**Safety Planning for victims living in abusive households in self-isolation – COVID-19**

**TDAS services continue to operate during this time via phone, text, emails, video calling. We are also offering face to face appointments through our DA surgeries and counselling services.**

* **Presently our core office hours are 9 am – 4 pm Monday - Friday. During this time you can access advice and information from a TDAS staff member. Please call 0161 8727268 to speak to someone.**
* **Outside these hours please leave a message and we will respond to your call within 24 hours. Please note we are not an emergency service. If you are calling due to an emergency situation you should call 999. When you leave a message please provide a number and time that is safe to contact you**
* **National DVA helpline 0808 2000 247**
* **National Stalking helpline – 0808 802 0330**
* **Silent calls to police – Dial 999 – then 55 if you can’t talk – please make some noise (e.g. cough) to activate the response - DO NOT HESITATE TO CONTACT THE POLICE ON 999**

**Remember you are still able to flee abuse during a lockdown and support is available to do so.**

**Stay connected with the outside world as much as possible. Facebook group, texts and phone calls to family and friends, support networks, children video/fact time class friends, emails to support agencies etc.**

**Key Points to share with the Service User**

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| **Safety Questions – ASK ALL Questions** | **Response from SU/action agreed** |
| What is his/her usual pattern of abuse?  Eg, worse when kids are around? Not around? |  |
| What are your major concerns? |  |
| What do you think are the risks and what are you scared about the most? |  |
| Will not working be a compounding factor –  eg financial abuse, substance abuse  What will be his likely response to self-isolation? |  |
| Will this increase the sexual violence / coercive control / degradation /  once escalation occurs how can we measure and be guided by this with you? |  |
| Are you a key worker and still working?  Are your children still attending school?  Discuss the opportunities here to have safe contact e.g. school run, breaks at work |  |
| Do you think he/she has software on your IT? Listening devices?  Cameras in the home etc? | If so send services for stalking advice and safety planning. |
| Can you still get out of the house, as per normal safety plan, if he/she gets violent? |  |

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| **Continued Safety Questions – ASK ALL Questions** | **Response from SU/action agreed** |
| Plan with your client when to call and how…  what will be the plan if we can’t get hold of her/him?  For example, use the fact that there is no online shopping slots available and if she can get to shop without him/her to call us,  or go to the toilet whilst in the shop and call us there.  Set up a code word with a trusted friend/family member/GP  **(be creative but be SAFE)** |  |
| Anything else to add/ to be considered by service user or worker? |  |

**Key Safety points to share with the service user**

* If you have a ‘pay as you go’ phone, make sure you have enough minutes on your phone to make calls and send texts at all times & keep it charged
* If your partner/ex-partner pays your phone contract – try and source a different phone from a friend/family member, or maybe you have an old mobile– get a new sim card – Keep it on silent or vibrate and keep it secure.
* Inform any other agencies you are in contact with (e.g. Children Services) that you are in Isolation.
* If you are living with an abusive partner- arrange a safe method of contact between you and your support worker. Your support worker will contact you WEEKLY if it is safe to do so.
* TDAS may be experiencing a high number of calls - please leave a message with your name and contact number/email address – let us know it is safe to call back -we will call-back within 24 working hours.
* As shops and restaurants/ pubs are shut, plan for where you can run to or hide (neighbour / taxi rank/ park ) then call police, shout bang on doors etc
* If you have not done previously, inform your GP, work and any other agencies you are in contact with that you are in an abusive relationship.
* If you or your children have a social worker inform them if you do not have enough food and essentials for you and your children
* Contact a ‘safe friend/family member’ that can purchase some food and essentials for you and delivery them when your partner/ex-partner is out. – **If the family goes into isolation then the partner may not go out.**
* Set up a code (a short word, name or phrase) for family and friends to let them know by text / Facetime / skype / zoom if you feel that your risk is increasing or if the emotional/mental abuse is increasing. They can then contact the police to come to your aid
* Teach the above code to age appropriate children
* If in immediate danger ring 999.
* Have you got a safe family/friend that has a spare room where you and your children can spend your isolation?
* If you need to flee are there any ‘safe’ family/friend that you can flee to. Would you consider moving to a refuge? Please have this conversation with you family &friends.
* If the UK goes into full lockdown plan opportunities to get out, such as going to the shop. If the oldest child is asked to go then make sure that child knows the plan and gets help.

**Keep the following items safe, secure and accessible**

**Important Documents:** - passport, birth certificates driving licence, bills/statements, benefit information, any court order/civil order NI number, Tenancy/Mortgage Deed/Tenancy agreement.

**Emergency numbers**: - friends, family, doctors, work agencies you are involved with mobile phone network.

**Medication** – for you and children – Speak to your GP re logging on Patient Access

**Essentials** for you & children – toiletries, nappies, favourite toy & clothing for a few days

**Money & Bank Cards** – small change for taxi in an emergency (arrange a pick up point)

**Keys** - for house, car & work

**Sentimental items:** - photos, diaries etc

**Your Wellbeing**

**For those who are feeling stressed or anxious about isolation; please see below for links and contact details to access support or self-help services:**

Samaritans 116 123 (free 24-hour helpline) if you’re feeling distressed, anxious or suicidal

[www.mind.org.uk](http://www.mind.org.uk)  Helpline 0300 123 3393 or Text 463 – (If you suffer from anxiety)  Self-help support to cope with anxiety and stress

<https://www.nhs.uk/oneyou/every-mind-matters/> - receive a personalised daily plan to help you manage your mental health

[www.nopanic.org.uk](http://www.nopanic.org.uk)     Phone: 0844 967 4848 (daily, 10am to 10pm). Calls cost 5p per minute plus your phone provider's Access Charge. Self-help relaxation techniques and exercises.

[www.llttf.com](http://www.llttf.com)   free on-line life skills to help to deal with daily stressors

<https://www.breathworks-mindfulness.org.uk/mindful-self-care-for-troubling-times>  - free mindfulness courses