

## Hertfordshire Coronavirus Interim Domestic Abuse Service Response

Coronavirus is not responsible for domestic abuse and government advice surrounding social isolation and distancing has created further opportunity for perpetrators to exert power and control over their victims. We also know that the lasting impact on children and young people living in households with a perpetrator of domestic abuse is significant and we are committed to ensuring they are protected too.

**All domestic abuse services remain open, and our top priority is to ensure victims get the support they need.**

We have temporary arrangements in place to ensure victims are triaged and risk assessed as quickly as possible.

We are encouraging victims of domestic abuse to contact the **Hertfordshire Independent Domestic Violence Advocacy Service (IDVA)** in the first instance **(0300 790 6772)**.

Whilst specialist services have been impacted too they are still very much available and ready to respond. This guide provides information about what services are available and how they are operating to help.

	Hertfordshire	National
<h3>Coronavirus – Hertfordshire Domestic Abuse Service Response Update; 26<sup>th</sup> May 2020</h3>		
<p><b>Herts Sunflower website</b> – dedicated partnership website for domestic abuse in Hertfordshire</p> <p><b>Countywide</b></p>	<p><a href="http://www.hertssunflower.org">www.hertssunflower.org</a></p> <p>Providing information and signposting to support for everyone affected or concerned by domestic abuse in Hertfordshire.</p> <p>There are now two specific Coronavirus sections:</p> <p><a href="#">Support during coronavirus</a> – <b>For the public</b>. Linked to an emergency Coronavirus message on each page or accessed via the news reel at the bottom of page.</p> <p>For local and national Coronavirus information about where to get help and how to keep safe, service updates, guidance, key messages and signposting</p> <p><a href="#">Sunflower Coronavirus updates for professionals</a> – <b>For professionals</b>.</p>	

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	<p>For Coronavirus related releases and key briefing documents and messages on supporting victims during this time.</p>
<p><b>Independent Domestic Violence Advocacy Service (IDVA)</b></p> <p><b>Countywide</b></p>	<p><a href="http://www.refuge.org.uk">www.refuge.org.uk</a></p> <p><b>Tel: 0300 790 6772</b></p> <p>Providing practical and emotional support to men and women experiencing domestic abuse in Hertfordshire, including risk assessment and safety planning, criminal justice system support, benefits and legal support, improvements to home security, access to refuge/safe accommodation.</p> <p>Reduced service in operation.</p> <p>Risk assessments, safety planning and ongoing support available via telephone or email.</p> <p>Some face-to-face appointments remain available on a case by case basis. Safety remains overriding determinant where risk and safety dictate, with measures in place.</p> <p>No co-location presence until further notice.</p> <p>Referrals remain open (Mon-Fri 9am-5pm) via telephone or emailing <a href="mailto:hertsidva@refuge.org.uk">hertsidva@refuge.org.uk</a> or <a href="mailto:herts.idva@refuge.cjsm.net">herts.idva@refuge.cjsm.net</a></p>
<p><b>Safer Places – Safe Accommodation and Community Services (Inc. St Albans and Hertsmere Women’s Refuge and Welwyn Hatfield Women’s Refuge)</b></p> <p><b>Countywide</b></p>	<p><a href="http://www.saferplaces.co.uk">www.saferplaces.co.uk</a></p> <p><b>Gateway (24hr referrals): 0330 102 5811</b></p> <p>Providing safe/refuge accommodation and community services across Hertfordshire for adults and families experiencing domestic abuse.</p> <p><a href="#">live chat</a> available via website (8:30am- 5:00pm Mon-Fri and 8:00pm-8:00am Fri–Sun)</p> <p>Service continuity arrangements in place. Reduced service in operation.</p>

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	<ul style="list-style-type: none"> <li>• Referrals and Advice: The Gateway remains open for referrals as usual.</li> <li>• Admissions: All potential admissions to refuge will continue as long as: Space allows; reduced capacity in shared refuge. Referral criteria are met. The potential client is not displaying symptoms, has not returned from an affected area. The accommodation remains virus free.</li> <li>• Child Support: Child support workers are calling the children (where appropriate); seeking teaching and therapeutic skilled volunteers to assist and funds for equipment.</li> <li>• Community Outreach: All existing clients are receiving on-going support by video/telephone call. Existing clients have the contact number for their worker. Open for new referrals</li> <li>• Community Programmes: All Triple R programmes have been suspended until further notice. Seeking to set up via video conferencing. New referrals are being taken and these clients will receive telephone support and advice until the programmes resume.</li> </ul> <p>St Albans and Hertsmere direct contacts: Sara Jackson: 07501 492063 <a href="mailto:sarajackson@sahwr.org.uk">sarajackson@sahwr.org.uk</a> Liz Perry: 07501 150068 <a href="mailto:lizperry@sahwr.org.uk">lizperry@sahwr.org.uk</a></p> <p>Welwyn Hatfield Women’s Refuge direct contacts: Tel: 01707 373743 <a href="mailto:admin@whwr.org">admin@whwr.org</a></p>
	<p><b>Herts Domestic Abuse Helpline</b></p> <p><a href="http://www.hertsdomesticabusehelpline.org">www.hertsdomesticabusehelpline.org</a></p> <p><b>Countywide</b></p> <p><b>Tel: 08 088 088 088</b></p> <p>Providing free and confidential telephone support and signposting for anyone affected or concerned by domestic abuse, 9am-9pm Mon-Fri and 9am-4pm Sat/Sun.</p> <p>Currently operating a full telephone service.</p> <p>Now have a confidential email address: <a href="mailto:kim@mailpurple.org">kim@mailpurple.org</a></p>

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	<p>24 hour emergency legal helpline, operated in partnership with JKC Lawyers, remains open - <b>0203 9355 999</b></p>
<p><b>SignHealth – services for Deaf people</b></p> <p><b>Countywide</b></p>	<p><a href="http://www.signhealth.org.uk">www.signhealth.org.uk</a></p> <p><b>Text: <a href="tel:07966976749">07966 976749</a></b></p> <p><b>Tel: <a href="tel:02039472600">020 3947 2600</a></b></p> <p>SignHealth provides specialist advice and support for Deaf adults and young people experiencing domestic abuse.</p> <p>During lockdown the <a href="#">Domestic Abuse Service</a> is continuing to provide support remotely, through WhatsApp/Facetime, email or by text.</p> <p>Expanding service to support Deaf people remotely, via video link. Any Deaf person can contact the service for support and advice online and as well as signposting to services if needed.</p> <p>Professionals can still refer to the service.</p> <p>A contingency plan is available a BSL video explaining how to stay safe when experiencing domestic abuse is available on the website.</p>
<p><b>Future Living – Hertford</b></p> <p><b>East Herts</b></p>	<p><a href="http://www.futurelivinghertford.co.uk">www.futurelivinghertford.co.uk</a></p> <p><b>Tel: 01992 537344</b></p> <p>Independent service for those in recovery from addiction and domestic abuse, providing a safe, non-judgmental therapeutic environment.</p> <p>Reduced service in operation.</p> <p>Remains open to referrals and offering counselling (via telephone) to clients.</p> <p>Supporting all clients with a weekly check in to ensure they are safe and ascertain whether they have additional needs to signpost on.</p>
<p><b>Watford Women’s Centre +</b></p>	<p><a href="http://www.wwcplus.org.uk">www.wwcplus.org.uk</a></p>

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<b>Watford</b>	<p><b>Tel: 01923 816226</b></p> <p>Providing services for women to lead independent, productive and healthier lives, and also support our wider community.</p> <p>Reduced service in operation.</p> <p>Currently working remotely. Until further notice this office will be closed.</p> <p>For all enquiries, call 01923 816 229 (9:30am-4pm), email <a href="mailto:general@watfordwomenscentre.org.uk">general@watfordwomenscentre.org.uk</a> or you can now access support via a new <a href="#">Live Chat</a> on their website.</p> <p><b>Domestic Abuse Services:</b> Telephone support appointments will continue for all domestic abuse enquiries. Domestic abuse courses and workshops will cease until further notice</p> <p><b>Education and Training:</b> Enrolments and Assessments for Adult and Community learning provision will continue to be managed via telephone and email and remote access. Tutors are making arrangements to maintain contact with current learners and provide remote access to learning materials and tutorials, and one to one support.</p> <p><b>Therapeutic services:</b> All current clients will continue to be offered counselling sessions via telephone or Skype. New counselling assessment appointments are cancelled until further notice.</p> <p><b>Legal Advice:</b> Clients can continue to book legal advice appointments conducted via telephone until further notice</p> <p><b>Women's Social Groups:</b> All women's social groups are cancelled until further notice</p> <p>Now providing a domestic abuse caseworker at <a href="#">Watford Healthy Hub</a>. For information and referrals Martha: Tel: <a href="tel:07999772123">07999772123</a> Email: <a href="mailto:healthyhub@watfordwomenscentre.org.uk">healthyhub@watfordwomenscentre.org.uk</a> or <a href="mailto:martha@watfordwomenscentre.org.uk">martha@watfordwomenscentre.org.uk</a></p>
<b>Stevenage Against Domestic Abuse (SADA)</b>	<a href="http://www.stevenage.gov.uk/about-stevenage/sosafe/187555/">www.stevenage.gov.uk/about-stevenage/sosafe/187555/</a>

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<p><b>Stevenage, North Herts, Welwyn Hatfield, East Herts.</b></p>	<p><b>Tel: 01438 242666</b></p> <p>Dedicated service run by Stevenage Borough Council and survivors to help victims of domestic abuse, offering them help and guidance.</p> <p>SADA provide volunteer led sessions and drop in services held at discreet locations, a 'Safe Space' for those needing emergency accommodation and breathing space for up to 7-days. Continuing to support remotely and are able to use the Safe Spaces as usual.</p> <p>Reduced service in operation.</p> <p>Running virtual meetings including contact with forum members.</p>
<p><b>Herts Mind Network - Three Rivers Domestic Abuse Caseworker Service</b></p> <p><b>Three Rivers and parts of Watford</b></p>	<p><a href="http://www.hertsmindnetwork.org">www.hertsmindnetwork.org</a></p> <p><b>Tel: 01923 727141</b></p> <p>Providing a domestic abuse caseworker service for anyone 18 years or over, male or female, living in the Three Rivers area or individuals who are living in a Watford Community Housing Trust tenancy.</p> <p>Reduced service in operation.</p> <p>All offices are closed. Service remains open to referrals. Caseworkers providing remote DA support via telephone, Skype and any other technology available.</p> <p>New crisis support helpline launched for young people: <b>01923 256391</b></p>
<p><b>Cherished</b></p> <p><b>Dacorum</b></p>	<p><a href="http://www.iamcherished.co.uk">www.iamcherished.co.uk</a></p> <p><b>Tel: 01442 767390</b></p> <p>Provides a range of free services for women living in Hertfordshire who have suffered abuse, are vulnerable due to substance misuse, offending, or mental health; or who have involvement with Children's Social Care.</p>

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	<p>Reduced service in operation.</p> <p>Operating <b>Coffee, Cake and Chat drop-in</b> group via Zoom on Mondays. Delivery of an adapted <b>Freedom Programme</b> via Zoom each week on Thursdays.</p> <p>Seeking alternative methods to deliver the Domestic Abuse Recovery Toolkit.</p>
<p><b>For Baby's Sake</b></p> <p><b>Stevenage, North Herts, Welwyn Hatfield</b></p>	<p><a href="http://www.forbabysake.org.uk">www.forbabysake.org.uk</a></p> <p><b>Tel: 07702 538080</b></p> <p>A programme provided by the Stefanou Foundation across Stevenage, North Herts and Welwyn Hatfield for expectant parents, whether they are together as a couple or not.</p> <p>Reduced service in operation.</p> <p>Open to new referrals.</p> <p>The team is continuing to work with mothers and fathers, using video technology especially to deliver the programme.</p> <p>Produced guidance for supporting families during COVID-19; to register for access to free resources, go <a href="#">here</a></p>
<p><b>Hertfordshire Practical Parenting Programme (HPPP) – Phoenix Against Domestic Abuse</b></p> <p><b>Welwyn Hatfield</b></p>	<p><a href="http://www.hertfordshireppp.co.uk">www.hertfordshireppp.co.uk</a></p> <p><b>Tel: 01992 638000</b></p> <p>Delivering a free Domestic Abuse support group in the Welwyn, Hatfield Area for survivors of and/or anyone currently affected by Domestic Abuse starting from the beginning of May 2020.</p> <p>Three groups and means of support for whole family: fathers/step fathers, mothers and children.</p>

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	<p>Delivery via closed Facebook groups for fathers and mothers, and via telephone support.</p> <p>All group participants have access to HPPP support telephone line.</p>
<p><b>JKC Lawyers</b></p> <p><b>Watford</b></p>	<p><a href="http://www.jkclawyers.com">www.jkclawyers.com</a></p> <p><b>Tel: 01923 234 400</b></p> <p>Remain in operation. Prioritising assistance to urgent non-molestation orders.</p> <p>Continuing to accept instructions from all agencies to ensure needs can be met.</p> <p>Devised system with Court to enable processing emergency applications remotely.</p> <p>24 hour emergency legal helpline, operated in partnership with Herts Domestic Abuse Helpline, remains open - <b>0203 9355 999</b></p>
<p><b>Crane &amp; Staples Solicitors</b></p> <p><b>Welwyn Hatfield</b></p>	<p><a href="http://www.crane-staples.co.uk">www.crane-staples.co.uk</a></p> <p><b>Tel: 01707 329333</b></p> <p>Remain open to taking referrals and giving advice.</p> <p>Specialist domestic abuse coronavirus pages on <a href="#">website</a> and posting updates on website and social media pages.</p>
<p><b>The Change Project</b></p> <p><b>Stevenage and neighbouring areas</b></p>	<p><a href="http://www.thechange-project.org">www.thechange-project.org</a></p> <p><b>Tel: 0845 3727701</b></p> <p>Specialising in delivering RESPECT accredited domestic abuse perpetrator programmes</p> <p>Reduced service in operation.</p> <p>Offices are currently closed. Services are being delivered remotely via Phone or Microsoft Teams.</p>



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<b>Herts Sexual Assault Referral Centre (SARC)</b>	<p><a href="http://www.hertssarc.org">www.hertssarc.org</a></p> <p><b>Tel: 0808 178 4448</b></p> <p>Provides free support and practical help to anyone in Hertfordshire who has experienced sexual violence and/or sexual abuse. Confidential 24hr service. With or without police involvement.</p> <p>Herts SARC is still available to provide services, operating to guidelines.</p> <p>Report to the Police or contact service directly via telephone.</p> <p>Accepting referrals from professionals, please use the pathways in place to arrange an appointment or contact a Pathway and Support Service Coordinator on <b>0330 223 0099</b> to arrange a telephone appointment for any individual with a specialist nurse..</p>
<b>Hertfordshire Area Rape Crisis and Sexual Abuse Centre (HARCSAC)</b>	<p><a href="http://www.hertsrapecrisis.org.uk">www.hertsrapecrisis.org.uk</a></p> <p><b>Tel: 01707 276512</b></p> <p>Hertfordshire Area Rape Crisis and Sexual Abuse Centre is a free and confidential telephone and face to face counselling and information service for women who have experienced rape, sexual assault or sexual abuse at any time in their lives. Helpline available Thursdays 7:30pm-9:30pm, or outside times leave a message if safe to do so.</p> <p>Reduced service in operation.</p> <p>Suspended face to face counselling.</p> <p>Telephone service continues for enquiries, information to new callers and telephone counselling for current clients.</p> <p>Ansaphone messages regularly checked and calls returned as soon as possible.</p>

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<b>Hertfordshire County Council - Children's and Adult Care Services</b>	<p>Regularly checking answerphone messages and will return calls as soon as can. <a href="http://www.hertfordshire.gov.uk/home.aspx">www.hertfordshire.gov.uk/home.aspx</a></p> <p>Hertfordshire County Council has dedicated service updates and information for residents on their <a href="#">website</a>.</p> <p><a href="#">The Hertfordshire Safeguarding Children's Partnership</a> have advice and information about how partners are continuing to support children, <a href="#">families and professionals and volunteers</a> with any concerns about keeping families and children safe and continuing to work with families and children during the pandemic</p> <p><b>For Public</b> You can call Hertfordshire <a href="#">Children's</a> and <a href="#">Adult Care</a> Services for help, advice or information for you or for another adult or child, any time:</p> <p>For advice regarding a <b>child, call: 0300 123 4043</b> For advice regarding an <b>adult call: 0300 123 4042</b></p> <p><b>For Professionals</b> Temporarily closure of the Consultation Hub for Children Protection Advice until further notice.</p> <p><b>Families First:</b> Keyworkers of open Families First Assessments (FFAs) to seek advice from their <a href="#">Local Senior and Families First Coordinator</a> for support with open FFAs or child protection referral queries</p> <p>They will be available as outlined below:</p> <ul style="list-style-type: none"><li>• Mondays to Thursdays 9.00am – 5.00pm and 9.00am – 4.00pm on Fridays</li><li>• There will be an expectation that you continue to consult the <a href="#">Continuum of Need</a> and <a href="#">HSCB Child Protection Procedures</a> and your designated safeguarding lead where you have a child protection concern.</li><li>• <b>Please note</b> – Where you are concerned that a child may be at imminent risk of significant harm, please call 999 for Police or make a Child Protection Contact Referral by either calling the Customer Service Centre on 0300 123 4043 and/or complete and submit a Child Protection Contact Referral online. The form will be located online at <a href="http://www.hertfordshire.gov.uk/childprotection">www.hertfordshire.gov.uk/childprotection</a></li></ul>
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	<ul style="list-style-type: none"> <li>Please note that your <a href="#">Local Senior and Families First Coordinator</a> will continue to offer practice advice, guidance and case support by phone and email as appropriate. Please continue to contact them for support as required. <a href="http://www.hertfordshire.gov.uk/familiesfirstpractitioners">www.hertfordshire.gov.uk/familiesfirstpractitioners</a></li> </ul> <p>Families First have issued updated practice guidance on their <a href="#">Covid-19 page</a></p> <p><b>YC Hertfordshire</b> also have coronavirus related information and advice to help <a href="#">support young people</a> during the pandemic</p>
	<p><b>Beacon Victim Care Service</b></p> <p><b>Countywide</b></p> <p><a href="http://www.hertfordshirebeacon.org">www.hertfordshirebeacon.org</a></p> <p><b>Tel: 0300 0115 555</b></p> <p>Hertfordshire Beacon Victim Care Service is still providing a service for anyone who has been affected by crime in Hertfordshire. Anyone seeking support from Beacon, should email <a href="mailto:info.hertfordshirebeacon@catch-22.org.uk">info.hertfordshirebeacon@catch-22.org.uk</a></p> <p>The service can help with:</p> <ul style="list-style-type: none"> <li>Providing someone to talk to about the crime</li> <li>Practical support and information, for example, how to keep safe.</li> <li>Support with contacting other organisations who are involved, for example, the police</li> <li>Information about other organisations that can help</li> </ul> <p>The main phone line remains operational, although more limited than usual. Voicemails can be left: 0300 0115 555 (option 3).</p>
	<p><b>Change, Grow, Live (CGL) - Spectrum</b></p> <p><b>Countywide</b></p> <p><a href="http://www.changegrowlive.org">www.changegrowlive.org</a></p> <p><b>Tel: 0800 652 3169</b></p> <p>Providing practical and emotional support and advice for drug / alcohol misuse.</p> <p>Reduced service in operation.</p>

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	<p>Contact with clients maintained via video/telephone support during usual business hours, and online support available via website. All groups are not currently running. The service continues to:</p> <ol style="list-style-type: none"> <li>1. Offer 1-1s, appointments and other psychosocial support over the phone.</li> <li>2. Accept new referrals and assess new clients as usual (over the phone)</li> <li>3. Keep Stevenage, Hertford, Watford and Hatfield hubs open Monday-Friday for needle exchange and office working</li> <li>4. Look into practical alternatives to hold groups remotely</li> <li>5. Work hard to deliver safe storage boxes, naloxone take-home and other harm reduction resources to our vulnerable clients</li> <li>6. Work in the Lister and Watford General Hospitals</li> </ol> <p>Local updates for people that use our service <a href="#">here</a>. And you can still call and email us during normal opening hours (<a href="mailto:Herts@cgl.org.uk">Herts@cgl.org.uk</a>)</p> <p>Further information and resources can be found on the website:          Information on Coronavirus: <a href="https://www.changegrowlive.org/advice-info/coronavirus">https://www.changegrowlive.org/advice-info/coronavirus</a>          Alcohol and drugs advice: <a href="https://www.changegrowlive.org/advice-info/alcohol-drugs">https://www.changegrowlive.org/advice-info/alcohol-drugs</a></p>
	<p><b>Family Lives</b></p> <p><b>Countywide</b></p> <p><a href="http://www.familylives.org.uk">www.familylives.org.uk</a></p> <p><b>Tel: 0808 800 2222</b></p> <p>Family Lives is a charity with over three decades of experience helping parents to deal with the changes that are a constant part of family life.</p> <p>Helpline and <a href="#">email</a> services operating as usual. Programmes adapting using technology.</p> <p>Offering a variety of parenting programmes and support they have coping advice for parents during the pandemic <a href="#">here</a></p> <p>Delivering free online parenting groups during coronavirus to support parents. The groups, funded by Hertfordshire County Council, are aimed at parents of :</p>

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	<ul style="list-style-type: none"> <li>• Pre Teens/Teens showing challenging behaviour and/or where there is a family first assessment, child in need or child protection plan</li> <li>• Children with ADHD</li> </ul> <p>More information on the content and referrals is available <a href="#">here</a>.</p>
<p><b>Home-Start Herts</b></p> <p><b>Countywide</b></p>	<p><a href="http://www.home-startherts.org.uk">www.home-startherts.org.uk</a></p> <p><b>Tel: 01438 367788</b></p> <p>Volunteer mentor support for families struggling with post-natal depression, isolation, physical health problems, bereavement and many other issues through practical and emotional support.</p> <p>Home-Start Herts is continuing to support families through 'Phone visiting' – volunteers receiving extended support from manager/groups leaders.</p> <p>They are linked into the foodbanks and are seeking other local support when needed – in some cases they can drop food/resources at families' homes.</p> <p>Also have a big on line support with things to do ideas and suggestions and have tried to link our families to Facebook/twitter for this additional support</p>
<p><b>Herts Young Homeless (HYH)</b></p> <p><b>Countywide</b></p>	<p><a href="http://www.hyh.org.uk">www.hyh.org.uk</a></p> <p><b>Tel: 03333 202 384</b></p> <p>Working to prevent homelessness - from education in schools and family mediation through to supporting 16-24 year olds in their first homes or caring for adults of all ages who have mental health issues and housing needs.</p> <p>Services are still being offered, via phone/video chat support. All information of plans to support young people who are homeless or at risk of homelessness can be found on the <a href="#">website</a></p>
<p><b>Hertfordshire Association for the Care and Resettlement of Offenders</b></p>	<p><a href="http://www.hacro.org.uk">www.hacro.org.uk</a></p>

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<p><b>(HACRO)</b></p> <p><b>Countywide</b></p>	<p><b>Tel: 01727 854727</b></p> <p>Providing support for offenders, or potential offenders, and their families to make positive change through a range of training and educational programmes and initiatives.</p> <p>Reduced service in operation.</p> <p>Staff are working from home.</p> <p>WorkAbility has been cancelled.</p> <p>Caring Dads is going ahead at Waltham Cross if alternative arrangements can be sought.</p> <p>Introduced videoconferencing with staff and trustees.</p>
<p><b>One YMCA</b></p> <p><b>Welwyn Hatfield, East Herts, Broxbourne</b></p>	<p><a href="http://www.oneymca.org">www.oneymca.org</a></p> <p><b>Tel: 01707 351400</b></p> <p>Providing Support, advice, accommodation, family work, health and well-being training and education to enable people to develop their full potential in mind, body and spirit.</p> <p>Reduced service in operation.</p> <p>Postponed all of Youth Work activities across sites.</p> <p>Youth Workers are developing and delivering a programme of online activities; to access and join in, or further updates.</p> <p>Facebook at <a href="https://www.facebook.com/ONEYMCAyouth/">https://www.facebook.com/ONEYMCAyouth/</a></p> <p>Instagram at <a href="http://www.instagram.com/oneymcayouth">http://www.instagram.com/oneymcayouth</a></p>

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<p><b>National Domestic Abuse Helplines</b></p>	<p>England: <a href="#">Freephone 24 hour National Domestic Abuse Helpline</a>: 0808 2000 247 (run by <a href="#">Refuge</a>)</p> <p><a href="#">Northern Ireland</a>: 0808 802 1414</p> <p><a href="#">Scotland</a>: 0800 027 1234</p> <p><a href="#">Wales</a>: 0808 8010 800</p> <p><a href="#">Men's Advice Line</a>: 0808 801 0327</p> <p><a href="#">Respect helpline</a>: 0808 802 4040 (for anyone worried that they may be harming someone else)</p> <p><a href="#">Dyn Wales/Dyn Cymru</a>: 0808 801 0321 (for men in Wales experiencing domestic abuse)</p> <p><a href="#">Galop</a>: 0800 999 5428 (national helpline for lesbian, gay, bisexual and trans people experiencing domestic abuse)</p> <p><a href="#">Karma Nirvana</a>: 0800 5999 247 (national helpline and <a href="#">live chat</a> for victims of Honour-Based Abuse and Forced Marriage)</p> <p><a href="#">Forced Marriage Unit</a>: 0207 008 0151</p> <p><a href="#">Paladin - National Stalking Advocacy Service</a>: 020 3866 4107</p> <p><a href="#">Citizens Advice National Helpline</a>: 03444 111 444. You can also contact your local office by phone, email and some provide a web service. Check your local office website for the most up to date information on contact details</p>
<p><b>Other National Resources</b></p>	<p><a href="#">SafeLives</a> have produced a <a href="#">guide for staying safe during COVID-19</a> for victims and survivors, and launched a campaign asking friends, family, neighbours and communities to <a href="#">#ReachIn</a> with resources to help volunteers and the wider community to be alert to</p>

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the signs of abuse, to watch out for signs and to recognise what they can do to help. Supported by survivor – [SafeLives Pioneer's](#) – stories and blogs.

[Surviving Economic Abuse](#) has produced [guidance](#) on economic abuse while self-isolating, as well as practical issues including benefits and sick pay. The guidance is updated regularly as the situation changes.

[Women's Aid](#) has a dedicated coronavirus [response hub](#) on their website and in partnership with other specialist services has produced [guidance for survivors](#) and [for family/friends, neighbours and community members](#). Support is also available from [Women's Aid's online chat service](#), open from 10am-12pm Monday-Friday.

[Refuge](#) have produced a set of coronavirus [safety tips for survivors](#) in a FAQ style. Any victim / survivor unable to call the Helpline can also seek support online, by filling in their [webform](#).

[Chayn](#) provides online tools, information, courses and support for people experiencing abuse, all free to access. Their [Soul Medicine](#) courses provide bitesized support, delivered in disguised emails at a time that you choose. They are also launching a secure [Telegram channel](#) to provide particular support during this time.

To secure devices or clear browsing history after accessing support, take a look at Chayn's [DIY online safety guide](#).

[AVA – Against Violence and Abuse](#) – updates, online training and support information.

[Karma Nirvana](#) – updates and support information for BAME victims during coronavirus [here](#)

[Imkaan](#) is a specialist women's organisation addressing violence against black and minority women and girls.

[Southall Black Sisters](#) offer specialist support, advocacy and information to Asian and Afro-Caribbean women suffering abuse

[Galop](#) continues to provide Hate Crime, Domestic Abuse and Sexual Violence support services to LGBT+ victims/survivors by telephone, [email](#), text and WhatsApp. Contact also using the [online form](#). They have also issued a [joint statement](#) about LGBT+ and domestic abuse during coronavirus and advice for those working with, or concerned about, someone.

[Hestia](#) provides a range of initiatives to support the professional sectors and victims. They manage the national [UK SAYS NO MORE](#) campaign and related ['Safe Space'](#) solution; with Boots Pharmacists they launched a national service to allow victims fleeing to



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access help and support safely at Boots stores. [Superdrug and 60+ other independent pharmacies](#) and [Morrison's Supermarkets](#) have also now joined the campaign.

[BrightSky](#) - a free to download mobile app (Hestia), providing support and information to anyone who may be in an abusive relationship or those concerned about someone they know. The app is also designed to be used by practitioners, and for anyone looking for information about issues around domestic abuse such as online safety, stalking and harassment and sexual consent.

[Hollie Guard](#) - next generation smartphone app that provides enhanced levels of protection, which essentially transforms your smartphone into an advanced personal safety device. All you need to do is shake your phone or tap the screen and you generate an alert, which automatically sends your location and audio/video evidence to your emergency contacts.

[Respect](#) – includes range of published COVID-19 guidance for working with perpetrators

[Child Contact](#) – guidance for family court compliance and child contact arrangements

[CAFCASS](#) – guidance for children and families; children and family courts, and co-parenting advice

[GOV.UK](#) – national guidance for those experiencing or at risk of [domestic abuse](#), and links to [latest updates](#) and information from Government Departments