

People experiencing domestic abuse should if at immediate risk dial 999.

What Can Victims Do?¹

Victims of domestic abuse can take the following steps to safeguard themselves and others:

- Keep a mobile phone close and maintain virtual communications with trusted contacts. Develop a way of raising concerns if you do not contact them for periods of time- use coded messages or safe words, leave curtains or blinds open or use any other agreed method to allow them to raise the alarm if you can't.
- If at risk, call 999. Use the Silent Solution system if fearful of being overheard or seen: call 999 then 55 to have the operator transfer the call to emergency services without having to speak.
- Conceal a bag packed with essentials including clothes, money, charger, ID documents/ passport ready to leave quickly, ensure you also have a bag ready for any children too.
- Have taxi numbers in contacts
- Identify someone who is a 'safe space contact' where you can go if there was anything to happen and/or be aware of where police, local services and refuges are.
- Identify areas of the house where there are no weapons and there are ways to escape if an argument occurs.
- Keep weapons such as knives locked away and as inaccessible as possible
- Do not wear scarves or long jewellery which can be used for strangulation

Asset-Based Approaches – “Make Every “Contact” Count”: it is imperative within the wider context of reduced face to face contact and social isolation that we all play our part in enabling early intervention to prevent and stop the abuse. Victims will feel particularly alone and suffering in silence therefore robust interagency approaches to provide the best possible care and support across health and social care remains essential. The need for professional and community level vigilance is ever important as normal routes out are reduced. Trust instincts: call the 24-hour free local domestic abuse helpline 0808 800 0340 or 999. Do not talk to the perpetrator as this could escalate the abuse and put people in further danger

Support and Advice for Perpetrators

Those who abuse also need help to control their behaviour and understand why it is happening. Friends, family, professionals should support facing up to how behaviour and violence affects others. The abuse will have serious effects on all involved and

¹ Adapted from Women's Aid

those witnessing it, including children. There are helplines offering information and advice to people who are abusive towards their partners and want help to stop 0845 122 8609 and more info can be found at [Respect](#).

Resources for Multi-agency teams

The Government have issued guidance on isolation for domestic abuse safe accommodation settings which can be found [here](#).

Refuges do not need to close unless directed to by Public Health England. If people seeking refuge or children in the refuge show symptoms whilst in a refuge, they should remain in their room and follow the self-isolation guidance for households can be found [here](#).

[Responding to the challenges of COVID -19 Guidance for multi-agency forums](#)

This guidance is to help multi-agency forums flex and respond to the accelerating COVID-19 (coronavirus) pandemic. The potential threat to the health and safety of frontline staff and service users poses a real and immediate challenge for safeguarding families at risk.

[West Midlands Violence and Abuse Standards](#)

These standards are intended to identify and promote evidence-based, safe and effective practice in working with adult and child victims of domestic abuse, and to ensure perpetrators are held to account increasingly effectively.

The Domestic Abuse and Housing Alliance (DAHA) have produced [guidance and resources for housing providers](#) on responding to domestic abuse during the current crisis.

[IRIS](#) – Resources have been made available through Clinical Commissioning Groups to train GP's so that they can recognise domestic abuse. Women can gain access to services through their general practice. This is currently being offered remotely via telephone consultation. Pregnant women who experience domestic abuse can be referred to services via their midwives in the usual way.

Updated guidance from [HM's Courts and Tribunal Service on applying for a domestic abuse](#) injunction as an unrepresented applicant during the coronavirus outbreak

Resources

National Resources

[National Domestic Violence Helpline](#) Freephone Helpline, [0808 2000 247](#)

[Galop](#) - for members of the LGBT+ community [Galop](#) runs the National LGBT+ Domestic Abuse helpline. Telephone: 0800 999 5428 Email: help@galop.org.uk

[SupportLine](#): provide telephone helpline and email counselling service.

[Women's aid](#) provide survivors forum, a live chat Monday to Friday 10- 12pm and emails

[Safelives](#): provides research, training and support to frontline domestic abuse services and professionals

[National Centre for Domestic Violence \(NCDV\)](#): Provides free and fast emergency injunction advice to individuals experiencing domestic abuse

[Suzy Lamplugh Trust](#): National Stalking Helpline

Home Office: [Coronavirus \(COVID-19\): support for victims of domestic abuse](#)

Department for Education: [Coronavirus \(COVID-19\): guidance for children's social care services](#)

[Rape Crisis England and Wales](#) Rape Crisis Centres provide [specialist support and services](#) for survivors of sexual violence, whether it happened recently or a long time ago. Tel : 0808 802 9999

[Men's Advice Line](#) is a confidential helpline for male victims of domestic abuse and those supporting them. Telephone: 0808 801 0327

Useful Apps /info for victims

[Hollie Gazzard Trust](#): Free downloadable personal safety app available

[BrightSky App](#) Free downloadable app: providing support and information for anyone experiencing domestic abuse, or someone concerned about a friend or family member. In addition, the app is available for use by employers and service providers.

Support if you are worried about hurting someone

If you are concerned that you or someone you know may be an abuser, there is support available. [Respect](#) is an anonymous and confidential helpline for men and women who are harming their partners and families. The helpline also takes calls from (ex)partners, friends and relatives who are concerned about perpetrators.

Telephone: 0808 802 4040

West Midlands Resources

[Victim Support West Midlands](#) 0300 303 1977

West Midlands Forced Marriage 24hr helpline 0800 953 9777

Birmingham:

[Birmingham & Solihull Women's Aid](#) 0808 800 0028

[Bharosa](#) is a domestic abuse service for ethnic minority women living in Birmingham. The service is confidential for women and young girls over the age of 16. Tel: 0121 303 0368.

Birmingham Housing Options Hub: 0808 169 9604

Birmingham Council Housing: 0121 303 7410 or 0121 303 2296/4806
<https://www.birmingham.gov.uk>

Adult Social Care: 0121 303 1234 or 0121 675 4806
Children's Social Care: 0121 303 1888 or 0121 675 4806

Coventry

[Safe To Talk](#) helpline: 0800 111 4998

[Coventry Haven](#) Tel: 02476 444 077

[Panahghar](#), an Urdu word for "safe house," is a charity based in Coventry that aims to help Asian woman and their families in the region who have experienced domestic abuse.

Coventry Council Housing: Housing Options 02476 834 025. Homelessness
Adult Social Care: Telephone: 024 7683 3003 Adults
Children's Social Care: 024 7678 8555 or out of hours: 024 7683 2222.

Dudley

SPOC: 01384 455411

[Black Country Women's Aid](#) Tel: 0121 553 0090

Dudley Council Housing. Tel: 0300 555 2345 or email dutytorefer@dudley.gov.uk
Adult Social Care. Tel: 0300 555 0055
Children's Social Care. Tel: 0300 555 0050
Out of hours adults & children) 0300 555 8574

Sandwell:

[Black Country Women's Aid](#) Tel: 0121 553 0090

Sandwell Council Housing Solutions. Tel: 0121 368 1166 or 0121 569 6883
Adult Social Care. Tel: 0121 569 2266 Out of hours: 0121 569 2355.
Sandwell Children's Trust. Tel: 0121 569 3100

Solihull

[Birmingham & Solihull Women's Aid](#) Tel: 0808 800 0028 .

Email: info@bswaid.org

Adult Social Care: 0121 704 8007 or 0121 605 6060
Children's Social Care: 0121 788 4333 or out of hours 0121 605 6060
Solihull Council Housing. Housing Options – Homeless Services
0121 717 1515 . Text: 07781 474 722
Email: info@solihullcommunityhousing.org.uk

Walsall:

[Black Country Women's Aid](#). Tel: 01922 649569

Walsall Council Housing. Tel: 01922 652250
Adult Social Care. Tel: 0300 555 2922.
Children's Social Care: 0300 555 2866

Wolverhampton:

[The Haven Wolverhampton](#) Tel: **08000 194 400**. Online chat (Mon–Fri 9am- 5pm)
E-mail: info@havenrefuge.org.uk

[St Georges Hub for support for male victims](#) Tel: 01902 421904

Wolverhampton Council Housing. Housing Options - Homeless Services 01902
554747 Homelessness
Adult Social Care. Tel: 01902 551199
Children's Social Care. Tel: 01902 555392

Sexual Violence Support

National

[The Survivors Trust:](#)

[Rape Crisis England and Wales](#)

Regional Resources

[Black Country Women's Aid: https://blackcountrywomensaid.co.uk/](https://blackcountrywomensaid.co.uk/)

[RSVP, Birmingham and Solihull:](#)

[CRASAC, Coventry](#)

Support for Children

Rights of Women have produced [guidance on COVID-19 and child contact arrangements](#)

[Children's Commissioner Guide to coronavirus](#)

[childline](#) :Tel: 0800 1111

If you are interested in finding out more, here are some useful links

For useful information about safety planning and domestic abuse support, read The Women's Aid Handbook at: <https://www.womensaid.org.uk/the-survivors-handbook/>

If you are in a refuge, the Government have issued guidance on isolation for domestic abuse safe accommodation settings which can be found here: <https://www.gov.uk/government/publications/covid-19-guidance-for-domestic-abuse-safe-accommodation-provision/covid-19-guidance-on-isolation-for-domestic-abuse-safe-accommodation-settings>

Refuges do not need to close unless directed to by Public Health England. If you or your children show symptoms whilst in a refuge, you should remain in your own room and follow the self-isolation guidance for households as follows: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

This is not an exhaustive list, if you can't find the support you need here please contact one of the national support services who hold directories of local services

