



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

Support will continue for as long as you need and TDAS will be operating during this time via phone, text, emails, video calling.

- Have our number ready and call us anytime and leave a message, we are not an emergency service but will respond to you within 24 working hours if safe to do so – save on your phone under a different contact - **(GIVE SERVICE USER YOUR MOBILE NUMBER AND TDAS NUMBER.)**
- 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 – see here - **DO NOT HESITATE TO CONTACT THE POLICE ON 999**

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**

<b>Safety Questions – ASK ALL Questions</b>	<b>Response from SU/action agreed</b>
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? Or are your children still attending school for other reasons? 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?	

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 eg, use the fact that there is no online shopping slots available and if she can get to shop without him/her call us, or go to the toilet whilst in the shop and call us there <b>(be creative but be SAFE)</b>	
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 - use one of your old mobile or get an old phone from friend/family – get a 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 -TDAS 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) set this up for family and friends to let them know by text / Facetime / skype / zoom if you feel that your risk of physical is increasing or if the emotional/mental abuse is increasing. the code will need to alert them to contact the police if you are in danger and need to get out (blinking? Humming? Scratching face? Name or phrase)
- 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 that you (if you are single or with upto 2 children – obviously this depends on space capacity) can spend your isolation there
- 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 country goes into full lockdown in the same way as others then only one person can go to the shop, plan for if this happens as an opportunity to get out. If he sends oldest child then make sure that child knows the plan and gets help, if they want to alert us when they are out of the house to contact police we can.

### **Keep these items below safe, secure and able to access easily**

**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 - toiletries & 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 or anxious  
[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

[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.getselfhelp.co.uk](http://www.getselfhelp.co.uk) free CBT & self-help information

[ecouch.anu.edu.au](http://ecouch.anu.edu.au) - free interactive self-help programme

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

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

to practice mindfulness course for free – have to log onto their site

## Supermarket Susie



For workers talking to clients in the home with perpetrators.

Ask them where their local shop or supermarket is. Call ahead for them and speak to the manager.

Devise a plan with victim, if she should wish to flee and can get to the shop. Explain system to manager and for them to inform staff.

When victims is at the shop ask any staff to speak to Susie – eg “Is Susie working today? She said she would put some pasta/ toilet roll / bread to one side for me”...

If the victim is at the shop alone take them through to the back to keep them safe. Call the advocate – advocate can speak to them on the phone or get to the shop themselves if possible – then call the police, to get to a better place of safety, plan for if the perpetrator turns up to the shop and plan for the perpetrator having the children at home, prepare client that police will have to be involved.

If the victim is with the perpetrator in the shop and has to leave as normal with the perpetrator the response should be standard “Sorry Susie isn’t here but she has been told she can’t put stuff by for customers” – then staff to call advocate to let them know that client wants to flee and advocate will call the police to plan an exit with them and attending the property.