

## Domestic Abuse - Supporting residents experiencing domestic abuse during Covid-19 pandemic

During the current COVID-19 lockdown, it is more difficult for victims and survivors of domestic abuse to seek support, especially if they live with their abusers. The Council's domestic abuse service is still available for support during this time. If you are experiencing domestic abuse or concerned that someone you know may be at risk please contact the **Southwark Advocacy Support Service** by telephone on 020 7539 1290 or by email [southwark@solacewomensaid.org](mailto:southwark@solacewomensaid.org)

For general enquires about domestic abuse and support for other violence against women and girls related issues (including men and boys), please email the Safer Communities Team on [Sharon.Ogden@southwark.gov.uk](mailto:Sharon.Ogden@southwark.gov.uk).

## Resources — Below is a list of resources which may be helpful in supporting you and your family at this time

### Practical support for victims and survivors:

#### Help lines

- **National Domestic Abuse Helpline:** FREE 24 hour helpline number – 0808 2000 247 – run by Refuge, and [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk).
- **Respect Phone Line:** 0808 802 4040 an anonymous and confidential helpline for men and women who are harming their partners and families [www.respectphonenumber.org.uk](http://www.respectphonenumber.org.uk)
- **Men's Advice Line:** 0808 801 0327 a confidential helpline for male victims of domestic violence and those supporting them [www.mensadvice.org.uk](http://www.mensadvice.org.uk)
- **Karma Nirvana:** 0800 5999 247 Mon to Fri 9am–5pm supporting victims of honour based abuse and forced marriage [www.karmanirvana.org.uk](http://www.karmanirvana.org.uk)
- **Hour Glass:** 0808 808 8141 challenging the abuse of older people in all its forms [www.wearehourglass.org](http://www.wearehourglass.org)
- **Galop LGBT+ Domestic Abuse Helpline:** 0800 999 5428 [www.galop.org.uk](http://www.galop.org.uk)
- **Childline:** 0800 1111 If you're a child or young person and domestic abuse is happening in your home or relationship.

## Other Support

- **HollieGuard** is an app that turns a smartphone in to a personal safety device; it works with iPhone, Android and Windows phones. Further information can be found here, <https://hollieguard.com/>.
- **Silent Solution**: when somebody calls 999, an operator will ask which emergency service is required. If the caller is unable to audibly signal to the operator, the call will be forwarded to an operating system. If 55 is pressed by the caller, the system will detect this. The operator will then transfer the call to the relevant police force as an emergency. Further information can be found here, [https://www.policeconduct.gov.uk/sites/default/files/Documents/research-learning/Silent\\_solution\\_guide.pdf](https://www.policeconduct.gov.uk/sites/default/files/Documents/research-learning/Silent_solution_guide.pdf).
- **Government website**: lots of information and advice, including help for specific groups <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>
- **Solace Women's Aid website**: <https://www.solacewomensaid.org/>.
- **Women's Aid Live Chat**: available Monday-Friday, 10:00-12:00, <https://chat.womensaid.org.uk/>.
- **Women's Aid Email Service**: <https://www.womensaid.org.uk/information-support/help-by-email/>.
- **SafeLives** has set up a page with information and resources for victims and survivors, <http://safelives.org.uk/news-views/domestic-abuse-and-covid-19>.
- **Citizen's Advice Southwark**: although face-to-face support has been suspended, phone, email and webchat is still available – <https://www.citizensadviceSouthwark.org.uk/>.
- **Migrant Information Hub**: although this is geared towards those in Yorkshire and the Humber, it has some useful general COVID-19 related information and guidance for migrants in the UK, including translated resources, <https://www.migrantinfohub.co.uk/>.
- **Southwark Sustenance**: for those struggling to access food, this map notes food sharing initiatives across Southwark, including food banks, <https://www.google.com/maps/d/viewer?mid=16HM-J2TwBre-4wGCNcLp5ZiMExFWdmoS&ll=51.482951063956065%2C-0.07743119999997816&z=12>.

## Emotional support for victims and survivors:

- **COVID-19 Wellbeing Tips**: this document has been written by a member of Southwark's Solace team and focuses on activities that promote well-being. It also includes a small directory of emotional support services/apps.



COVID-19  
Well-being Tips.pdf

- **Stop, Breathe & Think** offer free guided meditations on their website, <https://www.stopbreathethink.com/meditations/>.
- **YoungMinds** offers mental health support to young people, and has some specific COVID-19 related resources, <https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/>, <https://youngminds.org.uk/blog/looking-after-your-mental-health-while-self-isolating/>.
- **Self-harm**: there are a number of apps for young people who self-harm and would like support to manage this.



Apps for Supporting Young F

### For those with children:

- For those with **Family Court Child Arrangement Orders**, the Courts and Tribunals Judiciary have published the following guidance: <https://www.judiciary.uk/announcements/coronavirus-crisis-guidance-on-compliance-with-family-court-child-arrangement-orders/>. Although this advice is general and does not focus on domestic abuse, it is useful to know that there is scope to vary an arrangement if there are concerns that complying with this would be against current government advice around COVID-19.
- **YoungMinds** have a section on their website which offers tips on how parents can speak to children about COVID-19 <https://youngminds.org.uk/blog/talking-to-your-child-about-coronavirus/>
- **Anti-baddies Resilience Toolkit**: this is an interactive resource that parents can use with their children, <https://primariesite-prod-sorted.s3.amazonaws.com/penruddock/UploadedDocument/4b4285dbd03949e884cfb1bc5d70e5ce/the-anti-baddies-resilience-toolkit.pdf>.
- **My Name is Coronavirus**: another interact resource that parents can use to help explain COVID-19 to children: [https://660919d3-b85b-43c3-a3ad-3de6a9d37099.filesusr.com/ugd/64c685\\_319c5acf38d34604b537ac9fae37fc80.pdf](https://660919d3-b85b-43c3-a3ad-3de6a9d37099.filesusr.com/ugd/64c685_319c5acf38d34604b537ac9fae37fc80.pdf).
- Tips for parents **managing isolation** for secondary school-aged children.



Managing Isolation  
- Parents of Second:

- **Gingerbread** is a charity that offers practical advice to single parents on a range of topics. <https://www.gingerbread.org.uk/coronavirus/>
- **WHO** have published documents about the effect of COVID-19 on violence against women.



WHO - COVID19 and VAW - What the



WHO - COVID-19 and VAW.pdf