Ireland

Accredited training

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



From Crisis to MARAC or other agencies



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

First contact / Referral

A survivor self-refers through our website, or a professional submits a referral on their behalf. This is the entry point into Lotus support.

Triage & risk assessment

As her IDVA, I complete a DASH risk assessment, identifying high-risk indicators and beginning immediate safety planning.

Multi-agency referrals

I refer the case to MARAC and coordinate referrals across housing, police, MASH, specialist solicitors, psychological support, and welfare benefits, bringing every agency the survivor needs into one coordinated response.

Ongoing advocacy & outcome

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



01.

02.

03.

04.

Would you like this leaflet?

Email us at [**contact@lotusjusticesupport.uk**](mailto:contact@lotusjusticesupport.uk)
and we will send you the PDF.

Printed copies are also available on request.

We produce a range of dual language leaflets in
English and Romanian.

THERE IS NO EXCUSE FOR ABUSE.
NU EXISTĂ SCUZĂ PENTRU ABUZ

DOMESTIC VIOLENCE ABUSE



You are not alone. Ask for help
Nu ești singură. Nu e vina ta. Cere ajutor



FOR EMERGENCIES,
CALL OUR FREE LINE / GRATUIT 0800 098 2730

For more info / Informatii: lotusjusticeapp.co.uk



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



Web: lotusjusticeapp.co.uk